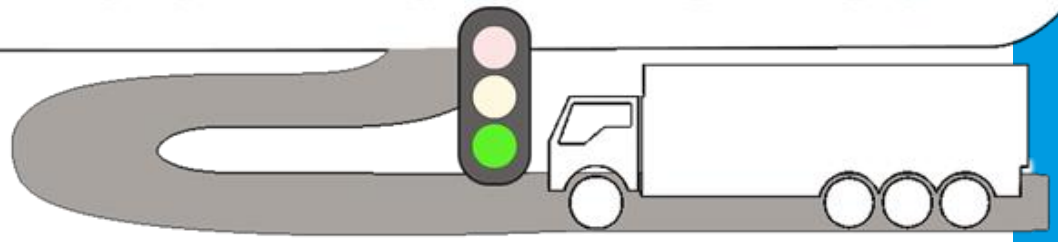
European Green Fast Lanes



Progress Report

Pilot FRA/AMS

QUALITY IS CREATED TOGETHER
KWALITEIT MAKEN WE MET ELKAAR

Jan 2017

Content

- Status report
  - EU Green Fastlanes Vision Board
  - ABCD
  - Sprint Planning

- Dashboards
  - Cargo IQ reports
  - Trucking performance
  - Late-Show / No-Show
  - High-Show

- Appendix
  - Rolling Backlog of Improvement elements
  - Rolling Planning
  - Acceptance Process
  - Late Show Process
  - Trucking process
  - Revised Trucking Schedule
  - Cargonaut Software
  - Executive Summary / Context

EU Green Fastlanes Vision Board

Together we transport your cargo Fast and Easy

Themes

- Source Data Availability (Booking vs FWB / M-HAWB correctness)
- Remote Gateway handling ('Latest acceptance'/ Acceptance / / Processing / Digitization)
- Optimum truck management 'Hot' 'Not' status (Ordering Planning / Check-in / Prioritizing)
- HUB Handling (Yard Management, for green cargo/ physical handling / documentation)
- Data Sharing / platform (interaction with Mainport team)

Epics

1. Redesign of trucking process ✓
2. Implement the LAT milestone and FOH updates ✓
3. Implement the designed acceptance process ✓
4. Redesign CP role of FRA
5. Processing of physical cargo (planning) ✓
6. Process the data into cloud environment
7. Implement 'e-link' mechanism
8. Enable truck Check-in mechanism
9. Prioritize the truck-movements
10. Optimize flight planning process
11. Design physical flow

Create feedback mechanism to Handlers and Forwarders

Target Groups

Users:
- Kuehne+Nagel
- Swissport
- Jan de Rijk
- KLM HUB
- KLM FRA
  - ✓ CSO/SALES/OPS
- Customs
- Forwarding industry
- Other Truckers

Mainport group
- KLM Cargo
- Schiphol Cargo
- Cargonaut

Consortium group
- Kuehne+Nagel
- Swissport
- Jan de Rijk

Needs

Forwarder need:
Fast: Later delivery
Short Throughput
Easy: Transparent
Less Repair

GHA need
Fast: Consistent input
Coordinated
Less rubbish-in
Easy: Checked data

Trucker need
Fast: Predictable
time less waiting time
Easy: Managing expectations

KLM HUB need:
Fast: Clean input
Predictable flows
Shorter
Easy: Readily available data
No rubbish in

KLM Airline need:
Fast: Shorter
Easy: Transparent
Less Repair

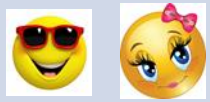
Product, System or Tool

Upgraded transparent integral processes

Data driven real time consistent Cloud environment

Apps / based APIs

Value



Benefits:
- Less repair
- Less waste
- Increased quality
- Higher volumes footprint)
- Eco friendly
- Increased loadfactor

Measurable

EU Green Fastlanes

ABCD

Status Stream	Overall process:*

Achievements

Generic	▪ **Sprint 4: Fomalize acceptance process Implement Trucking phase#2** ▪ New trucking schedule (sheet6) prepared for implementation ▪ Area OPS managers briefed on the project objectives ▪ Station recovery performance Capgemini started with the assignment to prepare the roll-out as per April/May
Mainport	
Cloud	▪ POC2 has been delivered, / **issue with Dynamic IP adresses is solved**

Benefits

Generic	▪ Increase over all quality / efficiency
Source Data	▪ Increase of loadfactor ▪ Green-data, omtimum documentation process
Remote Gateway	▪ Spread of Cargo delivery (eliminate rubbish-in) ▪ Acceptance according RFC
Trucking	▪ Reduced trucking complexity ▪ Reduce waiting times of trucks
Hub	▪ Green cargo in (on time and correct) reduce throughput time
Cloud	▪ Consistent – Real-time information

Concerns

Generic	▪ CCP solution too narrow for our customers?
Source Data	▪ E-capabilities customers
Remote Gateway	▪ Late show / Ops vs Commercial ▪ **Resources to implement the operational changes at FRA** ▪ The FRA quality has been established on a stable acceptable level **however the infrastructure and operational changes at FRA need to be secured permanently**.
Trucking	▪ Sales impact new trucking design
Hub	
Cloud	▪ Timing ▪ Smart or Not // Overlap own development

Do next

Generic	▪ Monitor performance on a daily basis ▪ Breakdown of storage fee's ▪ **Follow up with AF AOD to generate joint approach** ▪ Review / implement new truck schedule and impact on CP/SCS ▪ Results of an Operational Business Review (currently taking place at SCS/FRA) need to be merged in the Station optimization plan.
Cloud	▪ Other countries' customs compliance elements will be added

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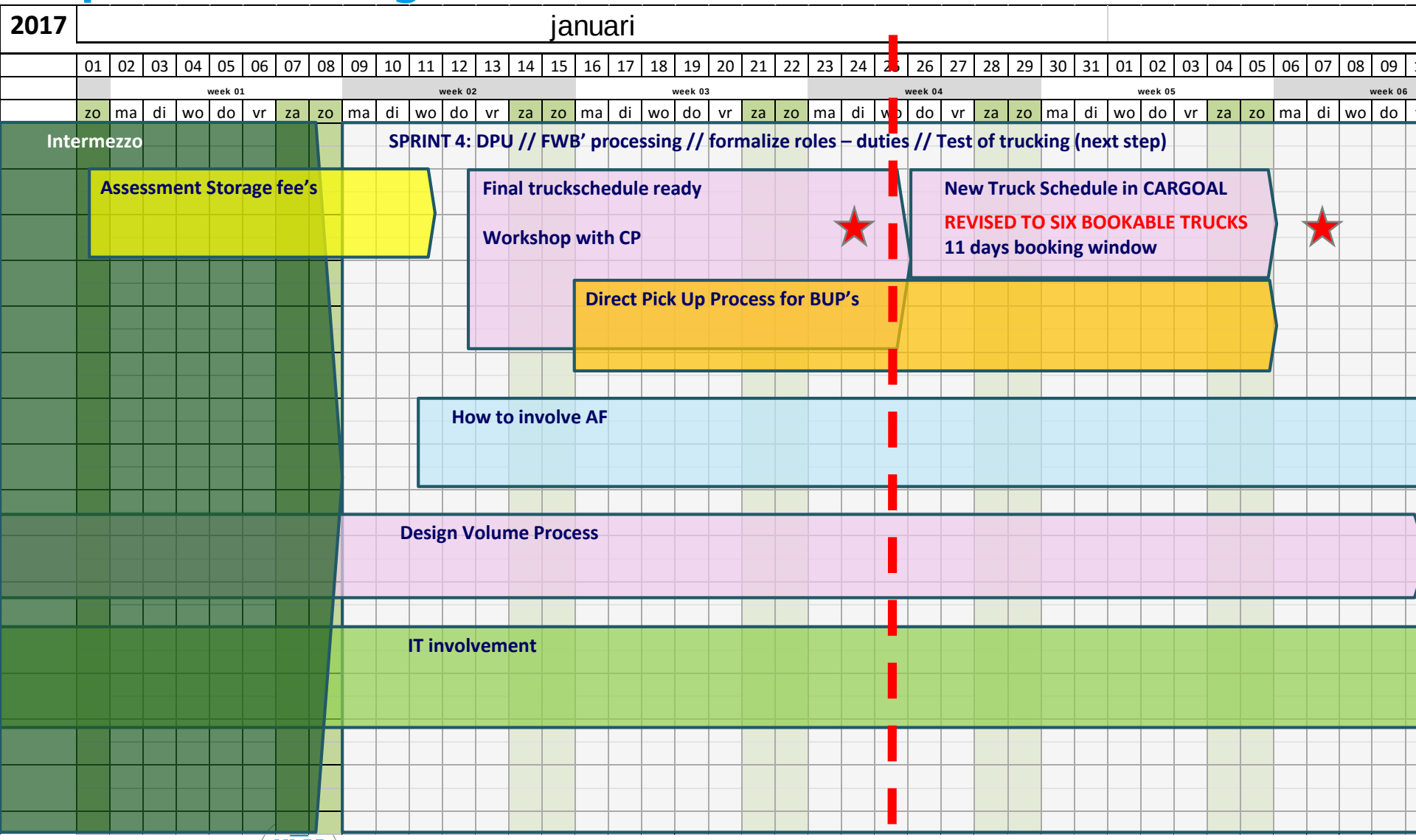
* According planning
Late vs planning, will be repaired
Late vs planning; Escalation needed

EU Green Fastlanes

Sprint Planning



New Trucking Principle (second step)

kind	#	LAT	DEP	ARR	CT	Conx interval		Remarks
	MP8344		2:00	10:00	8			MP Traffic only
	MP8346		3:00	11:00	8			
OPS-BKG	8348		1:00	9:00				Same day connections Flight Optimization
	8352	**-1 23:00**	**2:00**	**10:00**	**5-7**	**15:01**	**17:00**	
	8354		3:00	11:00				
	8356	**1:00**	**4:00**	**12:00**	**5-7**	**17:01**	**19:00**	
	8358		5:00	13:00				
	8360	**3:00**	**6:00**	**14:00**	**5-10**	**19:01**	**23:59**	
OPS-BKG	8370	7:00	10:00	18:00				LONG
	8372	8:00	11:00	19:00				
	8374	9:00	12:00	20:00				
	8376	10:00	13:00	21:00				
	8378	11:00	14:00	22:00				
	MP8350	18:00	21:00	5:00	8			MP Traffic only
OPS-BKG	8084		16:00	23:59				Next Day Departure **ONLY** Selective Loading Flight Optimization
	8086		17:00	01.00*				
	8090	**17:00**	**20:00**	**04:00***	**5-7**	**9:01**	**11:00**	
	8092		21:00	**05.00***				
	8094	**19:00**	**22:00**	**06.00***	**5-7**	**11:01**	**13:00**	
	8096		23:00	**07.00***				
	8098	**21:00**	**23:59**	**08.00***	**5-7**	**13:01**	**15:00**	

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Manage Expectations Late-Show

- Current non-sustainable process
  - RM-SIN has been changed to RM-AMS/CDG
  - Cancellation of segments by SCS in Cargoal
  - Disremark and Queueing in Cargoal
- Principles
  - RM will not allow others to book without EC/SCB check
  - GHA's will operate in own systems (Reservations Only set-up)
  - Process need to be embedded in AFLS and not in Legacy
- Options (CCC support?)
- Requirements for 'automated' process written -> CR for Cargobus
- Discuss 'principle' with AF AOD for assessment on:
  - AF systems (pelican / AFLS?)
  - Roles & Responsibilities
- Change-Management to GHA's and organization is 'significant'…

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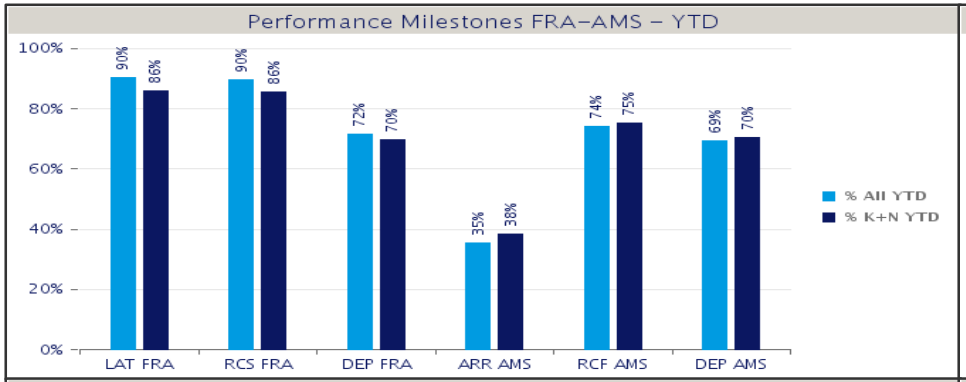
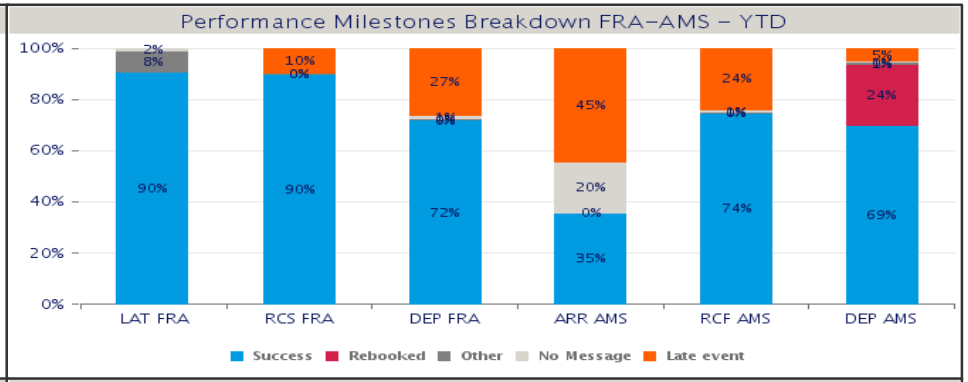
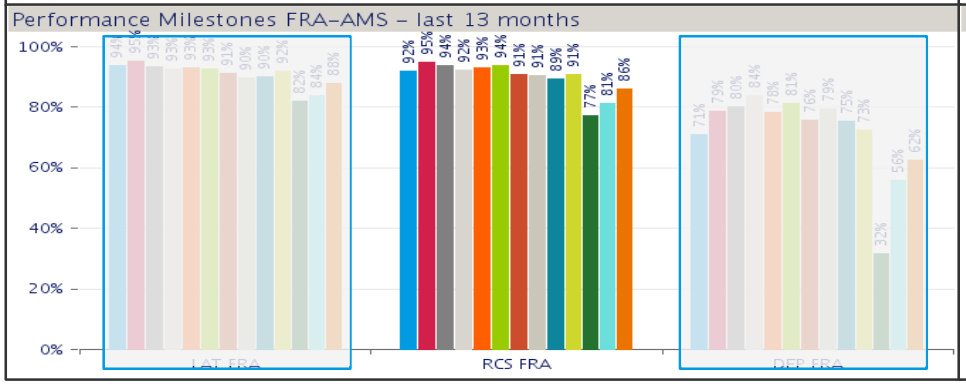
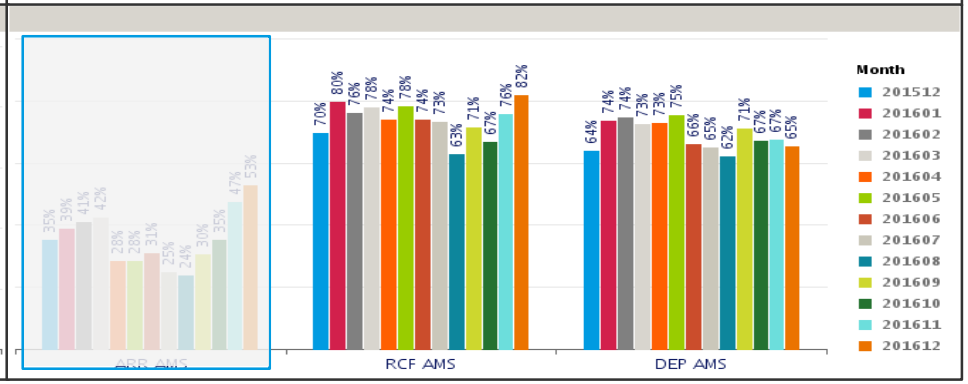
Quality Tracking on CargoIQ milestones (month)

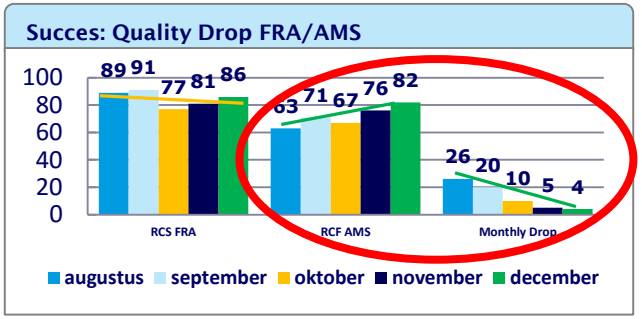








This slide shows the impact of the process changes in FRA. Since August the 'input' quality at the HUB (RCF AMS) increased month over month. The Performance drop ex FRA has been minimized to a few percent.



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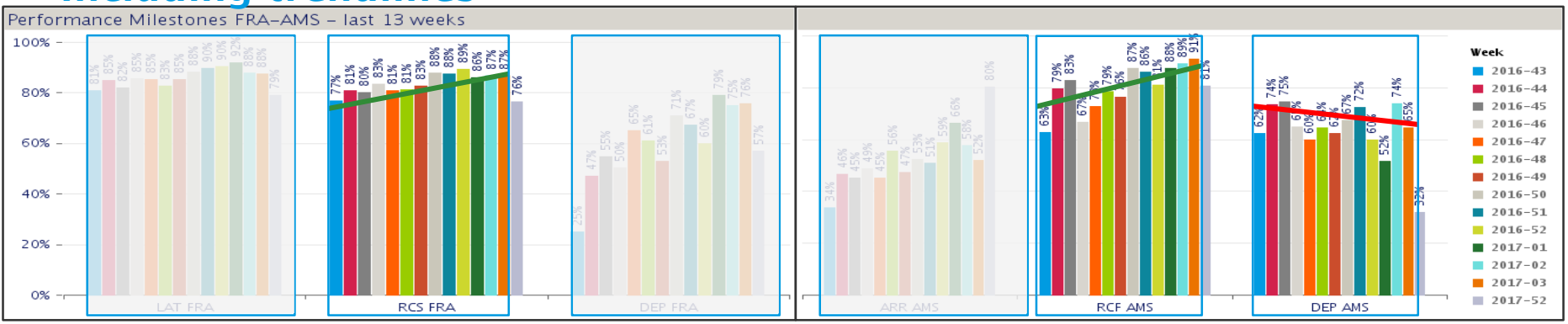
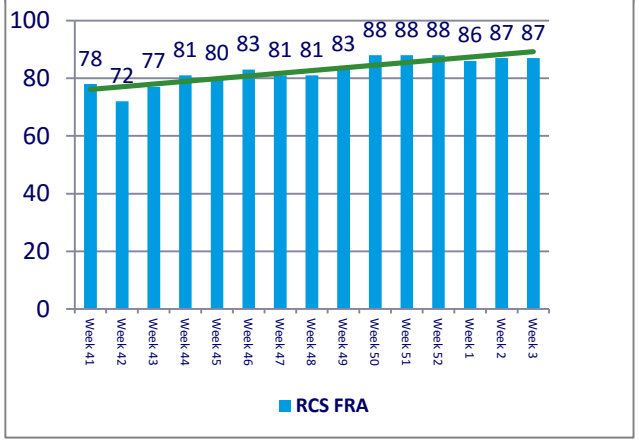
Quality Tracking on CargoIQ milestones (Week)

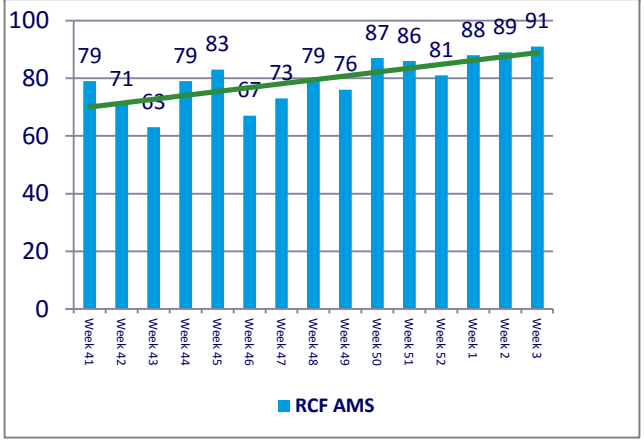
Including trendlines



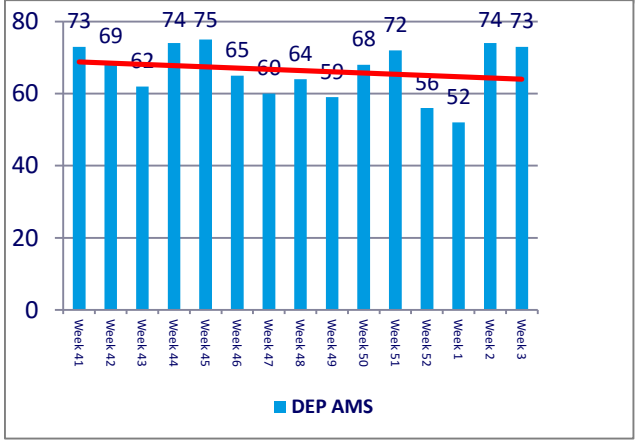
Succes: performance RCS FRA breakdown FRA-AMS



Succes: performance RCF AMS breakdown FRA-AMS

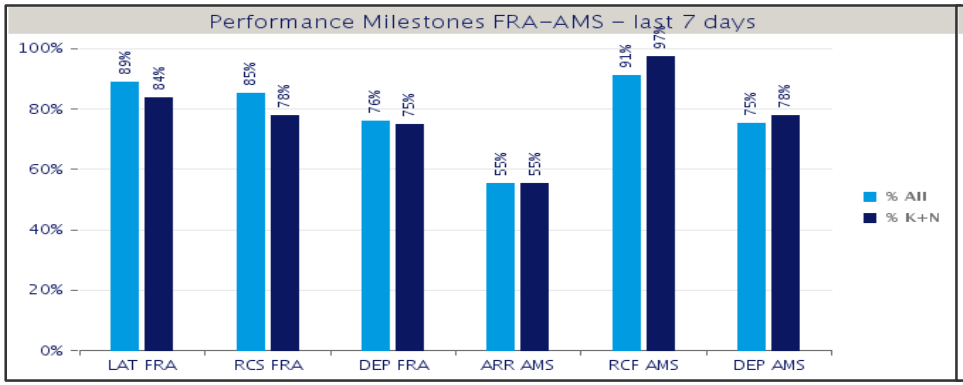


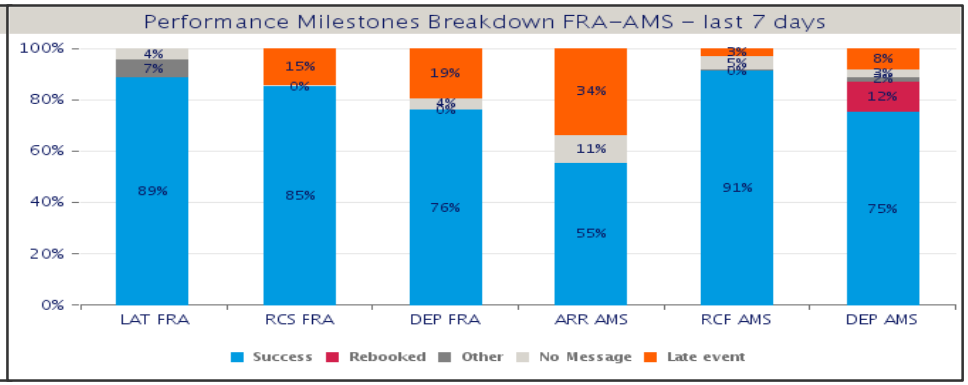
Succes: performance DEP AMS breakdown FRA-AMS

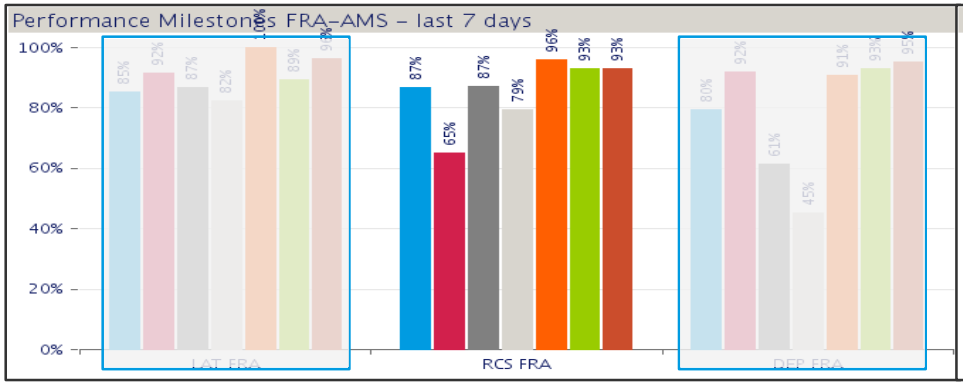


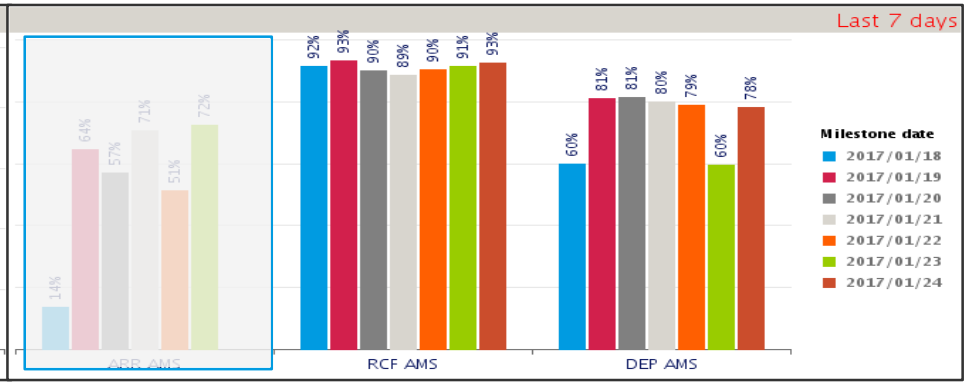
Dashboard daily overview

CargoIQ



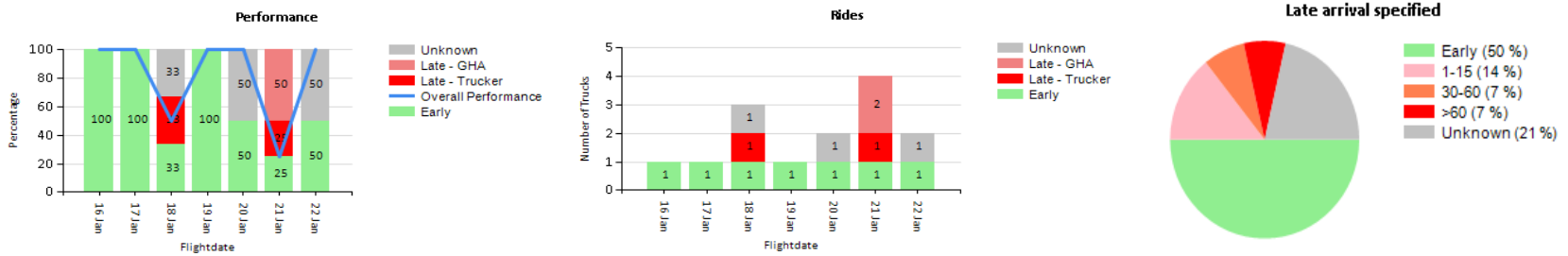




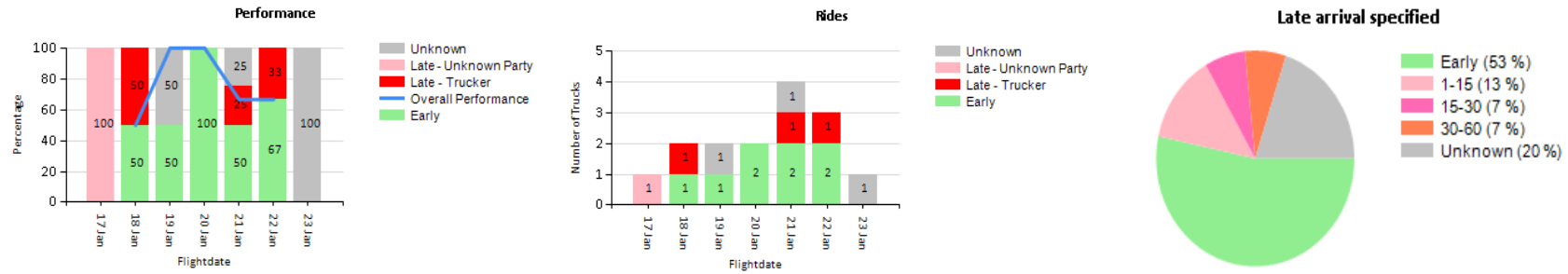


Dashboard Trucker On-Time Performance last week

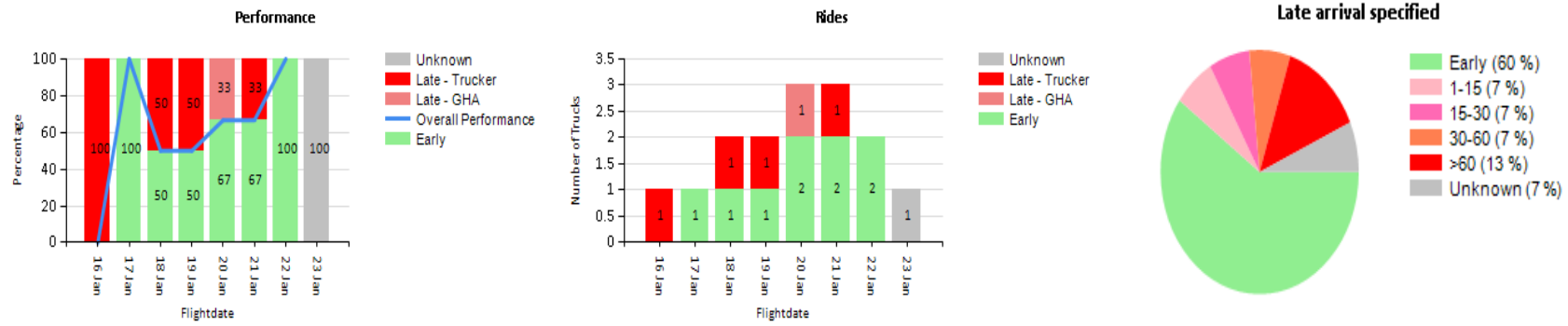
GEORGI



JAN DE RIJK



VAN SWIETEN



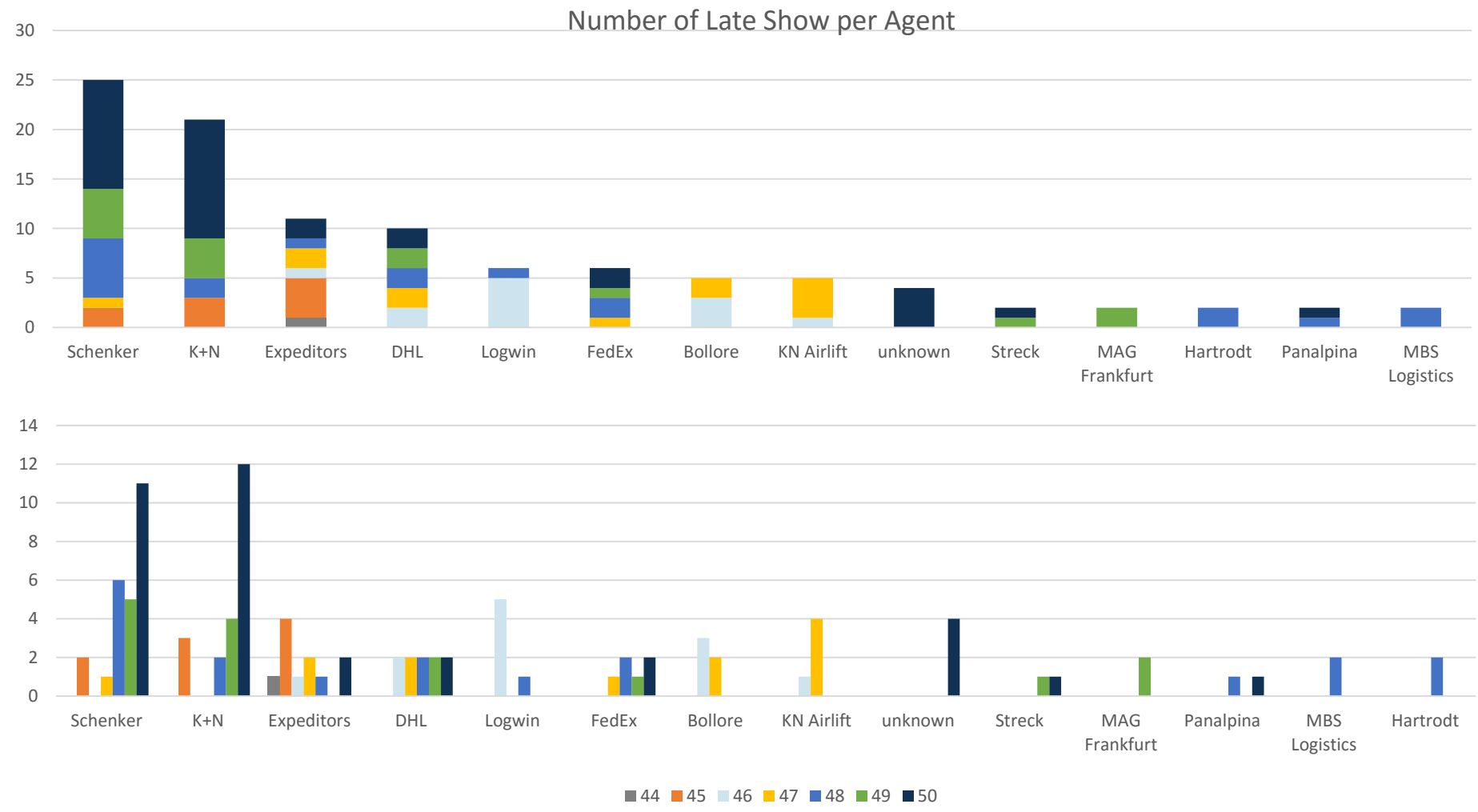
Milestones details– Late show reports FRA

FRA – AMS 13/12/16 – 23/01/17

Configuratie	LAT	RCS	DEP
Total overview	5%	11%	60%
DEP 100% accomplished	2%	4%	0%
DEP 100% failed	7%	15%	100%
57% DEP Failed after on time LAT&RCS	0%	0%	57%
RCS failed after LAT on time	0%	100%	84%
Recovery after failed LAT	100%	0%	86%
Recovery after failed LAT and RCS	100%	100%	83%

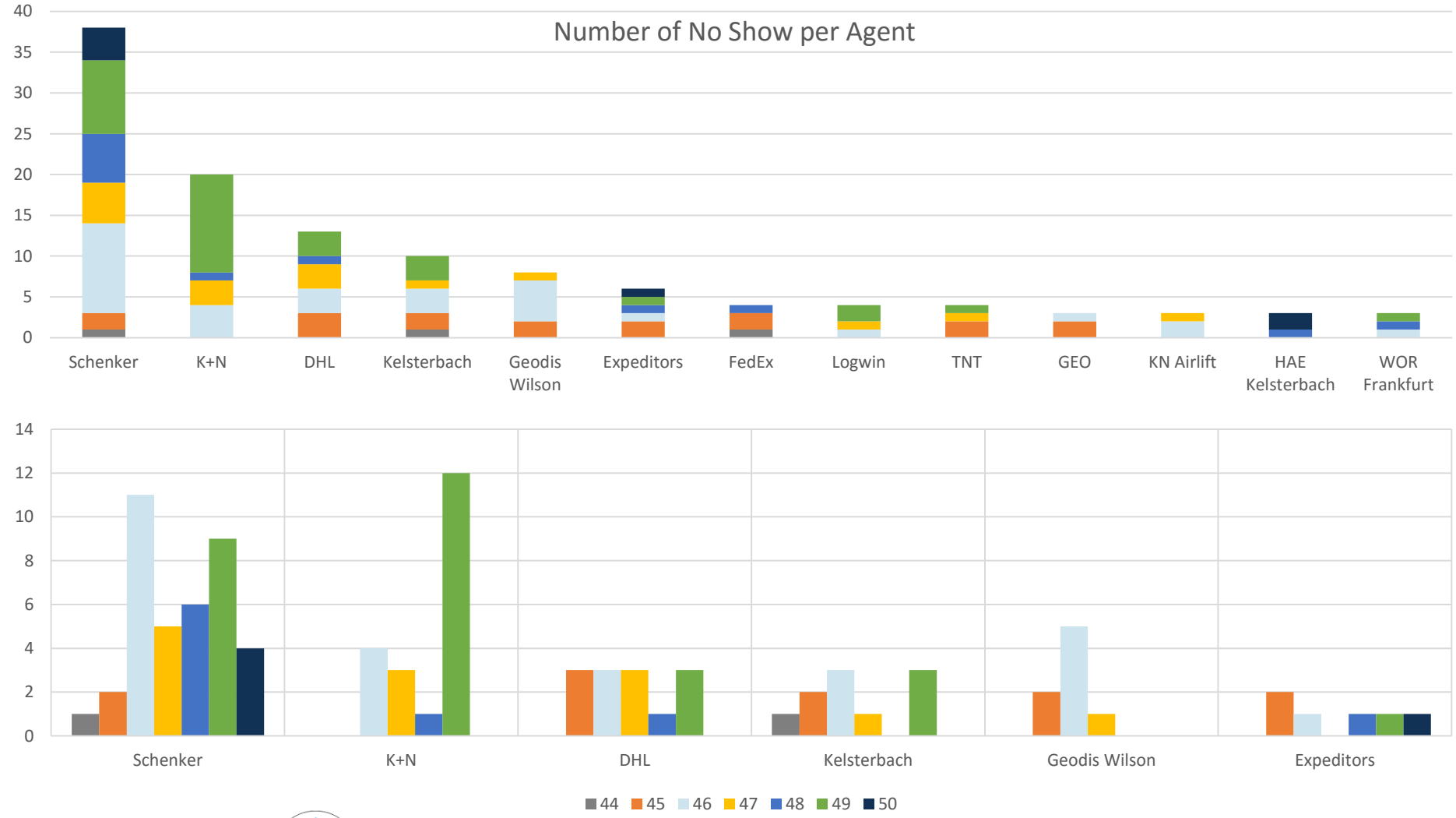
Deviation Report – Late Show

FRA - AMS



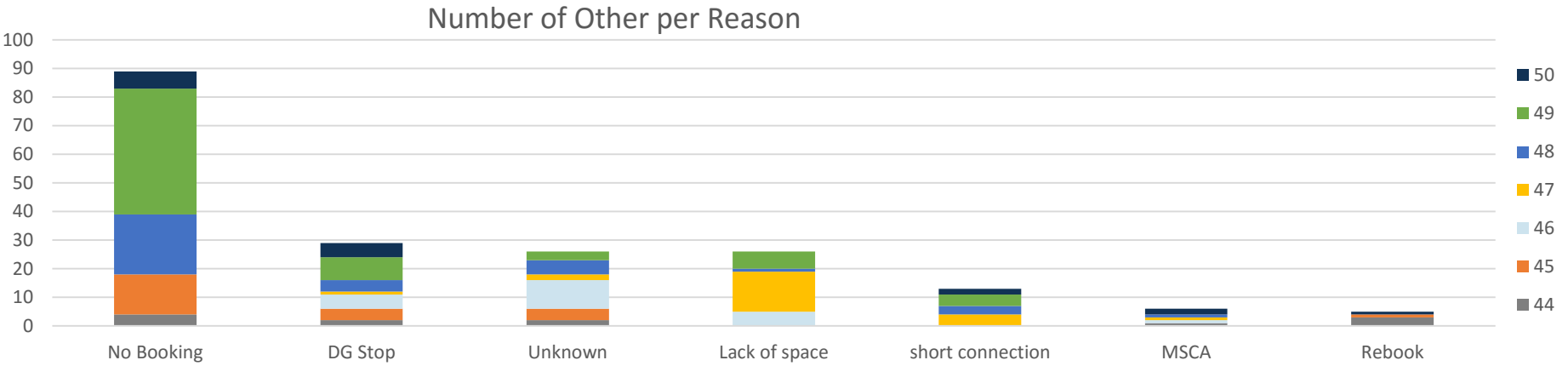
Deviation Report – No Show

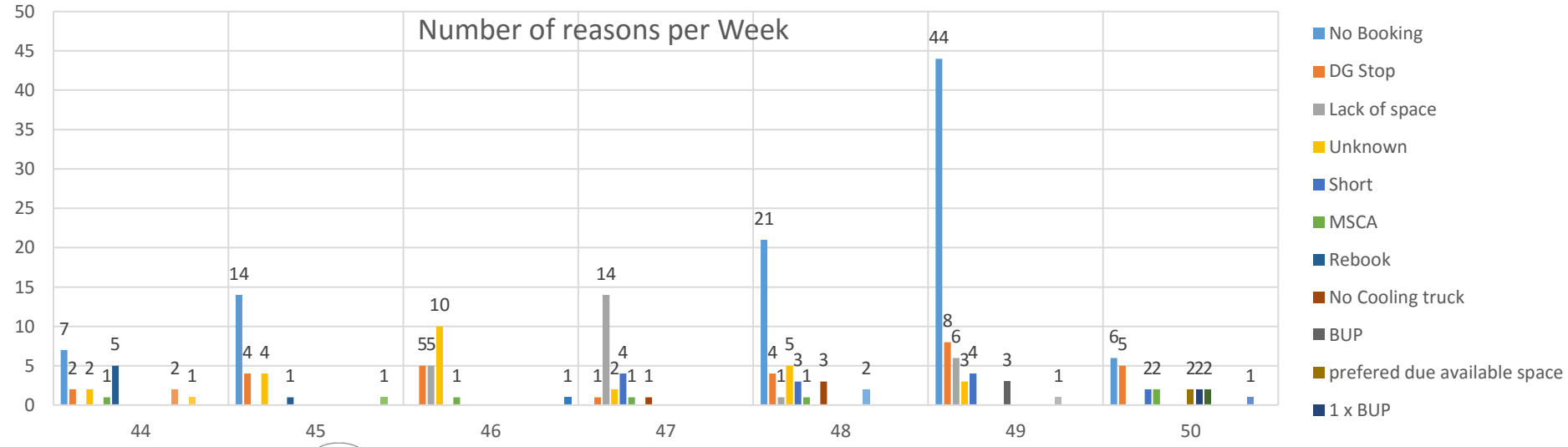
FRA - AMS



Deviation Report – Other

FRA - AMS





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Backlog of improvement elements

1. Start with redesign of trucking process to '*Dual*'' option (bigger stations/only ops trucks on smaller)
2. Implement the LAT milestone (3 Hrs), FOH status updates and Late-Show process
3. **Finalize business rules for acceptance**
4. **Implement the designed acceptance process**
5. Consider gateway principle for FRA (Trucks ex Poland)
6. Centralize CP role of FRA
7. Process the physical cargo according planning and respect co-load- and selective loading rules
8. Process the data into the cloud environment
9. STM and FFM will trigger 'Cargo status is final and on the way' data is ready for processing at HUB'
10. Enable truck Check-in mechanism as to link driver to the load and steer on arrival time
11. Prioritize the truck-movements based on the connection time and cargo on board
12. Redesign flight planning process related to new connection times T/M/Loose (revised to 4 hrs)
13. Design physical flow at HUB for T/M/Loose

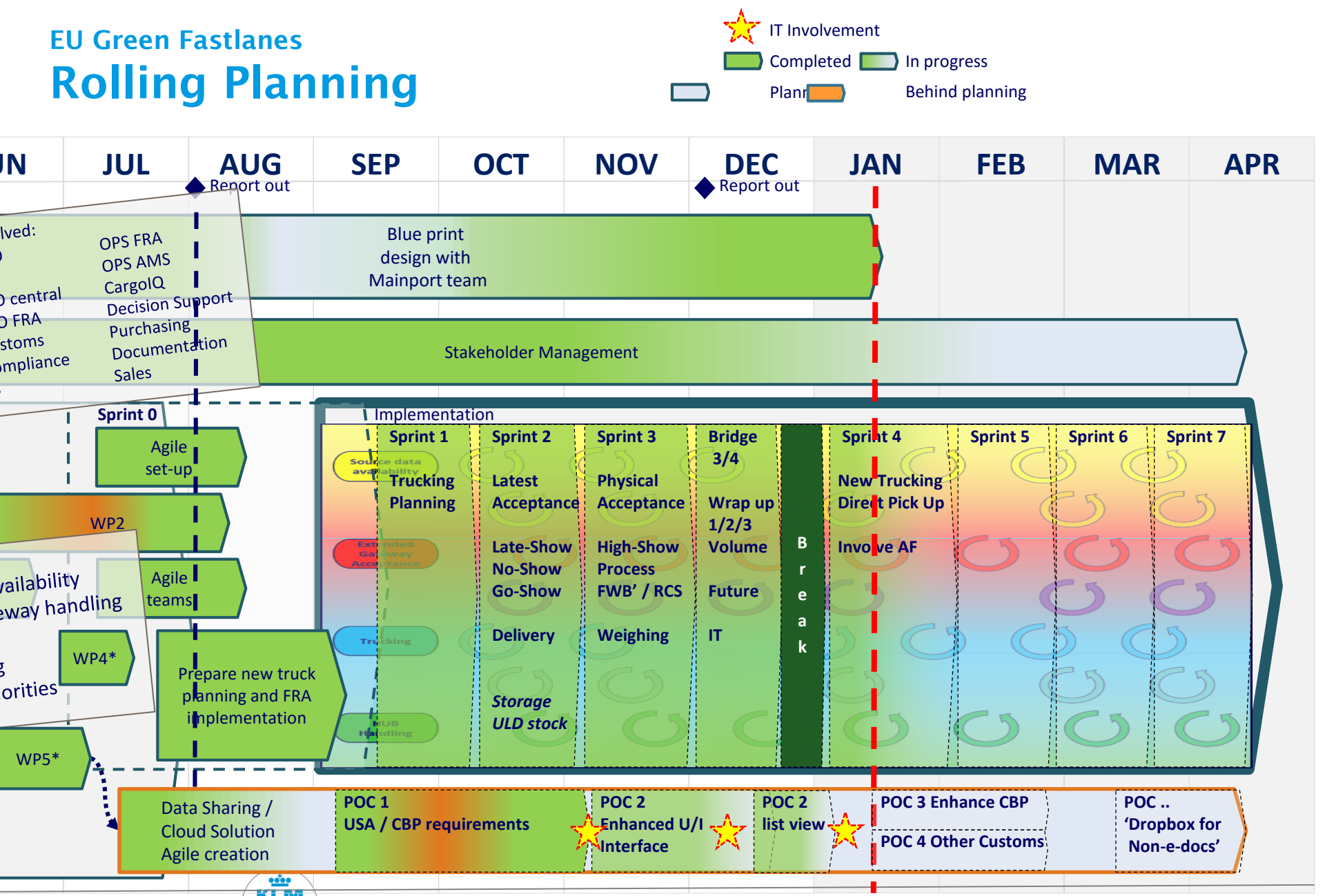
Optimize IT structure 'Reservations Only' set up with GHA's

1. **Constantly improve booking reliability and data quality of H/MAWB**

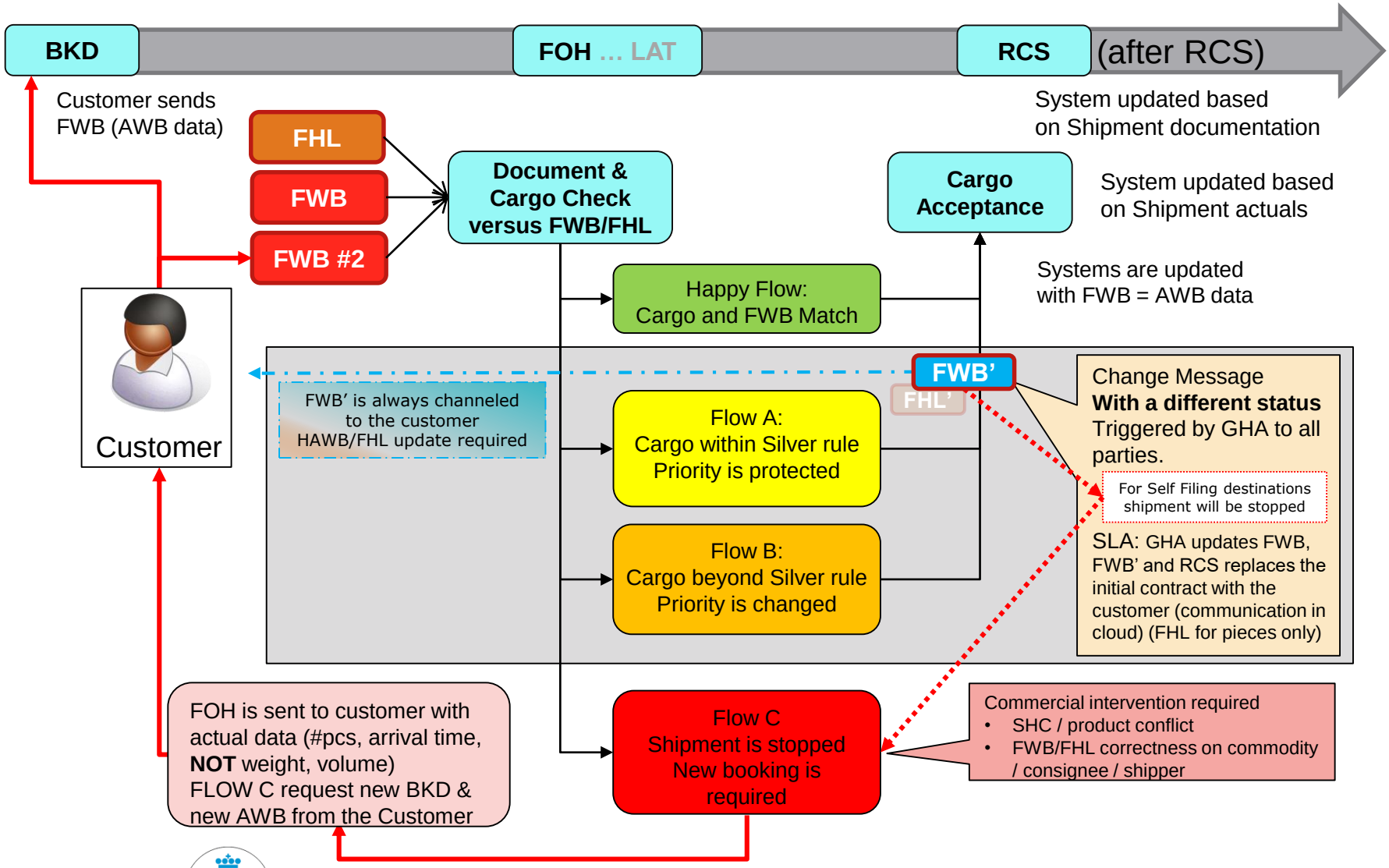
- **Implement detailed feedback loop in case of errors/mishaps or improvement elements**

EU Green Fastlanes

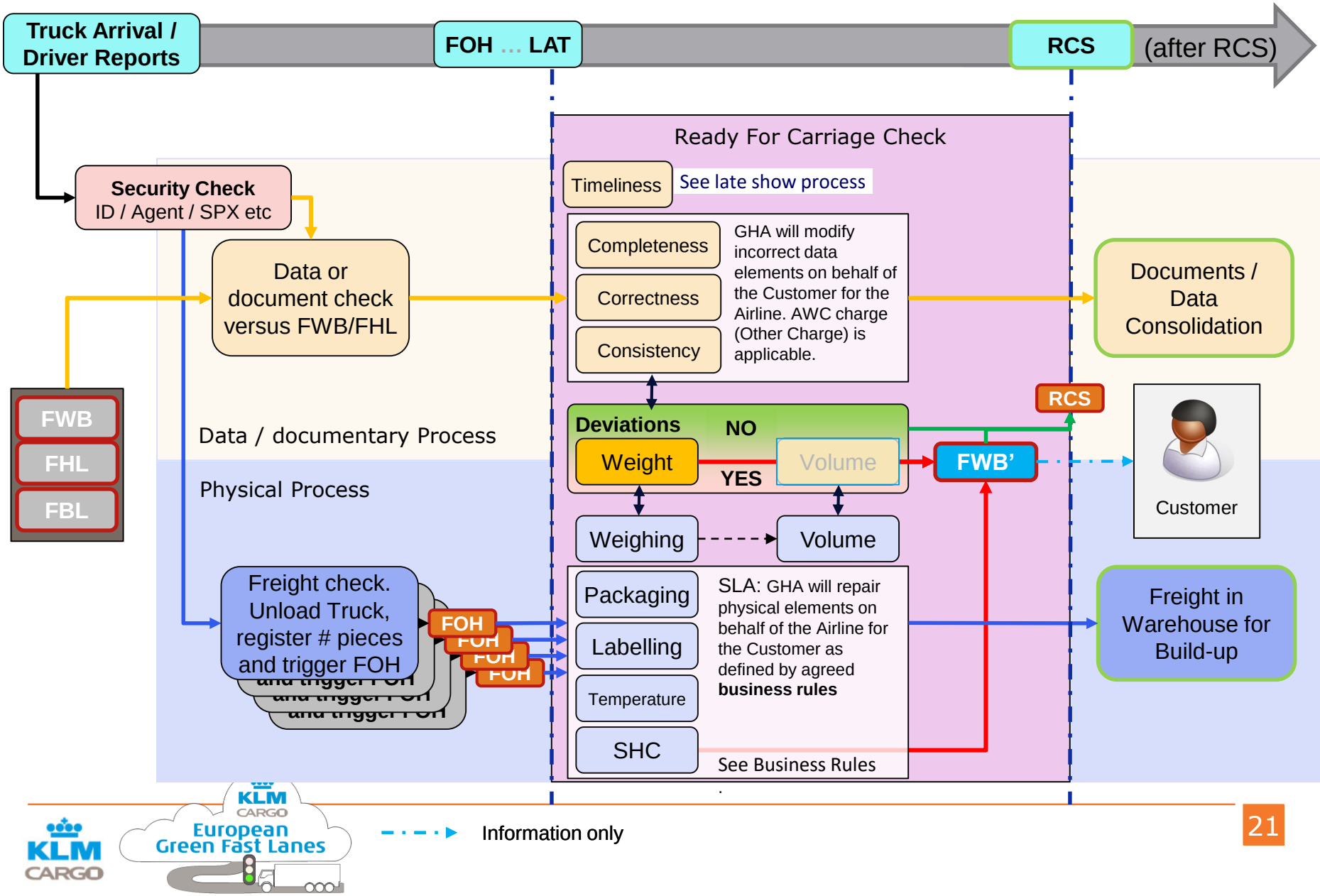
Rolling Planning



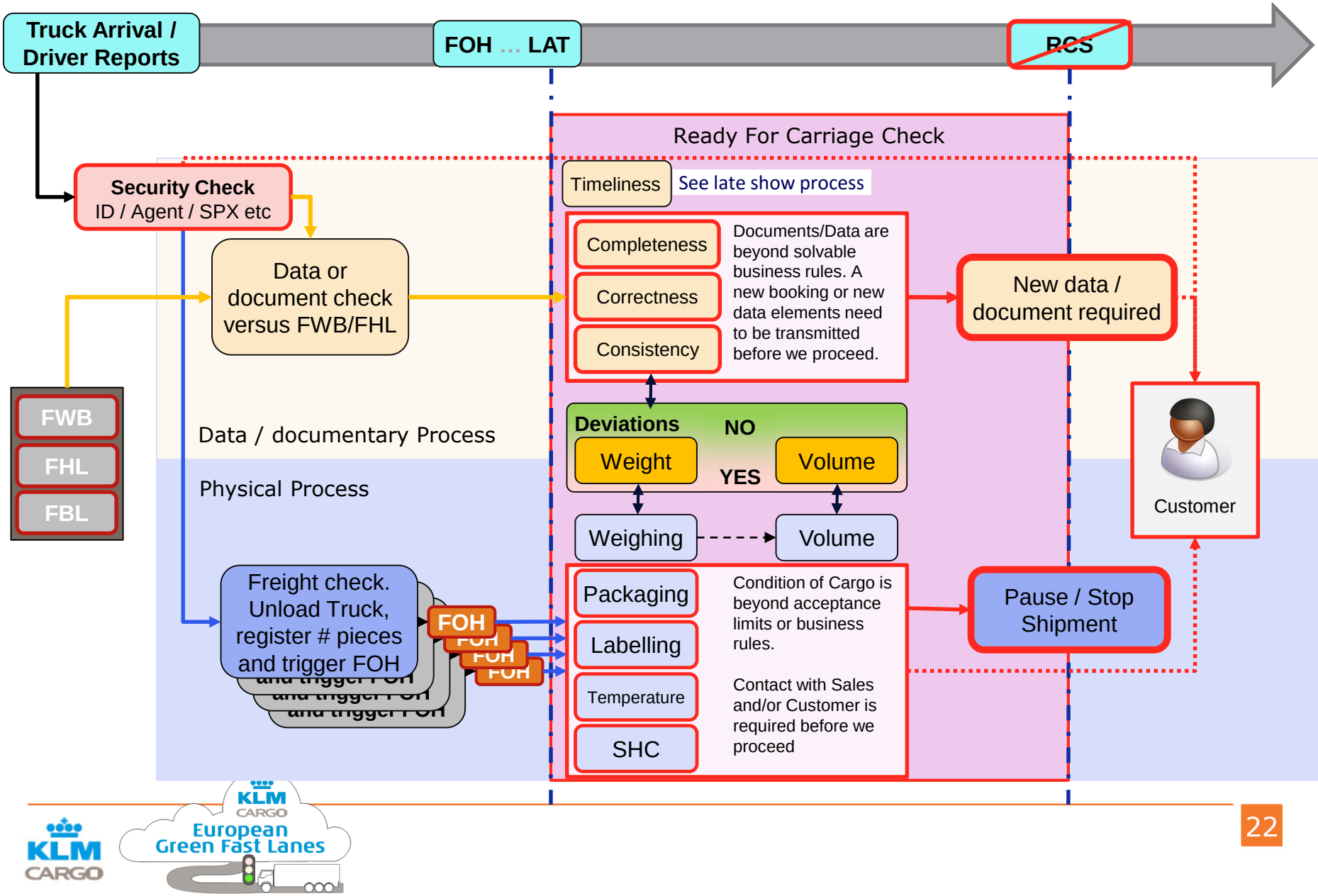
Deviations during Acceptance



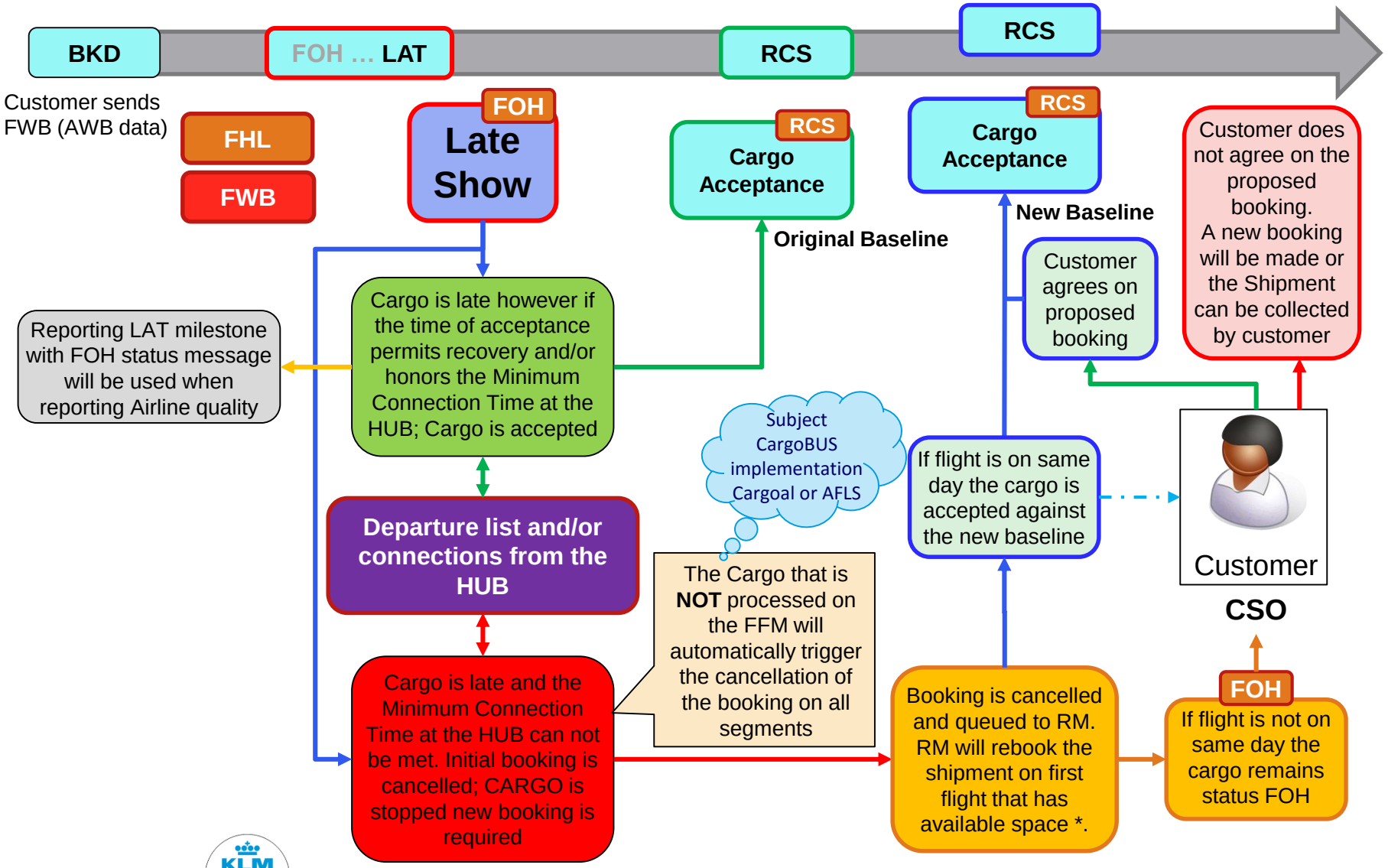
Physical Acceptance Process Green/Yellow/Orange flow



Physical Acceptance Process Red flow



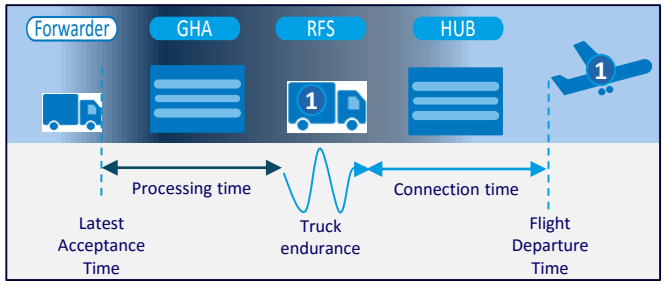
Late Show Process



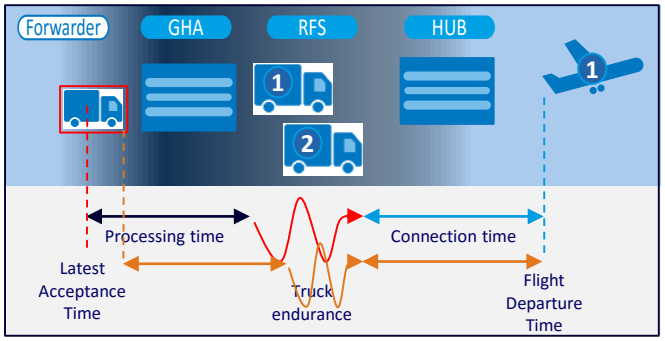
Information only

* The additional SCB/EC check can be considered in a later stage

As to ensure Cargo will fly on the booked flight; LAT will be introduced GREEN Process

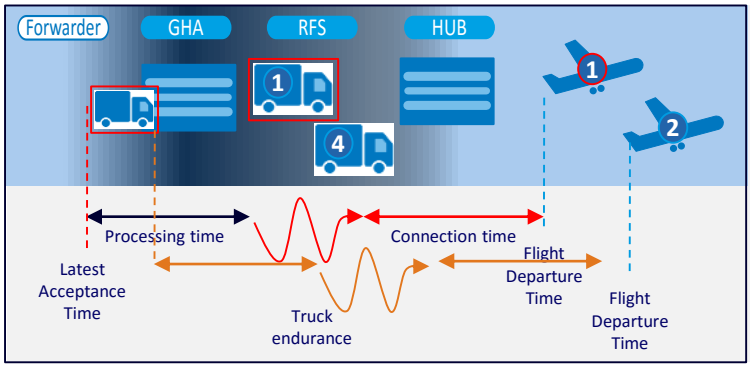


Ideal process

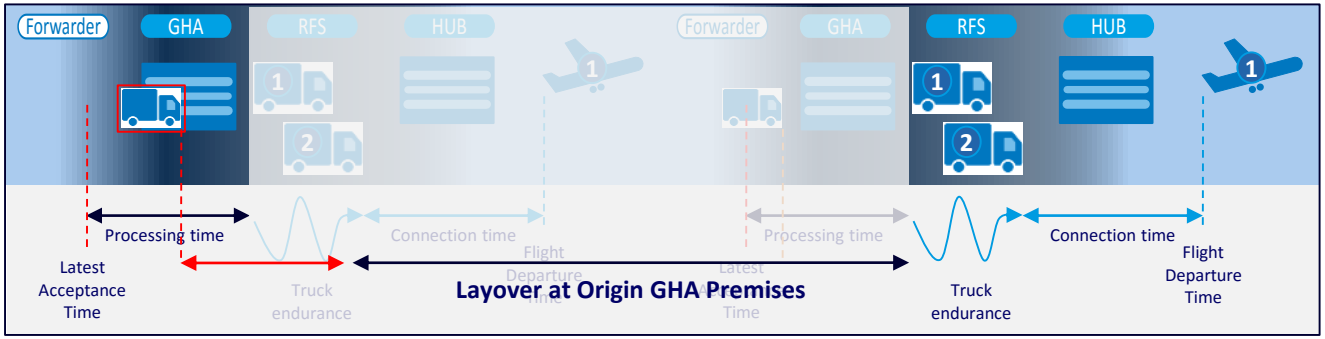


Green process;
Recovery at Outstation or on
Minimum Connection time is possible

As to ensure Cargo will fly on the booked flight; LAT will be introduced RED process



Red process with flight on same day possibility



Red Process
Shipment is late and misses same truck and same day connection at the HUB.
Cargo will be rebooked and layover at origin until next days-truck departure.
In case of commercial discussion, ample time to manage or cancel the shipment

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New Trucking Principle revised timings

Truck	#	LAT	DEP	ARR	CT	Conx interval		Remark
MP BKG	*8354*	*12:00*	*16:00*	*23:30*	*12*	*11:30*		MP Traffic only
BKG 1	**8088**	**17:00**	**20:00**	**04:30**	**5-12**	**09:30**	**16:30**	Next Day Departure **ONLY** SLR!! Flight Optimization
	8090	17:00	20:00	04:00		09:00	13:30	
	8092	17:00	21:00	05:00		10:00	14:30	
	8094	17:00	22:00	06:00		11:00	15:30	
	8096	17:00	23:00	07:00		12:00		
	8096	17:00	23:59	08:00		13:00	16:30	
BKG 2	**8350**	**23:00**	**02:00**	**12:30**	**4 and more**	**16:30**		SLR!! Truck optimization
	8352	23:00	02:00	10:00	7	16:30		
	8356	23:00	03:00	11:00	6	16:30		
	8358	23:00	04:00	12:00	5	16:30		
	8360	23:00	05:00	13:00	5	17:30		long connections
	8362	23:00	11:00	18:30				
	…	…	12:00	19:30				
	…	…	…	…				

First step: 2 booking trucks

Revised and decided as per CargoBUS conflict

Direct Pick-Up process to be implemented as soon as possible

Executive Summary / Context

Redesign of the Origin-to-HUB Cargo Value Chain
Part of Schiphol 'Smart Mainport Program'
Supported (co-financed) by Topsector Logistiek

Why: 80% of export cargo handled in KLM warehouses at Schiphol comes from 81 EU stations
The flown-as-planned quality need to be improved

What: An 'Operational Proof of Concept' on trade-lane Frankfurt/Amsterdam (before April '17)

- 'Advanced acceptance' process modified and implemented
- Shorter (at least 2 hours) itinerary for shipments in general
- less 'physical' touching points
- less rework and repair
- All according LEAN concepts First Time Right / Just In Time.
- Increase of booking reliability

→

- Increased quality
- Drive for efficiency / productivity
- Higher volumes (same footprint)
- Eco friendly (less CO2)
- Increased loadfactor

How: A 'Consortium' approach with leading and innovative Business Partners plus Authorities

1. European Green Fast Lanes: Agile redesign of the physical cargo process
2. E-acceptance project: building front-ends for users
3. Mainport/Cargonaut: Development of an Industry-Data-Cloud platform *(back-end)*

Upgraded transparent integral business processes
Data driven real time consistent Cloud environment
Apps / based on API's

KLM CARGO European Green Fast Lanes