



Customer satisfaction guaranteed



# MISSION & VISION



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## **Vision**

To be one of the leading comprehensive logistics service provider globally

## **Mission**

Ensuring service excellence at all times for every job that we do. Building a team that is committed to meeting and exceeding service standards with a view to turning “customers” into “relationships”.



# Company Background



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## Background

MNZ holdings, a name to incorporate all family businesses of Mr. Hossain Mohammad Zahedi (inherited from his grand father and expanded by him) under a single umbrella based on an idea which was conceived in the early 90's but which came into action in 1996, has set its target to organize all sister concerns in order to take up challenges of the new millennium. The family business started in the 1950s under the Name of J. Abedin & Co., export of jute and jute goods from Bangladesh to UK and other European destinations being its core business.

- ➔ J. Abedin and Co: Jute & Jute goods since 1950
- ➔ Freight Management Ltd: For Europe market since 1996.
- ➔ Gift & Greetings: Master franchise of "ARCHIES" India
- ➔ Yongtai Industries (BD) Ltd: JV with Hong Kong, making 100% cashmere sweater
- ➔ Trend Force Garments (BD) Ltd: All kinds of sweaters
- ➔ Seven Seas Garments Ltd: Readymade garments manufacturing unit, 1982
- ➔ Wintex Garments Ltd: Readymade garments manufacturer with four unit, 1994





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## **Freight Management Ltd.**

- A dynamic freight forwarding house

Freight Management Ltd. (FML), a company with vision, mission and dynamism in its field. Established in 1996 as part of the diversification of MNZ . Today Freight Management Ltd has become one of the fastest growing freight forwarding company in Bangladesh. A company with objective to serve its clients and customers with fast and secure deliveries and logistic services. FML is engaged in all kinds of freight forwarding and total logistic services. Staffed with experienced personnel, the company strives to function as the most reliable service partners driven by a young energetic team of management and leaders. FML is committed and focused to deliver a quality service. Therefore CUSTOMER SATISFACTION is FML's top priority.





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## **Brave bodies create FML**

### **Mr. Hossain M Zahedi**

#### **Managing Director,**

He is a commerce graduate and also completed his MBA from Victoria University, Melbourne, Australia. He started his career as a shipping line executive and worked with major shipping lines like OOCL, Maersk Line and the famous forwarding company like Kuehne & Nagel for five years which is main source backed him up in starting the freight forwarding business in 1996 as part of MNZ holdings.

### **Mrs. Farhana Zahedi**

#### **Director,**

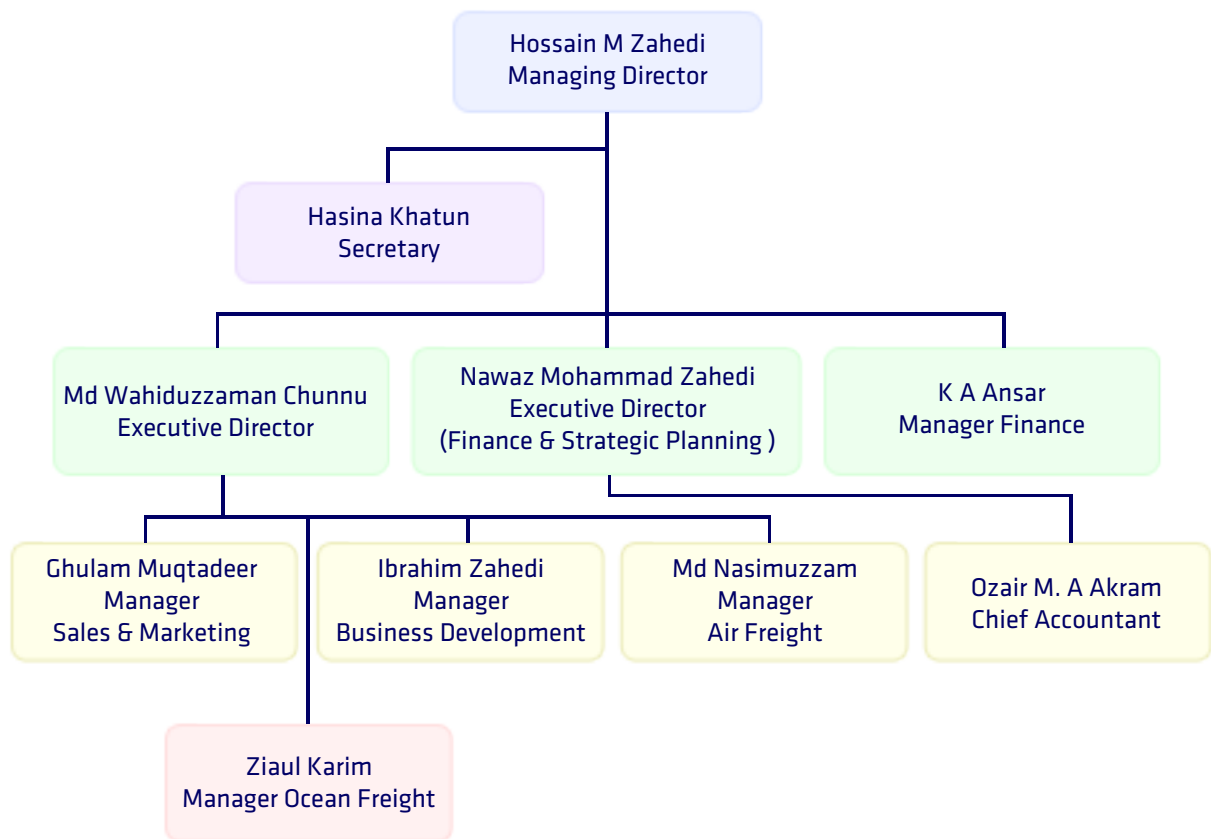
She is a graduate entrepreneur running her own boutique shop and fashion designer.





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## ORGANIZATION STRUCTURE





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## **TQM - integrated principle for FML**

- ❖ Total Quality Management is our guiding principle
- ❖ To ensure TQM, regular and continues audit and training are in place
- ❖ Senior management views TQM as essential and is committed towards it





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## Base Structure

### > **Corporate office (5,500 sft)**

Mehnaz Mansur Tower, 3rd Floor, House No 11/A, Road No.130, Gulshan-1, Dhaka-1212. Bangladesh

Tel : +8802 8825785, 8825791, 8823720, 8823730, 8823766,

Fax : +8802 882 4113, E-mail : fml@fml-bd.com

### > **Dhaka Airport office cum warehouse (5,000 sft)**

### > **Chittagong - Branch office (2,500 sft)**

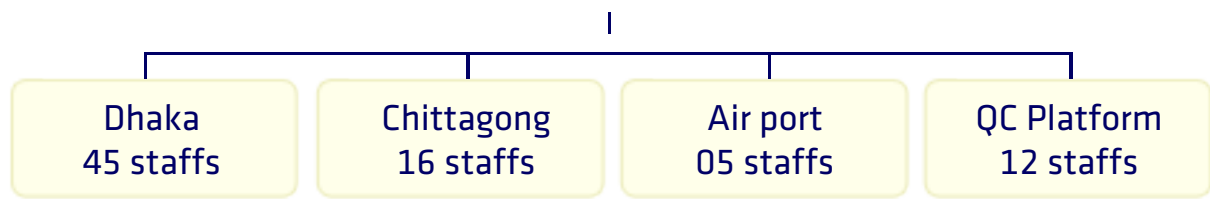
### > **QC Platform cum warehouse (40,000 sft)**





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## FML's Staff Strength





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## FML Key Concept



# *Services and Solutions: Comprehensive, Efficient and Effective*



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## **FML Services**

- ➔ Freight forwarding (air & sea )
- ➔ Sea/air program or air/sea program
- ➔ Warehousing
- ➔ Time definite freight product
- ➔ LCL consolidation & groupage
- ➔ Projects & Brokerage
- ➔ Air checker owner & cargo broker
- ➔ Track & Trace ([www.fml-bd.com](http://www.fml-bd.com))
- ➔ Insurance coverage services
- ➔ Local transport for collection and delivery
- ➔ Shipping and chartering
- ➔ Online feeder schedule/non-negotiable bl/freight invoice/stuffing advice
- ➔ Networked branch offices (ho/air-port/qc platform)
- ➔ Imminent services
- ➔ QC (quality control) facilities





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## Ocean Trade

- ➞ Leased space in CFS
- ➞ KDS Logistics Space : 5 Bay (50,000.00 Sft)
- ➞ Own space in CFS
  - ✦ Esack brothers ind. Ltd
  - ✦ OCL
  - ✦ GCL (Golden Containers Ltd)
  - ✦ Fisco
  - ✦ K N T Logistics
- ➞ Common Space in all other Off-Docks
- ➞ AEO-2008 & CTPAT compliant
- ➞ 24 hours security system
- ➞ Off-dock/CFS are just alongside the port area and in no time container can be sent to the hook point of vessel





## Ocean Trade

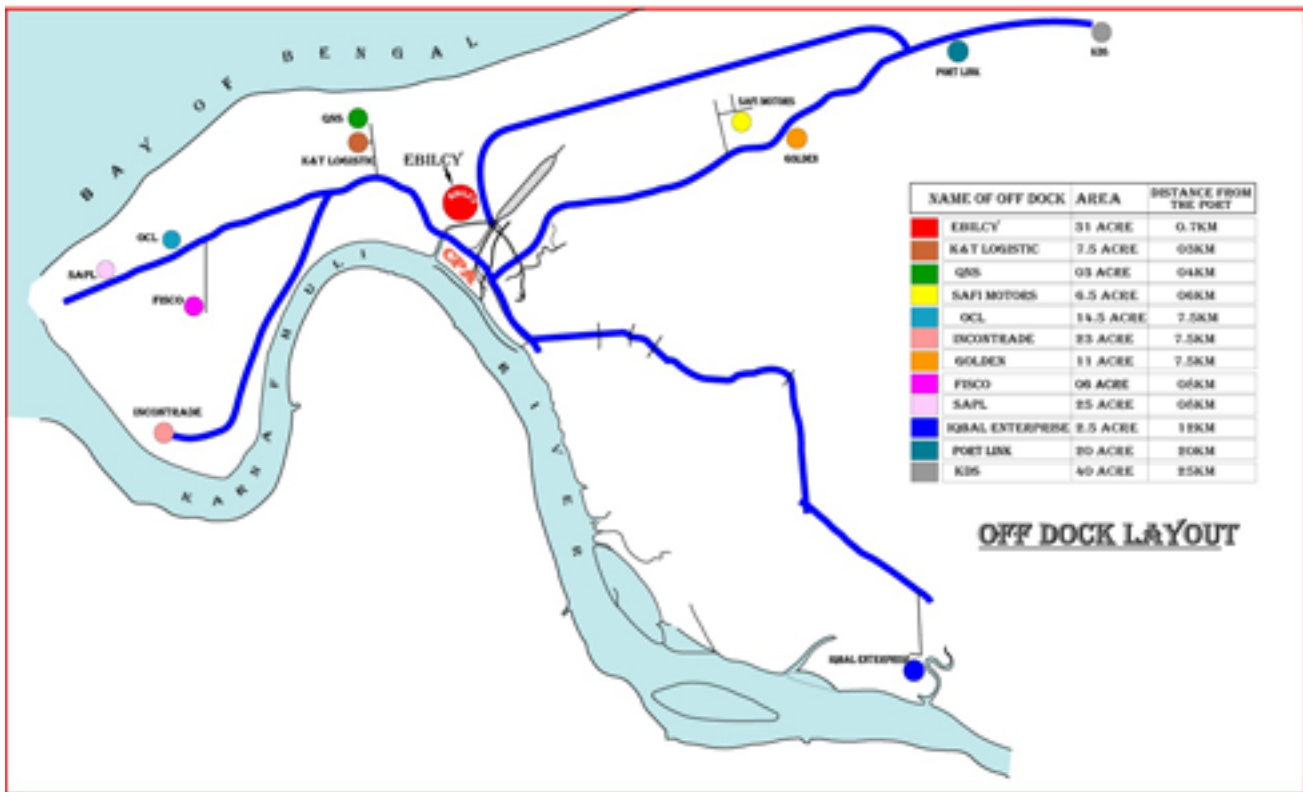
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## Distance Map CPA to All Depot

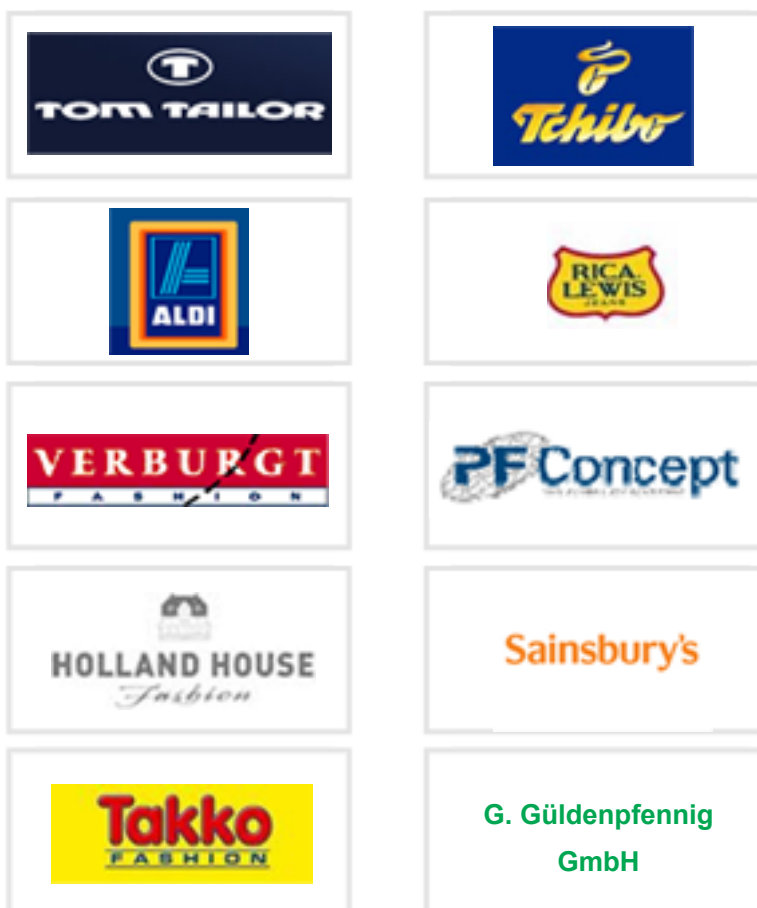




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## Our Customers

### ▶ EUROPE



### ▶ USA



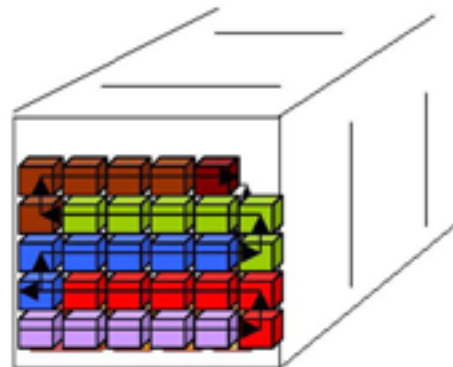
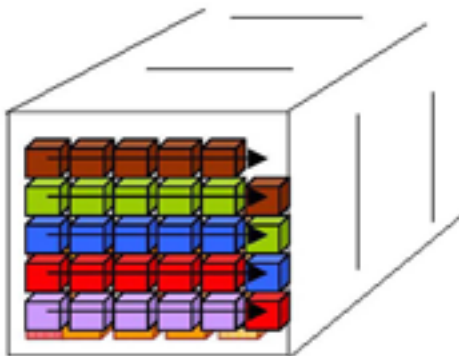


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## Consolidation

### Loading Instruction

A) Loading in sequence per PQ per SKU per CARTON NUMBER from left to right and from highest to lowest



\*\*SKU – Stock keeping unit





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## Consolidation

**B) Label must be facing the container door**





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## Consolidation

### Carton Condition

No Wet / Bulge / Damage / Weak carton





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## **Garments On Hanger (GOH)**

The garment on hanger (GOH) container is designed to meet the needs of apparel shippers. Available in 20 feet and 40 feet lengths, GOH container hold apparel in a secure and easily transportable manner. Hanger Containers are used to load high-class clothes. It is a traditional fitment without alteration, connect the racks and poles by screws and nuts. The plastic cloth covers all inner sides, dryer hanged on every pole, dustproof portiere.





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## Expertise

- ➞ Palletize / Order wise / Color wise stuffing
- ➞ Door to door services (CPT delivery)
- ➞ QC platform to customer's store





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## Air shipment expertise

- ➞ We boast on having expert personnel to handle air shipment flawlessly. We also pride ourselves in our expertise of chartering freighters based on customer's needs
- ➞ The overall expertise in this area gives us considerable volume of air shipment across the globe round the year
- ➞ Our air port warehouse is also under online software, we can print HAWB, freight invoice, overseas air pre-alert etc





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## Business Partners

➞ Top 10 Corporate Ocean Carrier



➞ Top 10 Corporate Air Carrier



Top 3



Top 2



Top 4



Top 5





# CHOOSE US



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## Why FML?



Integrity



Responsiveness



Operational excellence



Transparency in all transactions



Business ethics



Personal relationship with all major carrier



Listed in the top five agent by the major shipping lines & Air lines every year





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## **FASHION LOGISTICS**

### **Our Solutions**

- ➞ Specialized in garments/fashion logistics handling.
- ➞ Understanding the business nature and importance
- ➞ Real-time information flow [www.fml-bd.com](http://www.fml-bd.com)
- ➞ Flexibility in cut-off time
- ➞ Finding cost effective solution to meet dead-line (sea/air or air/sea option)
- ➞ Regular interaction with the vendors and suppliers to understand their problems and providing solution accordingly
- ➞ PO monitoring and updating info on the production line
- ➞ Strong negotiation power with the shipping lines / airlines to get better rate
- ➞ Providing QID to ETA solution to the buyers to meet the deadline

**\*\*QID-Quality inspection date**





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## Values to your Bottom Line

### Our Solutions

- ➞ Real time info– Cargo status, POD, auto alerts, electronic documents, customized reports ensures minimization of cost and time
- ➞ QID to DC analysis – ensures the shortest possible transit time
- ➞ Consolidation, pre-sorting – reduction of freight cost
- ➞ Palletizing –safer deliveries on time and cost solution
- ➞ Vendor conferences – relationship building, service improvisations and understanding the business better
- ➞ Attitude – business focus and easy access at all levels.....24x7 service
- ➞ Reliability – to commit what we can deliver & deliver what we commit
- ➞ Flexibility – tailor made solutions to the requirements... as you want

\*\*QID-Quality inspection date.

\*\*DC- Distribution centre



# STRENGTHS



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## ➞ Customer service strength

- ❖ Responsiveness
- ❖ Teamwork
- ❖ 24 hr x 7 days service
- ❖ All time access to 'decision making'
- ❖ We use maximum technology along with manual support

## ➞ Documentation strength

- ❖ Fully customized software
- ❖ Next day BL
- ❖ Customers can access their account in the web and take BL, advice, report from their office <http://www.fml-bd.com>
- ❖ Express BL facility with major carrier

## ➞ Sales strength

- ❖ Market know how
- ❖ Knowledge based trust with customer
- ❖ Sales lead procurement
- ❖ Customer reference
- ❖ Our customer base is fully sourced by ourselves. A very strong footing in the local market, independent of foreign support is one of our core strength
- ❖ While others are focusing on developing their agent network. FML focuses on developing customer

## ➞ Procurement strength

- ❖ Though we are not MNC, we enjoy strong relationship with shipping lines that helps us gaining customer, rate, volume etc. we can save our customer better that way





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## IT strength



### **EDI**

- ✦ Bilateral data transfer between FML and overseas agents



### **FML has own customize software for**

- ✦ Accounts (Quick Book Pro)
- ✦ Operations, i.e. routing orders
- ✦ Step-by-step follow up of goods
- ✦ Ensuring administrative flow
- ✦ Tracking and tracing order entry
- ✦ 24 hours online broad band (dedicated line) connection



### **FNetworked Branch Offices (HO/Air-Port/QC Platform)**



**For this customer we are using Setlog's system (SCM Software) is internet application OSCA®**





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## IT strength



### Online Bookingz

- ✦ 24 x 7 booking facilities
- ✦ Get instant HBL/HAWB number
- ✦ Get booking confirmation through auto mail
- ✦ Get instant shipping order / Commercial Invoice / Packing List



### FReports

- ✦ Mother vessel / Feeder vessel schedule
- ✦ Bill of Lading (EPB Copy)
- ✦ Cargo stuffing details
- ✦ Freight cert. and freight invoice
- ✦ Cargo receiving report
- ✦ Container loading plan





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## Preferences

Preferences of our clients	Other FF	FML
Tracking of shipments the moment it leaves the factory	May Be	✓
Flexible cut off time	May Be	✓
Accurate CLP, Error free documentation	May Be	✓
QC Platform	May Be	✓
Control on Space in the peak season	May Be	✓
Origin warehousing, Packing, Transportation, Custom Clearance, Trucking	May Be	✓
Cost solution (Sea-Air & Air ~Sea via CMB/SIN/DXB (hub)	May Be	✓





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Customers who are using this facility and checking the quality of finished Garments





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QC platform





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QC platform





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QC platform





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QC platform





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After inspection





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## QC platform



### Inspection Facilities

- ❖ QC room with all modern logistics support
- ❖ International standard professional QC rooms
- ❖ Well equipped with computer, broad band connection, Fax & photocopy etc
- ❖ All testing and lab equipments
- ❖ Washing machine with Hydro & Dryer
- ❖ GSM cutter, Weighting machine
- ❖ VC (Video conference) – (on request)
- ❖ 24 hours generator for necessary power backup
- ❖ Bullet Seal- Use for truck (QC platform- CTG, CFS)



### Security

- ❖ AEO-2008 & CTPAT compliant
- ❖ Fire fighting equipments.
- ❖ 24 hrs. security system under vigilance guards
- ❖ Parking surrounded by security wall with guard



### Truck Parking

- ❖ Approximately 5500 sft space for Truck parking
- 4-5 Trucks can load and unload (ram facilities)





# Thank you



[www.mnzhholdings.com](http://www.mnzhholdings.com)

