



Creative Problem-Solving in Logistics: A Success Story by Unilog

Ben Meller, an account manager at Unilog, shares a story about how his team at Unilog helped a client find a creative solution to a time-sensitive logistics problem.

The client needed to move several machines from their Brooklyn warehouse in New York to their Washington DC facility but lacked sufficient packaging crates.

The team had to come up with a solution quickly to ensure the equipment was delivered on time.

The Problem

The Unilog client had only four packages in storage in New Jersey, and they needed to move eight machines, each requiring a crate. The situation was time-sensitive, with a deadline of the next business day.

The Solution

The Unilog team devised a plan to move the packaging equipment from New Jersey to Brooklyn, where they built the crates and loaded the machines onto a truck. The truck traveled to Washington DC, where it unloaded the machines and loaded the crates back onto the truck to return to Brooklyn. They loaded the remaining machines into the crates and shipped them back to Washington DC.





The Execution

It was essential to coordinate to coordinate with truckers to ensure that the operation went smoothly. The team at Unilog began the operation on a Monday and finished it by Tuesday afternoon, meeting the deadline set by the client. They had to monitor the shipment and communicate with the trucker even past regular business hours. He even had to convince the trucker to sleep in the warehouse parking lot to ensure the equipment was loaded as soon as the crew arrived.

The Outcome

The Unilog client was pleased with the team's effort and thanked them for their work. The Unilog team successfully delivered the equipment on time, despite the challenging circumstances.

Conclusion

In the logistics industry, creative problem-solving skills are crucial to overcome unexpected challenges. The teams quick thinking and efficient execution allowed them to find a solution to a difficult problem, ensuring their client's satisfaction. This success story by Unilog demonstrates the importance of strong communication skills, adaptability, and dedication to meeting deadlines in the logistics industry.

