



Case Study



MNH consolidates Qantas' vast global supplier base of Headset Servicing Contractors for better efficiencies and service levels across the network

PROFILE

Customer:

- Qantas Airways Limited

Region:

- Australasia

Challenges:

- Improvements to Headset servicing processes, reduced operational and procurement resource, cost savings and service improvement.

Solution:

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

"Qantas are proud to partner with MNH to provide a management service for the recovery and reuse of passenger Headsets, Amenity Kits and Linen.

MNH has worked with our Inflight team to design and implement robust work practices within our supplier base that have resulted in significant financial savings, extended product life and reduced landfill.

Our achievements with MNH are an example of what can be achieved when you partner with a like-minded company."

Tyler Weedon
Manager Inflight Quality & Procurement



PROJECT IN BRIEF:

MNH transformed the global operational supply chain for Headsets by using global best practice to reduce financial and environmental wastage in the supply chain whilst improving the in-flight service levels and extending product life cycle.

CUSTOMER PROFILE

Qantas Airways Limited is the flag carrier airline of Australia and voted Australia's favourite domestic and international airline at the 2015 Trip Advisor Travellers' Choice Awards.

Located in Sydney, Australia Qantas is the largest airline by fleet size, international flights and international destinations.

CHALLENGE

Qantas has a massive domestic and international aviation network with a combined volume and reach unlike any other airline in the world.

In order to service its premium Headset offering, Qantas required over 20 suppliers globally. This model was costly as well as being operationally and procurement resource hungry.

SOLUTION

MNH benchmarked current costs and committed to an attractive activity based cost model.

All suppliers' agreements were simply novated over to MNH who then took responsibility and accountability for the products.

MNH worked with the current suppliers improving their operational output and processes in order to improve service levels to Qantas.

The efficiencies delivered ensured MNH were able to commit on the attractive cost structure to our client.



BENEFITS

- A single-point of contact for a consolidated servicing operation, a single invoice and a single contract for procurement to manage.
- 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 ensuring product consistency and peace of mind.
- Improved communication and visibility around stock levels enabling better forecasting and budgeting.
- 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