



Gartner for Legal & Compliance

Developing a Sustainable Policy Management Framework

Client Success Story

To ensure consistency in policy management efforts and to optimize costs, the Global Director of Compliance & Sustainability at this logistics company was tasked to reduce the total number of policies and procedures at the organization. The Gartner policy management and inventory toolkit helped the organization reduce its number of policies from 220 to 150 and drive better accountability and ownership of policies throughout the business.

Industry: Logistics
Revenue: Approx. \$13.6 billion
Employees: >146,000





Mission-critical priority

The company wanted to benchmark core compliance policies to develop a more effective policy management program. This could further help the organization ensure consistency in policy management efforts and optimize costs.



How Gartner helped

Gartner provided comprehensive support via multiple rounds of advisor thought leadership, tools and research, and helped the client adapt to best practices, assessing any program gaps and assigning clear roles to stakeholders involved in policy management. Additionally, the Gartner policy management guide was successful in providing a framework to develop an efficient policy management program.



Mission accomplished

With support from Gartner for Legal & Compliance, the client:

- Reduced the burden of compliance with fewer policies and procedures.
- Reduced additional external spend of \$50,000 by assessing gaps in policy language.
- Fostered credibility with business partners by providing a clear mapping of corporate expectations.

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