

CASE STUDY

Recruiting a Head of Operations for a Leading B2B Logistics Company



About Client & Background

A leading integrated 3pl service provider and a leader in last-mile logistics for B2B, the client offers various categories of products and services, including food delivery, multi-city fulfillment, express shipping, same-day delivery services, reverse logistics, online retail, pharma, and grocery.

The company handles 5 Lakh unique orders per day for 170 clients across 500 cities, and is the largest logistics partner for the largest e-commerce platforms in India like Amazon, Flipkart, Big Basket

The founders are an IIT alumnus.



Job Role

Head of Operations

Client Brief & Job Description

The Head of Operations (Last Mile) will have a critical role in building and managing efficient last mile delivery solutions with maximum flexibility and minimized cost build. The position will report to the Founders and be a part of the leadership team at the company.

Some key responsibilities of the role include driving the organizational vision and providing strategic leadership to scale last mile delivery operations capability 5X over the next 2 years, being accountable for P&L, financial budgeting, and cost control of Last Mile delivery operations pan India, and planning, designing, and operationalizing new optimized delivery networks and delivery flexibility with the help of central teams.

People management and team handling are also crucial aspects of this role. The leader should have strong team handling skill sets with an ownership orientation to develop team members and take complete ownership of customer delight metrics and NPS scores.



Client Brief & Job Description

Experience in operations management and customer obsession in high growth companies from e-commerce/ supply chain solutions. Additionally, the candidate should have a deep understanding of logistics, especially in a highly scalable set-up, and understanding of customer/buyer profiling, categories, demography of e-commerce users & deep understanding of the KPIs & KRA in Last Mile delivery, Marketplace Pickups, Escalation Handling.

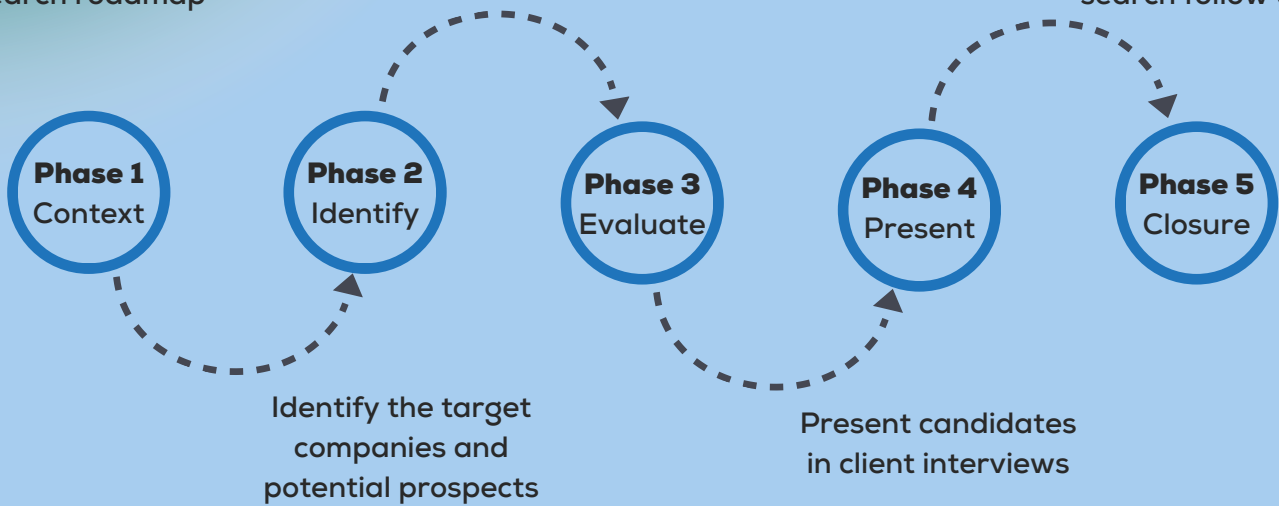
The candidate should have experience in managing large teams and the ability to think both strategically and tactically, including the ability to formulate data-driven and result-oriented decisions. The candidate should be able to work with diverse teams, which include product and technology.

Search Process

Assess needs and develop a tailored search roadmap

Attract & evaluate candidates

Complete the search and post search follow up



Outcomes

83 companies targeted

163 candidates identified

9 candidates shortlisted

Value Delivered

This search involved extensive talent mapping since we were looking for a well-rounded leader who had P&L, operations and people management experience at scale.

About Ishwa


"Ishwa" means Leader in Sanskrit.

Ishwa Consulting is a boutique leadership consulting firm focused on Executive Search, HR Advisory and Leadership Development. We help organizations dramatically improve performance through focus on leadership & talent. We align ourselves to client goals and are relentlessly focused on their success.

Our clients work with us for our ability to solve difficult searches and find best fit candidates for them. Knowledge of and access to a senior talent pool backed with a rigorous search process is enabling us to disrupt the executive search market. We are proud to have done over 150 high quality searches over the past three years that have contributed to distinguished careers and successful companies.

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