

A new Time Slotting System in Penjuru Terminal

In the quest for operational excellence, Vopak Penjuru Terminal walked the talk. On 1st July 2006, VTS successfully launched the first of its kind in Asia; an in-house state-of-the-art time slot system. Marking its 34 years of existence this year, we relentlessly seek creative ways to improve our service offering in this highly competitive and dynamic industry. Coined as the “Time Slot System”, this new software maps the next facet of service excellence in the transportation industry, bringing along with it countless benefits that are essentially reshaping the way we work. Since the implementation of this new in-house system, terminal efficiency has risen by around 20 percent as queuing time was reduced by 50 percent, and the overall truck turnaround times improved by 25 percent. Not forgetting also the substantial operational cost savings that our customers would enjoy with faster truck turnaround time. This is definitely an achievement that was worth all the thumbs up. A job well done!

Amid our initial success, we are already embarking on the phase 2 of this project, an online web portal that would allow transporters to book their slots online. Inevitably, we trust that with time slot system, this creates a win-win situation for both Vopak and the transporters as it become apparent and transparent to either party on the available slots. VTS incorporated a KPI functionality in the program and thus we are able to track the individual transporter’s performance in terms of lateness, no arrival, no booking and number of cancellations. This tool equipped us with a proactive capability “to be the eye for the customer” in tracking the performance of their transporters, a step that was definitely well received, admired and appreciated by our customers. The new time slot system had definitely shaped the way we perform and improve our terminal efficiency and customer services.

[For more information](#)

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