

## SANKYU'S DIGITALISATION JOURNEY THAT GREATLY ENHANCED OPERATIONS ACROSS DEPARTMENTS

Company Name	Sankyu (Singapore) Pte Ltd
Industry	Transportation, Logistics, Supply Chain & Storage
Founded	11 <sup>th</sup> October 1971
Location	11 Clementi Loop, Singapore 129813
Services	Logistics, On-site Logistics & Engineering
Website	<a href="http://www.sankyu.com.sg">http://www.sankyu.com.sg</a>
Relationship with FUJIFILM Business Innovation	2 years

**SANKYU**

### ABOUT SANKYU (SINGAPORE) PTE LTD

Sankyu (Singapore) Pte Ltd is a total logistics and engineering services provider. Established in 1971 with an office in Jurong, they have since expanded to seven major facilities including Tuas Logistics Hub & Integrated Distribution Centre, Gul Engineering Centre and Jurong Island Warehouse.

The logistics division supports sea, air and land freight, warehousing and electronics and chemical logistics. The engineering division supports oil and chemical engineering, industrial machinery engineering design, ISO admin & planning and maintenance.

Sankyu has a global footprint with offices, affiliate companies and partner companies across Asia, Europe, North and South America. They leverage on their domestic mobility honed by years of experience, their ability to work within customer's premise, technical expertise from the engineering department and their worldwide connections. As Sankyu is an asset-based company, they pride themselves on providing the optimum storage environment and distribution services via state-of-the-art distribution centres. Sankyu is ISO and FSSC 22000 certified, is a bizSafe partner and possess GDPMDS (Good Distribution Practice for

Medical Devices) and TAPA (Transported Asset Protection Association) certification.

### THE CHALLENGE

Most businesses that were incorporated in the early years did not have the luxury of technology and software solutions to enhance workflow, improve efficiencies, reduce waste and drive productivity. Up until recently, Sankyu depended on manual methods for trouble reporting, procurement and managing their vast operations.

Paper submissions for internal trouble reporting and procurement that required multiple signatories and stamps of approval wasted much time and paper. This also did not guarantee that the necessary paperwork will reach the management on time because documents were easy to be misplaced and overlooked. In the procurement department, highly sensitive information can be unprotected, quotations are difficult to compare and there is not enough transparency in the process. In both situations, the workflow is not streamlined, making it difficult to track the stage of work development, the person responsible, control the outcomes and acknowledge if a task has been deemed completed or otherwise. This greatly affects the company's brand and image due to impacts on external stakeholders like

customers and suppliers.

In the warehousing division, staff need to do manual jobs like take pictures of the cargo before it is delivered to the customer.

A digital camera with an SD memory card is used and the photos need to be uploaded for viewing. The challenge is real time information and tracking, communication to ensure photo is taken according to client's requirements and systematic consolidation of information.

### CUSTOMIZED SOLUTIONS

Partnering FUJIFILM Business Innovation Singapore confirmed that customized solutions are the best way to address the needs and gaps of any company. FUJIFILM proposed Kintone, a low code platform, where Sankyu can be involved in the design development of close to twenty applications to simplify workflow and increase productivity of each department. Nobody knows the business better than the client themselves.

“Kintone is becoming entrenched at many sites of Sankyu Japan. We believe that Kintone's customizability and simple operability will greatly contribute to the start of our DX journey in other regions as well.”

– Director, Takato Kato at Sankyu (Singapore) Pte Ltd

## DIGITALIZATION

The results were more than satisfactory. Firstly, Kintone enables efficiency and transparency through real time data collection and opened channels of communication for personnel involved. Time taken for tasks such as getting approvals for documents, procurement processes, submission of photos to clients were all reduced. What used to take one to two days can now be achieved within the same day, for example approval time for procurement was shortened by 50% and now had features such as notifications via email.

Secondly, operating processes are streamlined and tracked every step of the way, ensuring accuracy in reporting, reducing lapses in workflow and allowing immediate follow-ups and response from staff for urgent issues.

Apart from addressing their initial challenges, there were opportunities to develop applications to enhance corporate operations too. Admin staff are better able to understand staff movements and manage direct staff and contract staff across their multiple locations. Managers can track their KPIs with greater accuracy and consistency. Warehouse staff are able to upload the operational information with

their company smartphones in a timely manner. An interesting and hugely beneficial app currently in development is one that can accurately track the number of containers that leaves Sankyu's warehouse facility or are parked there. They envision this app to be linked to the photo taking application so that staff can immediately update the container information after they complete loading cargoes in a container.

## EXCITING BENEFITS AND GROWTH

Kintone proved successful in streamlining processes and data collection. They no longer need to invest in large bulky office equipment, they can reduce working hours because of increased productivity, and reduce paper, which also contributes to their sustainability goals.

The application allowed transparency and smooth processes in workflow. Staff responsible was empowered to access data, make approvals and respond immediately to urgent matters. The systematic consolidation of information provided security, fast retrieval of data and is crucial for business continuity.

Overall, FUJIFILM BI Singapore was the necessary partner to help Sankyu

move to the next phase of growth and expansion.

## THE FUTURE OF SANKYU AND FUJIFILM BI SINGAPORE

Sankyu Japan has already implemented Kintone. It is deeply entrenched in the operational workflow. The vision is to share their developer experience journey and it's customized applications worldwide. This includes their customers and partners so that the entire eco-system benefits. Sankyu is confident that FUJIFILM understands their needs across nations and cultures and can design solutions that addresses challenges and fill gaps. The time and effort taken to collaborate with FUJIFILM is worthwhile when Sankyu experiences a stronger and more cohesive work force and operations.



“ We worked closely with Kintone to customize the applications for each department. We witnessed an increase in efficiency and improved workflow by up to 50%, translating to greater revenue. We are also compliant with governing regulations, and we've built a more sustainable workplace. Everyone is happy. ”

– Warehouse department – Assistant manager  
James Teo, Sankyu (Singapore) Pte Ltd

## AT A GLANCE

### Challenges

- Tedious and long procurement process
- Inability to track workflow and processes
- Inability to respond to customers in a timely manner
- Paper transactions resulting in unprotected and loss of information
- Poor communication channels leading to slow delivery


### Solutions


- Kintone No-Code Platform


### Benefits & Results

- Customised applications that truly meets the needs of the workforce
- Greater cost-effectiveness through reduced paper usage and office equipment
- Increased efficiency and reduced errors in workflow
- Increased customer and supplier response time
- Transparency and accuracy in tracking of KPIs
- Consolidation of information for easy, remote and secure retrieval of information
- Convenient management of staff across multiple locations

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