

# cargo compass 360°

a straight forward, turn-key management concept for operational excellence





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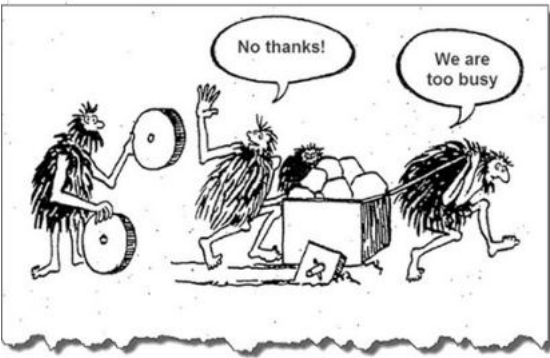
## our vision

The air cargo industry is rooted on entrepreneurial initiatives, tribal knowledge and individual experience.

Adaptation to a changing environment is often hampered by a structured approach.

This leaves companies vulnerable, where sustainable cost efficiency and service quality are concerned.

With our cargo compass 360 approach, we change that.



## DO YOU RECOGNIZE THIS ?

*“WE´VE BEEN DOING IT LIKE THIS FOR YEARS; IT IS THE BEST AND FASTEST WAY.*

*TRUST ME, ANYTHING ELSE SIMPLY WON´T WORK. „*

## tribal knowledge

- Multiple initiatives, Individual incoherent approaches and inconsistent output quality
- Lack of communication, documentation and traceability
- Inefficient use of the asset base (incl. IT)
  
- Damage repair instead of problem solving
- customer preferences to work with certain people/shifts
  
- Loss of productivity
- a non-sustainable customer service concept
- Failure to adapt to an ever changing environment



**we  
recommend**

1. **FOCUS ON YOUR PROCESS, RATHER THAN RELY ON THE INDIVIDUAL QUALITIES OF YOUR PERFORMANCE CHAMPIONS**
2. **FOCUS ON THE ENTIRE BALANCED SCORECARD, RATHER THAN TO PURSUE THE QUICK WINS**  
(Quick-Wins often turn out to be expensive fixes)
3. **GET THE WORKFLOOR INVOLVED**  
(and find that you have more hidden champions than you may have thought)
4. **USE THE CARGO COMPASS TEMPLATE FOR FAST BUT SUSTAINABLE RESULTS**

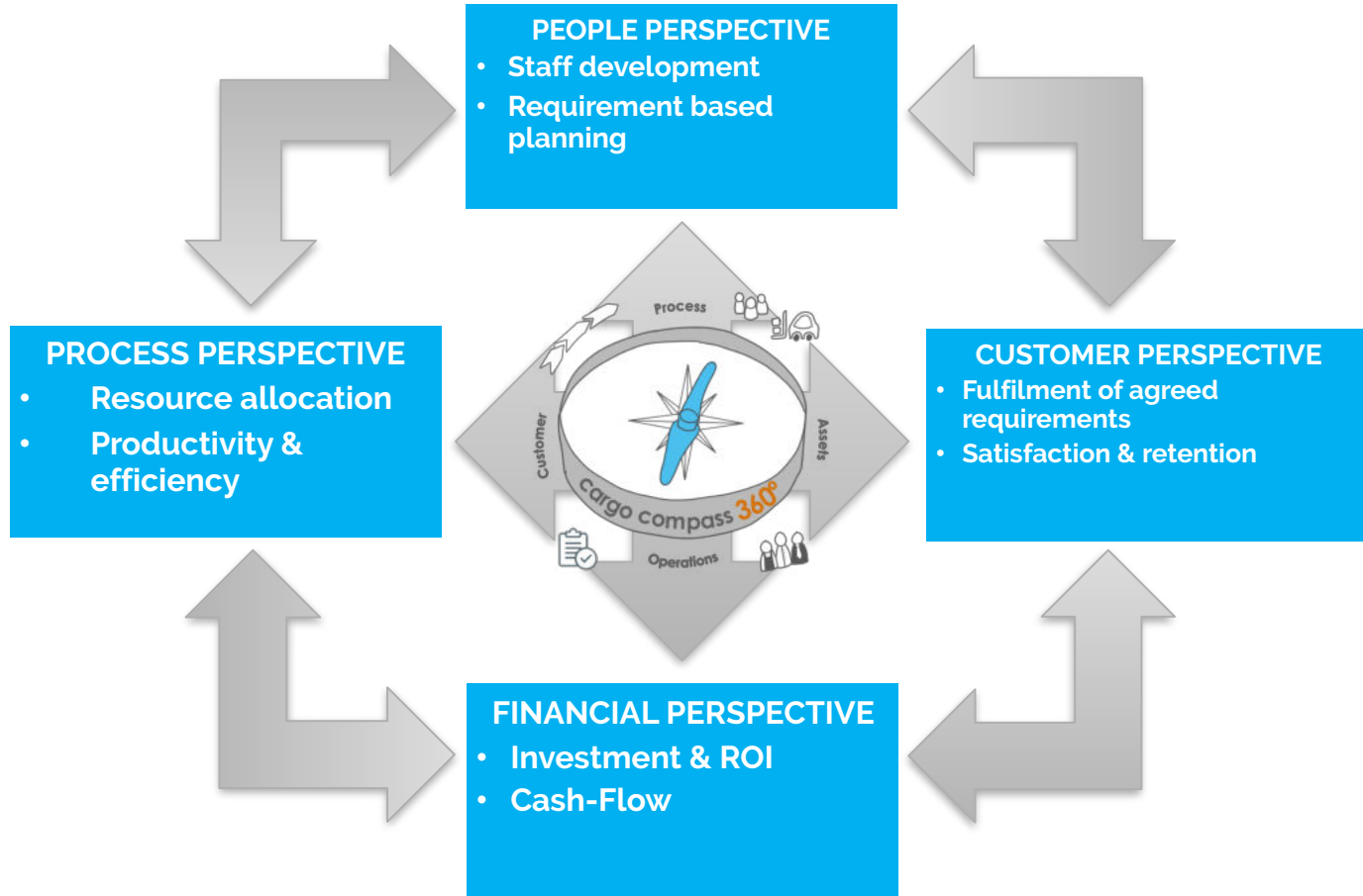
Your process is the linking pin between operational asset base and company service portfolio.



process-  
management

*“ A limited asset-base with a strong process management will enable a sustainable customer service level;  
whereas a poorly defined service portfolio with inadequate process management can only lead to de-capitalization of the assets and a destruction of service levels”.*

# managing the balanced scorecard



# cargo compass 360°

concept overview



## Process

### Lean process (re-)definition

- Operator defined
- Defined capacity
- Waste elimination

### Operational review

- Dashboards
- Accountability
- Reporting

### Continuous improvement

- Process implementation
- On location review
- Management coaching

## Asset base

### Asset-base optimization and/or (re-)definition

- Staffing & resources
- Warehouse lay-out
- IT & Process digitalization

### Forecasting & Planning

- Enhanced resource planning
- Shift-planning
- Staff Disposition

### Service accountability

- Customer & service cost allocation

## Service levels

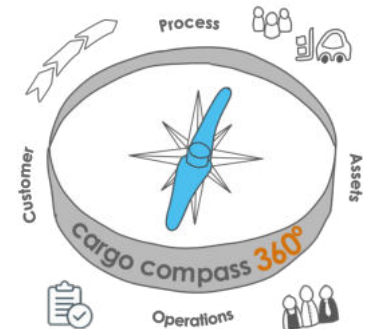
### SLA (re-)definition

- CS reporting
- Input / Output validation

### Risk management

- Risk assessment
- Safety assessment
- Security assessment

# program scope

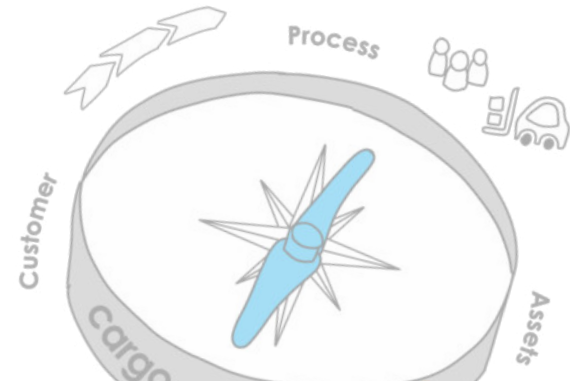




# module 1: the value chain

## VALUE CHAIN MAPPING

- 360 ° process review, value & waste analysis
- Establish current achievement and (re-)define the critical (key) performance indicators,
- Restructure and map lean processes based on value streams and waste reduction





## module 2: the asset base

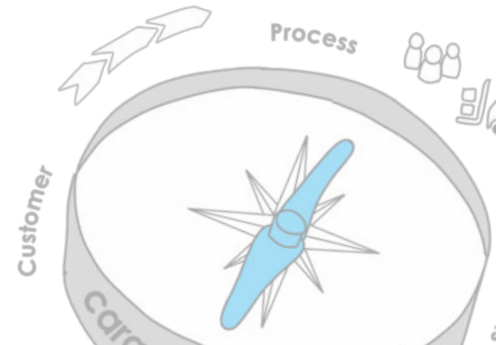
### ASSET BASE DEFINITION/OPTIMIZATION

- Establish the potential and bottlenecks of the current asset-base and infrastructure lay-out
- Rough cut capacity planning (long- & medium term)
  - Staff / Equipment / infrastructure
- Set planning cycles and methods
  - Staff / Activities / Production targets
- Systems-design; IT & Process digitalization

## MANAGING SERVICE LEVELS

- Set realistic, reciprocal service levels, based on measurable, relevant performance standards and customer SOP
- Agree and document overall/default customer service level and SOP requirements
- Agree and document planning- and operations pre-requisites
- Define asset-base output potential and -costs, based on the above

# module 3: structuring the business



## module 4: performance monitoring

### DASHBOARDS & REPORTING

- Implement pre-defined dashboards & reporting templates
- Monitor customer-, quality- and production performance on the essential performance indicators.
- Implementation of steering competence on operational management level
- Define bottle-necks and improvement areas – on a daily basis
  
- Analyse, implement and monitor change for the required - or unexpected - improvement





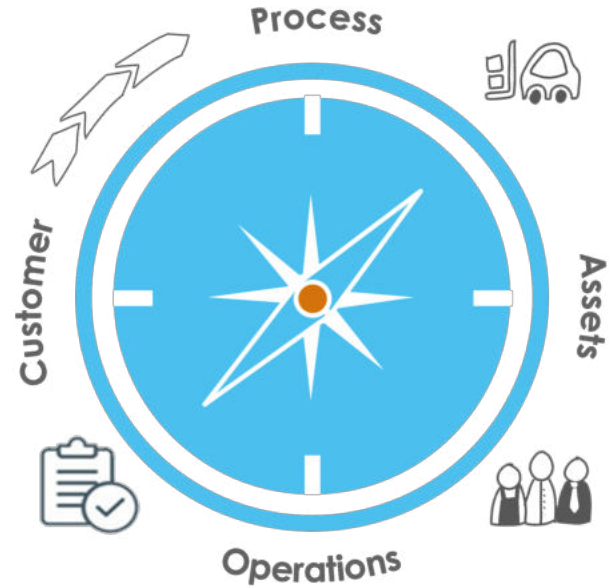
## module 5: shop floor change management

### GETTING THE PEOPLE INVOLVED

- Embed the drive & discipline for change and continuous improvement in the organizational culture
- Establish / Support bottom-up communication and empower
- Use the individual knowledge to create shared experience and creative smart solutions
- Introducing 5S

# cargo compass 360°

summary



cargo compass 360°

Analysis



(Re-) Design



Implement



Continuous  
Improvement



program  
values

### PROGRAM VALUES

- Comprehensive process-evaluation & -management program, based on Lean-Management methodology
- Modular, interchangeable approach
- Controlled implementation program

### PROGRAM TOOLS

- Ready made Dashboards & Analysis templates
- Pay per use outsourcing solutions for low value activities



## program benefits

### A CLEAR, ALL-EMBRACING PROCESS LEADERSHIP METHODOLOGY

- A one-stop-shopping solution & full service package
- By an industry- & management experienced team
- A structured but modular, top-down and bottom-up approach
- Integrated in your organization
- Pay per use
- Turn-key





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