

## services: air cargo

o&i consultants have an international track-record of assisting all sectors of the cargo industry – airlines, terminal operators, airports, ground handlers and forwarders. Members of our team have held commercial, line management, operations planning and consulting roles with air cargo organisations. We combine our operational research and industrial engineering skills with the broad air cargo experience of our team to improve the performance of client operations and ensure new facilities are designed to operate efficiently and to meet other client objectives.

Our core capabilities in this area include:

### facility concept and process design

In the development of new aviation and logistics facilities, o&i consulting leads and supports the concept and detailed design phases. Our team delivers operations designs with the aim of meeting client objectives, providing for optimal product flow, ensuring long-term operations efficiency and, where requested, making provision for future expansion.

### operations improvement

o&i consulting identifies operating issues, understands operating requirements and improves performance for air cargo service providers. We assist clients in designing and reengineering air cargo operations for individual production areas, end-to-end cargo flows or the entire cargo business.

### operations planning

In new facilities, o&i consulting helps operators plan an efficient air cargo operation from the outset. In existing facilities, we enable clients to more effectively manage their facilities, resources and workload using demand-based planning techniques. We help clients to effectively plan their resources, facilities and transport for daily, weekly and seasonal peaks and fluctuations in demand.



## service overview

- Facility and operations design
  - Air cargo facility sizing
  - Conceptual and detailed facility layout and process design
  - End-to-end cargo flow design
  - Terminal and ramp design
- Operations planning and improvement
  - Break/build, sort, load/unload and turnaround process engineering
  - Resource and equipment planning and allocation
  - Aircraft container (ULD) planning and efficiencies
- Cargo strategy
  - Cargo business and marketing strategy and planning
  - Freight forecasting
- Programme and project management
  - Air cargo operations improvement programmes
  - New air cargo facility operations readiness and testing
  - New facility commissioning and business migration

## project experience: cargo

Our team designs, plans and optimises air cargo; examples of our work include:

### Budapest Airport

Members of our team determined best airport master plan location for a new cargo area, with fall back options, and designed the Cargo City operating concept as well as conceptual design of the entire area. They also developed interim cargo facility and capacity solutions, agreed with the Airport Cargo Community to meet Ground Handling, Integrator and Forwarder requirements up to the opening of the Cargo City.

### Qatar Airways Cargo

o&i consulting supported Qatar Airways Cargo in developing its cargo ground handling operations at Doha Airport. We developed an operating plan, including manpower and equipment requirements, operations timelines, key performance metrics and high level standard operating plans to deliver reliable and efficient operations.

### Sydney Airport

Members of our team conducted a 20 year freight forecast to support Sydney Airport's master planning requirements. This included a study and analysis of the freight market, freight capacity and demand, and the projected impact of demand on ground handling. As part of a separate project, we also developed a freight strategy for the airport.

### Other air cargo projects have included:

- BA World Cargo: Planning and project management in the migration to a new semi-automated freight handling facility
- Cathay Pacific Cargo: Concept process design for a new 2.5 million tonne facility
- IATA: Efficiencies in planning and managing ULD logistics; Cargo 2000 process analysis and development; Business stream leader for IATA e-freight initiative
- KLM Cargo: Modelling of capacity requirements for a new cargo facility
- Swissport Cargo: Resource efficiencies through improved alignment of capacity and demand, and resource planning
- Virgin Atlantic Cargo: Cargo process improvement review and recommendations



## o&i consulting

o&i consulting's team applies operational research and industrial engineering skills and its aviation and distribution industry experience to design, plan and improve airport, airline, air cargo, parcel delivery and logistics operations.

We help clients to get the best out of their existing facilities, develop efficient new operations and create a positive customer experience.

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