



Yamato – building resilience in the cold chain with ISO 23412



Certification to the new international standard, ISO 23412 not only helps Yamato manage their direct, refrigerated delivery services, it also helps protect their customers and consumers. Yamato is Japan's largest door-to-door delivery company, delivering four to five million parcels a day, including an express refrigerated parcel delivery service called Cool TA-Q-BIN.

In 2017, having recognized that the growth in refrigerated delivery services would continue to rise and seeking a way reassure their customers that their services could be trusted, Yamato sponsored the development of PAS 1018 Indirect, Temperature-Controlled Refrigerated Delivery Services. Land Transport of Refrigerated Parcels with Intermediate Transfer and then certified to it with BSI.

The value of the PAS quickly became evident and the process of migrating the PAS to an ISO standard began. In May 2020, ISO 23412 Indirect, temperature-controlled refrigerated delivery services — Land transport of parcels with intermediate transfer was published. With a PAS-based management system and service already in place, Yamato began the process of migrating their system to meet the requirements of the ISO standard.

In September 2020, Yamato Transport and Okinawa Yamato Transport became the first ever organization certified to ISO 23412.



**YAMATO
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“Certification to ISO 23412 confirmed that our service levels meet international standards and also increased awareness across our business. It will help us maintain quality and consistency of service and drive continuous improvement in our business.”

Naoki Ogami, Manager of International Strategy Department,
Yamato Holdings

Client challenge

With a growing demand for refrigerated parcel delivery, more and more competitors are entering the market. Low-quality services erode trust in the industry and were limiting Yamato's expansion opportunities. Yamato needed to be able to differentiate its service from the competition as well as assure its customers that their services could be trusted consistently across the different countries it serves.

BSI solution

Yamato's sponsorship of PAS 1018 demonstrated its commitment to applying best practice to support the safe transport of temperature-sensitive goods while increasing their credibility in the market.

When ISO 23412 published, BSI supported Yamato's implementation and certified their management system which is already delivering increased:

- Customer trust
- Consistency and operational efficiency
- Global market share
- Product safety (for the end consumer)

Yamato knows from experience that their certification will help to accelerate building relationships with new customers; strengthening their position both in Japan and around the world.



Why BSI?

BSI enables people and organizations to perform better. We share knowledge, innovation and best practice to make excellence a habit – all over the world, every day.