

AIR CARGO CARRIER



Implementing effective planning & inventory management across 7 countries and 5 continents

The Challenge

With an aging fleet, a Global Air Cargo Transportation company was experiencing off schedule events and operational challenges across their worldwide operation resulting in aircraft and crew constraints which were causing lost revenues and customer delays.

What We Did

We conducted an analysis across the client's main operational hubs focusing on where maintenance teams were experiencing challenges. We identified several factors contributing to the delays related to communications and planning between countries. The schedules were also changing daily from the original plan due to both crewing constraints and maintenance delays resulting from part supply chain issues.

Starting in crew planning we focused on forecasting and planning to improve accuracy and maintaining plan integrity along the two-week timeline. Next we developed and installed controls to minimize staff and short notice changes. These had been allowed in the past to reroute aircraft or accommodate crew requests. We then focused on maintenance and inventory planning, identifying specific critical and high frequency parts that contributed to 65% of delays. These parts would now be included in kits carried onboard aircraft when needed so planes would not sit for days waiting on parts to be flown in.



The Results

- Crew changes reduced from an average of 26% to 13% for a 50% improvement over what they had been.
- \$1.2M savings in crew travel expenses reduction and improved operational efficiencies.
- Maintenance delays waiting on parts were reduced by 24% for a cost avoidance of \$5.2M annual savings
- Customer service targets met with a 5:1 ROI