

One Point of Accountability

Everything Changed



A national manufacturer ended fragmented freight accountability — transforming cost, visibility and reliability in the process.

Sector	Category	Coverage	Challenge	Status
Manufacturing	Adhesives & Sealants	National, Australia	Fragmented Accountability	Ongoing Partnership

No More Blame Game

One partner, one escalation path. Full accountability end-to-end — no finger-pointing between providers when things go wrong.

Costs Actively Challenged

Clique benchmarks carriers, reviews performance and proactively identifies opportunities to reduce freight spend — continuously.

Freight That Just Runs

Consistent, reliable delivery. The ops team focuses on the business — not on chasing shipments or managing carrier disputes.

The Challenge

Freight ran across two providers — a direct carrier and a separate broker. When issues arose, responsibility was split and resolution was slow. There was no single owner, no consistent escalation process, and no mechanism to drive improvement across the network.

One accountable partner was needed — not another vendor to manage.

The Clique Solution

Clique consolidated oversight of the entire carrier network under one team — establishing clear escalation protocols and regular performance reviews.

Rather than processing freight day-to-day, Clique actively challenged carrier behaviour, benchmarked costs, and drove continuous improvement.

The result: a freight function that runs with discipline and a partner invested in making it better.



What stands out about Clique is that they're not just processing our freight — they're actively looking for ways to do things better. They challenge the norm, and that's rare in this industry. Having one point of accountability has fundamentally changed how we manage freight.

Head of Operations · National Adhesives & Sealants Manufacturer, Australia

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