

EXPEDITORS AVIATION

Exceeding Expectations

A reputable value-based airline headquartered in Australia has been a valued partner of Expeditors since 2018. The airline invested in new equipment to ensure that customers who need assistance boarding and disembarking the aircraft can enjoy a seamless, positive travel experience. This airline approached Expeditors to assist in deploying over fifty wheelchairs across their airline stations within Australia. Expeditors delivered all the consignments at a 100% on-time and success rate, avoiding all issues experienced by the airline's previous incumbent, such as futile deliveries, missed delivery slots, and waiting time on site.



OPPORTUNITY

As a valued logistics partner of the airline in the MRO and engineering domains, the airline approached Expeditors to assist with the project to deploy over fifty wheelchairs across their airline stations within Australia. The project introduced more than 50 wheelchairs across four states and six airports. The airline's primary objective was to work with a logistics service provider who could provide the logistics expertise and project management coupled with superior service that would ensure the timely deliveries of this equipment to the various airline stations.

CHALLENGES

In the past, the airline had experienced a host of issues, including delayed deliveries, rejected deliveries, lack of equipment, faulty equipment brought to sites, and incurring additional charges. This resulted in customers not having access to crucial equipment, which ultimately diminished the airline's ability to render a world-class service and a positive customer experience.

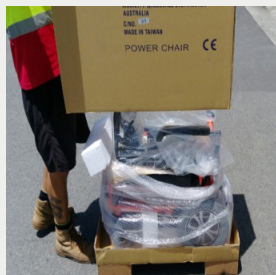
OUR SOLUTION

Expeditors provided in-depth knowledge and examples of how we have project managed similar large-scale 'white glove' projects in the past. This cemented trust and credibility with the customer. Expeditors individually contacted each airport, managed delivery expectations, and understood site-specific requirements, which resulted in the flawless execution of this project with the airline. The airline was pleasantly surprised when Expeditors staff took the lead and individually coordinated deployment with each site to complete

a pre-site checklist. Further, Expeditors contacted the local supplier to confirm the freight's weight, dimensions, and ready date. Once Expeditors had the freight, our operations team proceeded to book each consignment based on the specific delivery requirements and the required delivery date. Each consignment required the airport facilities manager to be contacted 30 minutes before delivery. This ensured the airport staff was prepared for each delivery. Expeditors then proceeded with the unpacking of each wheelchair, removing the debris, and wheeling it through the airport into its final position. The organization, teamwork, and commitment displayed by our Transcon team allowed for a thorough understanding of what was required to execute this project flawlessly.

RESULTS

The outcome exceeded expectations, given Expeditors' wealth of aviation and experience managing complex projects involving multiple stakeholder groups. Expeditors delivered all the consignments at a 100% on-time and success rate. Issues experienced by the airline's previous incumbent, such as futile deliveries, missed delivery slots, and waiting time on site, were avoided entirely. Expeditors eliminated the issues experienced in the past by proactively liaising with the airport facility managers, who gave ample notice and an accurate ETA on all consignments. From the airline's point of view, they experienced prompt replies, timely updates, proactivity, the willingness to liaise directly with the key stakeholders within the airline organization, completion of a pre-site checklist, and the flawless execution of the final mile delivery. In addition, the project management expertise eliminated the unnecessary additional hours and costs associated with poor logistics execution.



Project management coupled with attention to details during execution allowed the Expeditors team to exceed expectations.