

# Harken Inc – Case Study

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## About Harken Inc

Harken Inc is a leading manufacturer and marketer of quality sailboat hardware and accessories. Their products have dominated such events as the America's Cup and Olympics. Their blocks, travellers, furling systems and winches can be found aboard everything from the smallest dinghies to the largest megayachts and cruisers.

## Key Issues

With offices throughout the USA, France, Italy, Japan, Sweden and the UK – Harken required a freight forwarder who was strategically placed throughout the globe, who could assist with time sensitive weekly shipments.

Harken required a shipment to take place over each weekend to ensure cargo was delivered on Monday.

## Proposed Solutions

Staff were asked to work on Saturdays and Sundays to ensure that the pallet for the freight was built and delivered every Monday.

A Key Account Manager was assigned to Harken Inc to ensure the smooth transition of their weekly shipments, and to keep communication levels at their highest.

## Outcomes Achieved

Each Saturday, after building the pallet in Chicago, the shipment is sent by air to the UK. Flexibility in working hours is vital to ensure the smooth running of the operation, both in Toll Chicago where employees work on Saturday and Heathrow where employees work on Sundays.

After receiving the pallet on a Sunday, Toll takes it to their Enhanced Remote Transit Shed where it is customs cleared and broken down into individual shipments and delivered on Monday.

The Technical Sales Manager of Harken UK Ltd commented *"It's a pleasure dealing with such a quality operation."*