



Case Study



MNH appointed National Laundry Provider For Virgin Australia. After collaborative working with Virgin Australia for several years, MNH is proud to have successfully won a competitive tender to be awarded their National Laundry Provider Contract servicing all ports across their Australian network, whilst enjoying strong growth in Europe and the Americas. This contract win makes MNH officially the largest independent laundry provider in Australasia!

PROFILE

Customer:

- Virgin Australia - one of Australia's largest airlines directly serving 42 cities in Australia, from hubs in Brisbane, Melbourne and Sydney.

Region:

- Australasia.

Challenges:

- Due to the size of the Airline's network the laundry category was stretching internal resources. They were experiencing poor levels of service due to the lack of focus on standards, processes and quality from the current, legacy supply base.

Solution:

- MNH worked closely with several incumbent suppliers to improve service levels and quality, whilst introducing new laundries to offer choice, increased capacity and competitive pricing.
- A single point of contact for all ports across the laundry network supported by our mobile Network Performance Team and MNH's specialist IT system ROTIX®.

PROJECT IN BRIEF:

MNH provides Virgin Australia a single point of contact to manage and control their Laundry network performance. Virgin Australia will benefit from operational experience and support to manage the longer-term complexities of their global network.

CHALLENGE

With a legacy supply base delivering poor levels of service and quality a Global Laundry Specialist was required to drive efficiencies, focus on processes and to control the onboard customer experience.

Product quality and consistency is key across all ports and Virgin Australia looked to MNH to help them to achieve this network wide, putting an end to feast and famine stock levels whilst giving total cost visibility and control.

SOLUTION

Operating in partnership with Virgin Australia's Inflight Services Team, MNH's mobile Network Performance Team provides a single point of contact to performance manage all areas of the laundry service chain.

MNH worked closely with several incumbent suppliers to improve service levels and quality, whilst introducing new laundries to offer choice, increased capacity and competitive pricing.

MNH's global network and specialist laundry management IT system; ROTIX® standardise Virgin Australia's Laundry Supply Chain, driving savings through reduced wash volumes and inventory usage and delivering consistently high product standards, stock control and financial savings with detailed BI reporting.

BENEFITS

Backed by our mobile Network Performance Team, MNH delivers...

- New laundry providers introduced to offer choice and drive savings.
- Total cost visibility and control.

- Reduced costs via best practice processes in this notoriously difficult-to-manage service chain.
- Improved onboard quality and product consistency.
- Single-point managed service level across all ports.
- Improved communication and visibility around stock levels enabling better forecasting and budgeting and an end to feast and famine stock levels.
- Improvements in standards and processes with the coaching and ongoing performance management of laundries.
- Strong CSR controls and QC audits.
- Better control and regular reporting on onboard collection procedures reduced waste and costs.
- Service issues are identified early and resolved quickly by our mobile Network Performance Team.

We look forward to continued partnerships with Virgin Australia's Inflight Team and providing the exceptional service levels they have come to expect from MNH.

"You took an unloved area of the business

and implemented strict financial and operational controls; improving the product quality whilst reducing costs. ROTIX® will give us ongoing cost visibility and inventory control across all our ports. Congratulations MNH on a job well done – it couldn't have been a smoother transition!"

Mike Leckey, Head of Inflight Services, Virgin Australia



MNH manages laundry networks for the world's biggest airlines.

Let us provide you with a reporting dashboard and operational support to reduce costs and gain true control over your Laundry Network.

For more information or a service proposal call 0333 322 0171 or visit our website www.mnhscs.com

Powered by... **ROTIX®**