

Employer Case Study

Business Services including the Finance Sector, Logistics and Retail

DHL

DHL is a global player with strongly placed divisions including mail, express delivery, logistics and financial services. DHL is a global market leader who is the world's largest logistics service provider. It is also the world's largest air freight forwarder and the world's largest freight forwarder. In 2006 DHL's revenue exceeded €22 billion, DHL's customer base includes 50% of the Forbes top 500 companies. It has logistics facilities in 3,000 locations in over 220 countries. DHL employs 162,706 people.

DHL recognises the need for staff training and development to help the company meet its key challenges for the business.

Within West Yorkshire DHL has been working closely with Services to Business, the employer engagement section of Wakefield College. Wakefield College through its Services to Business Directorate has delivered a wide range of training and development for DHL. Amongst the many qualifications they embarked upon examples include NVQ level 2 and 3 Storage and Warehousing, Health and Safety training including IOSH and NEBOSH, First Aid, IT and Business and Administration training. Three members of the management team are completing or have completed a Foundation Degree in Logistics and Supply Chain Management.

This investment in skill development has seen a number of clear benefits to DHL. Retention has improved and staff absence has fallen. Customer Service targets have been exceeded and succession planning improved.

The example of DHL shows the value of investing in training and development and the benefits of developing higher level skills.