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Hoyer Group
Safety, Health, Environment & Quality Manager

The most important difference between the new codes and the old ones is that now the transport companies can record all the performance in a more detailed way and the safety part has been developed much more.

The satisfaction of the different customers' requirements has been taken into consideration whilst updating the ECTA codes; this would give the opportunity to realize a great wish from the carrier's point of view which is the implementation of the same new codes by all chemical companies to avoid as much as possible multiple requests of performance reporting.

The codes will be implemented in the new HOYER Vista system for SHEQ and will be easily spread in the whole company by the beginning of 2009. The working group was very active and co-operative; the openness shown by all participants was impressive and gave the opportunity to share common SHEQ experience.



Bernhard Haidacher
LKW Walter International AG
SHEQ Manager

Many companies in the chemical industry are measuring the transport performance of their Logistic Service Providers. In addition to this, many Logistic Service Providers are measuring their own performance. Thus it makes sense to use a standard

coding to simply the life for both the chemical industry and the Logistic Service Providers.

LKW WALTER was already member of the working group who published in 2002 the first Guidelines for Standardised Delivery Performance Measurement and fully implemented and integrated it in our IT and management systems. In this way we have benefited a lot from the standards and we could continuously develop our own quality.

The logistic's world has changed a lot the last couple of years and it was necessary to adapt the standards. The main targets were on the one hand to simplify it and to make the work for the planners, who at the end of the day will work with the tool, easier. On the other hand the standards must be able to cover all relevant 'events', that can happen during a transport.

Many tests with planners in different transport companies and also at LKW WALTER have shown, that those targets have been reached.



Mark Warner
Den Hartogh Logistics
Group Strategic Director / Member of the Board of Directors

The standardization of data and information transfer between all stakeholders in the supply chain is of critical importance to achieve the efficiency and efficacy which the present day technical possibilities give us. The only barriers which exist are the people and the organizations. Through the dynamics in the working group between diverse chemical companies and LSP's, a forum took place in which various experiences and opinions were shared in an open environment.

This has resulted in a practice which can and should be adopted by all chemical and LSP companies so that safer and more efficient service levels can be reached in the chemical supply chain.

At Den Hartogh Logistics, we have adopted and fully integrated these standards and will continue to help the industry to move forward in an innovative way.



Lennart Goeller
Karl Schmidt Spedition GmbH & Co.KG
Marketing

The ECTA Codes are an important contribution for the company: as an objective and standardised performance measurement instrument it identifies strength as well as weaknesses and helps us to improve our service level to our chemical customers.

The ECTA Codes are implemented in our Transport Management System and the operative and dispatch people select and define events using the codes matrix and selecting the appropriate code out of these to complete the order handling. We look forward to implement improvements in the codes.

By contributing the working group you get a better understanding on how to treat performance measurement issues and understand the main focus of the producers and which information they would like to receive from us.

www.ecta.be



Transport performance reports can swamp your desk!



"I'm sorry. It appears Mr. Mitchell won't be accepting any more information today."

TESTIMONIALS ECTA Working
Group Members 2007
2008

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REPORTING OF TRANSPORT EVENTS
USING STANDARD ECTA CODES

Accuracy of data per transport order can strongly be improved by:

- >> avoiding double work and re-entry of data
- >> ensuring direct connectivity between shipper and the transport company: EDI, electronic transfer of data via XLS file, etc
- >> using a standard system of reporting codes for events occurred during the execution of transport orders (=ECTA codes)
- >> quantifying the analysis of the data: reporting is done by the carrier via the automated transfer of a DATA SET on agreed reporting periods

When something needs to be reported for the transport order concerned, this event will be translated into a set of data (=computer inputs) to describe the event in the same way for all shippers. Information is available in the system of transport companies from a standard coding matrix applicable and is transmitted through existing connectivity systems into the system of the shipper. Both parties can analyse these quantitative data to improve safety and quality in their handling of transport orders.

ECTA Codes offer a matrix with codes for the following information:

- When?** Before loading, at loading, during transit, at unloading
- What is it linked to?** Timeliness, equipment failure, product issues, documentation issues, SHE incidents
- Under whose control were the goods at that time?** Carrier, shipper, final customer, beyond anyone
- What happened?** This code gives the first cause of an event: example: packaging damaged, traffic congestion, breakdown, communication failure, etc.

Reporting of Transport Events using standard ECTA Codes:

- >> Improves the accuracy and truthfulness of data: transport planners at the transport companies are familiar with the ECTA codes since they use the codes already for similar chemical transports, reducing mistakes and facilitating correct data entry.
- >> Standardised Automated Data collection : transport companies send in the information to the shipper via EDI or their existing own business links for automated data transfer. This data requires no re-work by hand and can be incorporated into the shippers' IT system.
- >> Information provided is a First Analysis of what happened, where did it happen, who is at that point in charge and who made it happen ? This information provides quantifiable overview of quality and safety in execution of transport orders. When additional information is required, example in case of SHE incidents or for customer complaints, deeper investigations and root cause analysis can be further requested.



- >> It provides part of the input required for performance review: data is available both for shipper and for transport company

Data collection & flow for standardised reporting:

- >> The shipper sends the order information to the haulier incl. order references, requested delivery dates, etc.

- >> At the moment of loading, the truck driver receives shipping documents that he will sign for receipt.
- >> The truck driver delivers to the customers and assures signature upon delivery at the customer.
- >> The truck driver feeds the loading and delivery information back to the haulier co-ordinator.
- >> The relevant data are input in the centralised database of the haulier.
- >> The haulier's system is creating the "data set". Using the ECTA codes
- >> The "data set" is transmitted electronically to the shipper on a regular (daily, weekly, monthly, yearly) basis.
- >> Shipper and haulier can make performance analysis based on identical data.

Joint ECTA-Cefic Working Group:

2007

In 2002, ECTA and Cefic issued a Guideline with a first version of the ECTA Codes. In 2006, a review of the standard coding system was recommended and a joint working group embarked on thorough analysis and update.

The reviewed codes matrix has been developed and can be downloaded in a demonstration excel file from the website www.ecta.be.

This allows companies to experiment with the available codes and incident categories. The goal is to include clearer descriptions of intermodal and road events and generate one standard reporting format for everybody in chemical supply chain of land transports in Europe. This considerably improves implementation of correct reporting by transport companies, is cost effective where it eliminates double entries of data and facilitates the analysis of safety and quality in the supply chain both by the LSP's and the shippers.