

Flawless Execution to Protect Customer Deliveries Under Mission-Critical Production Timelines



Challenge Summary

Indorama Brazil, part of Indorama Ventures, supports global chemical production across PET, polyester, and packaging. The business operates under tightly sequenced production schedules driven by firm customer delivery commitments, where logistics performance directly determines the ability to ship on time, in full, and without disruption to downstream customers.

Services & Technologies Used

- Ocean Transportation
- Customs House Brokerage (CHB)
- Regulatory Compliance
- Visibility Tools

The Challenge

Operating within Latin America's complex regulatory environment, Indorama Brazil faced tight, inflexible production timelines aligned to customer order windows. Even minor logistics delays risked missed customer deliveries, contractual exposure, and production inefficiencies. These risks were compounded by limited flexibility when working directly with shipping lines, particularly during periods of equipment shortages and vessel capacity constraints.

The Solution

PSA BDP implemented a tailored logistics strategy across Brazil - Argentina trade lanes designed to safeguard customer deliveries by protecting production schedules end-to-end. Leveraging access to multiple ocean carriers, PSA BDP increased execution flexibility during constrained market conditions. The solution combined disciplined documentation and customs coordination, proactive end-to-end visibility, dedicated customer service support, and rapid exception management - allowing PSA BDP to operate as a true extension of Indorama's supply chain and logistics organization.

The Result

- 100% on-time delivery to Indorama's customers across key international shipments
- Zero disruption to production schedules, ensuring customer orders were fulfilled as committed

- Improved planning reliability to align production, inventory, and customer demand
- Enhanced visibility and faster response to risks that could impact customer delivery windows
- High stakeholder confidence driven by transparency, execution discipline, and collaboration

"PSA BDP operated as a true extension of our supply chain team - delivering the execution discipline, visibility, and flexibility required to meet customer delivery commitments while protecting production continuity in a constrained market."

-Capt. Raymond Heman, Global Chief Supply Chain Officer - Combined PET, Indorama Ventures

About Indorama Ventures

Indorama Ventures is a leading global sustainable chemical company with operations across 30+ countries and a fully integrated presence along the petrochemical value chain. The company produces essential materials used in packaging, textiles, and consumer goods, including PET, polyester, and specialty chemicals. With a strong global footprint and focus on innovation and sustainability, Indorama Ventures serves major industries such as food and beverage, personal care, and industrial manufacturing.

