

# LOGISTICS TECHNOLOGY SELF-ASSESSMENT

The first step for every team beginning the process of finding the right TMS for their operation should be a detailed self-assessment. The goal of this assessment is to identify the business problems and process bottlenecks limiting its logistics operations. This exercise makes completing the [Must-Have TMS Feature Checklist](#) easier and the output more actionable. **Here are questions your company should answer:**

## What are the persistent business issues present in your shipping operation that a TMS can help?

### COST-MANAGEMENT:

- Are you paying above market rates? Do you have the ability to know for sure?
- Are all rates and carrier options accessible to support proper decision-making?

### PROCESS MANAGEMENT:

- Is there an organization-wide lack of supply chain visibility?
- Does data flow from the shipping function to other parts of the organization freely?

### VENDOR MANAGEMENT:

- Can you easily identify low-performing carriers?
- Is it a struggle to find quality carriers?

### RESOURCE MANAGEMENT:

- Are there redundant systems or team members repeating tasks like reentering shipment information?
- Do you have technology in place that is not effective or providing ROI?

## What are the persistent business issues present in your shipping operation that a TMS can help?

- Can you quantify the hard and soft cost savings you'll need to achieve with a TMS to provide the necessary ROI to gain buy-in from leadership?
- What internal resistance to adding new technology do you anticipate?
- Are there individuals or departments that will be against new technology?
- What are the objections of each?
  - | Cost?    Y   N
  - | Time?    Y   N
  - | Fear of Change?    Y   N
  - | Is there a "If it ain't broke, don't fix it" mentality?    Y   N

*With this knowledge, Change Leaders are better positioned to begin securing buy-in and vetting tools to move forward.*