



# Case Study



As WestJet transitioned to a full-service carrier a specialist Global Laundry Provider was required to deliver this transformational project across their Canadian, US and European network. The management of a new laundry network from start up to business-as-usual was required in all ports along with best practice processes for on-going performance management and control for exceptional onboard consistency, quality and service.

## PROFILE

### Customer:

- WestJet - a Canadian airline providing scheduled and charter air service to 100+ destinations in Canada, the United States, Europe, Mexico, Central America and the Caribbean.

### Regions:

- Canada, USA and Europe

### Challenges:

- New port start up and a network of new laundry providers as WestJet transitioned to a full-service carrier and launch the new Dreamliner aircraft on new routes.

### Solution:

- A single point of contact for all ports across a newly developed laundry network supported by our mobile Network Performance Team and MNH's specialist IT system ROTIX® giving detailed, live BI dashboard reporting and performance transparency.
- MNH developed standards, implemented best-in-class processes and coached new laundry providers to deliver exceptional onboard consistency, quality and service. MNH took full accountability for the Laundry category managing the end-to-end project.

*"As we continue our development the need to set up and manage a global laundry network would not have been possible internally without significant additional resources. MNH provides us with an alternative – a single specialist point of contact to manage all laundry stakeholders across our network from start-up to ongoing BAU management."*

Simon Soni, Director - Catering Services, WestJet

## PROJECT IN BRIEF:

With limited internal resource to deliver laundry product and service across new international ports, MNH were engaged as the specialist Global Laundry Provider. MNH provided a cost-effective solution ensuring the Laundry category was set up and managed correctly across Canada and Europe.

## CHALLENGE

As WestJet started the transition from a traditional low-cost carrier to a full-service transatlantic carrier, there was a need to efficiently set up and manage new Laundry Operators across their network.

With limited internal resource to deliver laundry product and service from start up across the new international ports and a great deal of press attention on the new Dreamliner aircraft launch, MNH were engaged as the specialist Global Laundry provider to deliver on this rare transformational project across Canada, USA and Europe.

## SOLUTION

MNH provided a cost-effective solution for WestJet ensuring the laundry category was set up and managed correctly from the start. Port start-ups require specialist knowledge and skills; MNH developed standards, coached new suppliers and took full accountability for the laundry category managing the end-to-end project. This allowed WestJet to focus on the bigger picture launching new routes with the new Dreamliner and all the associated press and VIP attention.

Operating in partnership with the team at WestJet, MNH's mobile Performance Management Team worked across three continents over a six-month period to deliver a very successful launch for WestJet.

## BENEFITS

With the specialist IT system ROTIX® backed by our mobile Network Performance Team, MNH delivers...

- Total cost visibility and control.

- New best-in-class laundry providers introduced to offer choice and drive savings.
- Reduced costs via best practice processes in this notoriously difficult-to-manage service chain.
- Market-best pricing due to operational efficiencies and economies of scale
- Improved onboard quality and product consistency.
- Single-point managed service level across all ports.
- Clear and concise communication and visibility around stock levels and standards set from go-live and performance managed on-going.
- Coaching and ongoing performance management of laundry network.
- Service issues are identified early and resolved quickly by our mobile Network Performance Team.
- Trusted supplier for delivering great service, CSR controls and QC audits.
- MNH's specialist Laundry Management IT system; ROTIX® gives detailed, live BI dashboard reporting and real-time communication providing cost and performance transparency.

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](http://www.mnhscs.com)

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