

# Case Study

MNH has proudly provided Performance Management and Supply Chain Solutions for Virgin Atlantic for over 20 years. For the last 8 months, we have been tracking and improving their aircraft hygiene and presentation standards - from nose to tail – across their entire fleet, network-wide.



## PROFILE

### Customer:

- Virgin Atlantic (VAA)

### Region:

- Transatlantic

### Challenges:

- With cabin groomers in every port, airlines are finding it difficult to maintain consistency with their onboard cabin hygiene and presentation standards across their network.

### Solution:

- The MNH Performance Management Platform; ROTIX® collects data and provides rich BI reporting, delivering a cost-effective, enhanced cabin cleaning solution worldwide.

This provides the necessary framework to track, manage and improve both onboard hygiene and presentation standards.

“With MNH’s Performance Management Platform; ROTIX®, we have been able to identify and make significant improvements in our Cabin Appearance Scores. The Audit reports, BI dashboard and audit trail provided were very effective tools to manage fleet hygiene and appearance. With real-time data, we are able to have confidence in our cabin hygiene and appearance, which was demonstrated through high standards being maintained across the network”.

Anthony Bryant  
Manager Cabin Appearance & Cleaning,  
Virgin Atlantic

## PROJECT IN BRIEF:

MNH delivers a cost-effective, enhanced cabin cleaning solution network wide with our Performance Management Platform; ROTIX®. MNH has enabled Virgin Atlantic to gain full confidence in the performance management of onboard cleaners, with a digital audit trail (backed by BI reporting) across their global network, which has never been so important for COVID-safe compliance and reassurance.

## BACKGROUND

Historically, MNH’s Performance Management Platform; ROTIX® has been used to manage supplier networks, control Inventory, and maintain quality standards but it is also proving to be invaluable in the fight against the pandemic giving airlines and their customer’s peace of mind to travel.

## CHALLENGE

Like all airlines VAA were finding it difficult to maintain consistency with their onboard cabin hygiene and presentation standards across their network and MNH were asked to find a cost-effective solution to performance manage the supply chain.

## OBJECTIVE

The main goal was to develop a cost-effective, enhanced cabin cleaning solution worldwide. Since the pandemic more and more airline clients have looked to our Performance Management Platform; ROTIX® to help with onboard auditing and compliance, following in the footsteps of VAA.

## SOLUTION

MNH provides a tailored audit program through ROTIX® which seamlessly integrates workflow automation, data warehousing, digital asset management and BI reporting.

All performance data is collected within smart web forms that can be accessed on desktops, tablets or smartphones from anywhere in the network.

The MNH Performance Management Platform; ROTIX® collects data and provides rich BI reporting.

Service issues can be identified early from trend reporting enabling quick resolution



and improvement, giving full confidence across the network during these challenging times and beyond.

## BENEFITS

- Transparent performance management of cabin groomers and key stakeholders with a live service dashboard and audit trail.
- Control of cabin standards and audit performance across multiple ports and suppliers.
- A cost-effective method of managing the enhanced cleaning and communication between all the stakeholders across your global network.
- Network supplier KPI performance reporting with live feed visibility and performance management network wide.
- Digital collection and audit reporting with real-time reporting tools and trend analysis for early issue resolution and to aid performance management.

How do you track and performance manage your cabin cleaning and hygiene standards?

MNH provides Performance Management and Supply Chain Solutions to the Travel Sector. MNH currently works with flagship carrier clients in America, the Middle East and both Southern and Northern Hemispheres.

For more information call 0333 322 0171 or visit our website [www.mnhscs.com](http://www.mnhscs.com).

