

CASE STUDY

A well-rounded partner ensures a seamless logistics experience



Global knowledge and local expertise help avoid delays

Challenge Summary

Mitsubishi Chemical sought a partner who not only could deliver the expertise, control, assurance, and visibility required to facilitate the movement of their products, specifically within India, but was also well-versed in regulatory compliance for Indian Customs clearance.

Services & Technologies Used

- Customs House Brokerage (CHB)
- Import/Export services
- Visibility Tools

Customer Benefits

- Process efficiency
- Improved clearance times
- Regulatory knowledge through PSA BDP webinars
- Significant decrease in delays
- Proactive communication

The Challenge

As a trader of both hazardous and non-hazardous chemical materials, Mitsubishi Chemical India sought a partner who could deliver the expertise, control, assurance, and visibility required to facilitate the movement of their products, specifically within India. Additionally, Mitsubishi Chemical India needed a provider who was knowledgeable and well-versed in the specific regulations and compliance methodology involved with the Indian Customs clearance process.

The Solution

PSA BDP's extensive global network allowed for local teams to manage the specific needs of Mitsubishi Chemical India's products while recommending methods for process optimization with customs clearance, logistics procedures, and warehousing. The PSA BDP team helped to design, implement, and control an effective and efficient flow of information from point of origin to point of consumption for the intricate needs of Mitsubishi Chemical India's business. By utilizing PSA BDP's expertise on local regulations, familiarity with top-tier ocean and air carriers, and industry leading visibility

provided by Smart, Mitsubishi Chemical India gained improved customs clearance timelines and proactive support, especially during instances related to complex COVID-19 shipment deliveries.

Pradeep Kaushik, Senior Manager Accounts & Finance and Logistics, Mitsubishi Chemical India, remarked, "[The team] helped us to get a head start on clearance, handling each case with great care and efficiency to reduce any chance of delays due to customs, which help to maintain a very positive and stable brand image for Mitsubishi Chemical India." He continued, "[They] have given us a sigh of relief to our customers. With extensive knowledge, proactive problem resolution, and extreme support - they delivered a seamless logistics experience."

About Mitsubishi Chemical India

Mitsubishi Chemical India is a global supplier of chemical materials whose mission is to create innovative solutions globally based on core values of Sustainability, Health and Comfort, striving for the well-being of people, society and the planet Earth.



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-Pradeep Kaushik, Senior Manager
Accounts & Finance and Logistics, Mitsubishi Chemical India