

Case Study

MNH consolidates a prestigious Middle Eastern carrier's numerous outstation Headset Servicing Contractors for better efficiencies across the network

PROFILE

Customer:

- Prestigious Middle Eastern carrier
Inflight Service & Operations Teams

Region:

- Australasia

Challenges:

- Improvements to headset servicing process, reduced resource and cost savings.

Solution:

- Consolidation of network-wide headset servicing and standardisation of processes across numerous ports.

INTRODUCTION

Our prestigious Middle Eastern carrier is one of the largest airlines in the Middle East, operating over 3,000 flights per week to more than 78 countries across six continents

CHALLENGE

Our client had numerous outstation headset servicing contractors with no consistency and lack of visibility of costs and stock.

They were looking to standardise the headset servicing process, reduce costs and resource management.



PROJECT IN BRIEF:

MNH were tasked with reducing cost and head office resource for a prestigious Middle Eastern carrier's outstation Headset supplier network using global best practice to reduce cost and head office resource whilst improving the in-flight product offering via standardised processes.

SOLUTION

With this particular contract all existing Headset servicing Contractors were novated to MNH and consolidated into a simple, standardised pricing mechanism.

MNH then standardised the headset servicing processes across all ports and reported onboard collection procedures.

MNH worked closely with the inflight team, the cleaners and the caterers to achieve industry-best refurbishing rates. MNH continues to work with the cleaners and caterers at each port to deliver efficiencies for the airline.

Ongoing communication and reporting with stock visibility and control allows the inflight team to focus on other areas of the business, confident both waste and costs are being controlled across the network.

BENEFITS

- Year on year efficiencies and financial savings.
- A single-point of contact for a consolidated headset servicing operation.
- Reduced in-flight service and procurement team resource.
- Standardised onboard product presentation.
- Best practice from a Global Headset Refurbishing Specialist.



- Trusted supplier with proven track record for delivering great service and CSR controls.
- Improved communication and visibility around stock levels.
- Better control and regular reporting on onboard collection procedures reduced waste and costs.

MNH provides Global Headset, Amenity Kit and Laundry Servicing 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 +44 (0)1342 719290 or visit our website www.mnhscs.com