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Ninja Van Malaysia Kickstarts 2022 With The Launch of Its Largest Warehouse
*Spanning across 260,000 square feet, the company's
new warehouse is poised to handle the surge in parcel volume*



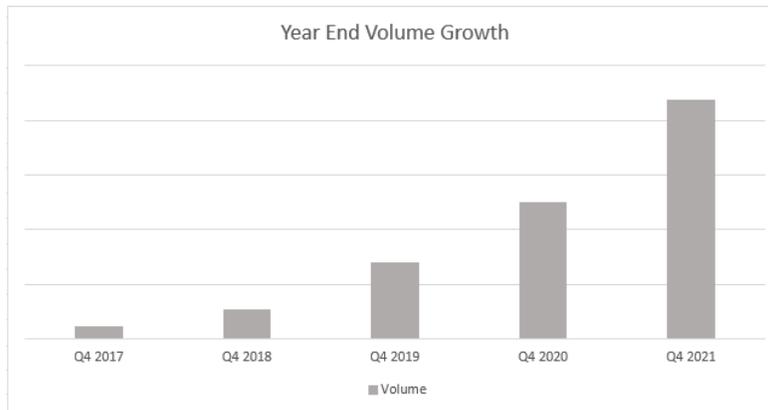
Kuala Lumpur, Malaysia (11 January 2022) – [Ninja Van Malaysia](#), one of the country's leading tech-enabled express logistics companies, has unveiled its newest warehouse located in Shah Alam. Spanning across 260,000 square feet, this warehouse is their biggest yet, in line with the company's expansion plan to future-proof its volume growth trajectory and better support the growth of local SMEs and businesses.

"At Ninja Van Malaysia, we are constantly innovating and developing better infrastructure for increased speed and efficiency. Equipped with the latest sorting technology and equipment, our new warehouse is in line with our plans to deliver delight and speed to customers. This is why we've also recently started our 7-day operations schedule across the country," said Adzim Halim, CEO of Ninja Van Malaysia.

With more than 80% growth in fleet size, fostering and cultivating a strong culture of safety at the warehouse is also an important part of Ninja Van Malaysia's business. As such, the company has taken concrete steps to make sure employees have a safe work environment and are constantly striving to improve safety in the workplace. For example, the Health, Safety, & Environment Induction Programmes are conducted weekly to ensure that all employees are equipped with the knowledge to handle any workplace emergencies.



Building a Future-proof Warehouse



Ninja Van Malaysia continues to see a healthy growth in the number of parcel volumes since its inception in 2015. In 2021, the company observed a 98% increase in parcel volume as compared to 2020 due to the accelerated rise in e-commerce by both shippers and customers.

In line with Ninja Van Malaysia’s aim of elevating their operational excellence, the new warehouse boasts a range of innovative technological equipment that is capable of processing over 400,000 parcels daily from all over the country. This figure more than doubles during peak periods.

To keep up with the demands of e-commerce, Ninja Van Malaysia has invested in state-of-the-art technological equipment such as the DWS (Dimension Weighing and Scanning) machines used for inbound scanning and taking accurate measurements of the weight and dimensions of parcels, as well as automated rollers and conveyors. For the sorting process, warehouse employees utilise a multipurpose mobile scanner.

“Our warehouse currently operates in a hybrid manual-automated mode, which is reflective of the National 4IR Policy and the Malaysia Digital Economy Blueprint, as the technologies in place serve to create a more seamless and efficient process. With machines working alongside our warehouse employees, we are able to then create a more seamless and efficient process, ensuring that our parcels are delivered to customers in a timely manner,” said Adzim.



Staying Ahead with a Tech-first Approach



"Fantastic Service Recovery" is another key pillar of Ninja Van's tech-enabled logistics narrative. It involves a new ecosystem with the launch of new cloud products and processes to efficiently resolve parcel-related issues.

One of them is [NinjaChat](#), a social messaging based platform with live-chat functionality to provide users with a quick and simple way to raise and resolve issues. The function is currently available across FB messenger, Telegram, Viber and Line enabling customers to track their orders at every step of the delivery process, manage their pickup reservations, and have a member of the shipper support team or their dedicated account manager attend directly to their queries.