



Transportation

Ports & Maritime

Client

Vancouver Port Authority

Location

Vancouver, British Columbia,
Canada

Supply Chain Strategy—Measuring and Monitoring Performance Project

The Port of Vancouver is projected to experience tremendous growth opportunities (over both the near- and long-terms) resulting from increased volumes of containerized trade and a rapidly rising demand for Canadian bulk exports of raw material. In its role as port steward, the Vancouver Port Authority (VPA) is responsible for identifying, measuring, and capturing the key benefits of these growth opportunities for the public good. To fully exercise its stewardship role, and as part of its social license with the people of Canada, VPA engaged CH2M HILL to lead a business process improvement assignment to dramatically enhance the VPA's system understanding of complex supply chains and their performance within the Greater Vancouver Gateway.

As the VPA's Supply Chain Strategy consultant, CH2M HILL led a broad-based stakeholder engagement process to:

- Understand the key supply chain issues at the Port of Vancouver
- Develop process maps of relevant supply chains
- Define key performance indicators (KPIs) to characterize and monitor performance

CH2M HILL synthesized the supply chain data collected through the stakeholder process, defined and prioritized KPIs applicable to discrete operations as well as the cross-functional responsibilities of the VPA as a steward of freight mobility, and developed the reporting framework and information system to monitor performance. We also implemented the Measuring and Monitoring Performance system, resulting in industry accepted reporting requirements and a web-based performance monitoring dashboard, available to both the VPA as well as external stakeholders.

CH2M HILL delivered a business process improvement tool that will enable the VPA to:

- Monitor Port throughput trends and performance to enable dynamic system optimization to address future changes in trade flows
- Identify and document structural obstacles leading to more effective system integration
- Strengthen stakeholder understanding of the benefits of expanded cooperation and the need for focused and strategic operational change and/or investment in bottleneck operations or facilities
- Foster agreement and build consensus among the Port community to address identified system bottlenecks and persuasively support actions to address them