



Case Study



MNH started working with Etihad in 2017 and we are thrilled to be working with this Skytrax Top 10 World's Best Airline. MNH provides Etihad Airways a consolidated Laundry Service spanning multiple ports across Europe and Australasia.

MNH's consolidated service delivers procurement efficiencies, single point of contact whilst managing daily operational service levels.

PROFILE

Customer:

- Etihad Airways

Region:

- Europe and Australasia

Challenges:

- A cost effective, well-managed laundry service supported by comprehensive management information in remote ports.

Solution:

- Consistently high product standards, increased control and a single point of contact with detailed management information from MNH's specially designed ERP system ROTIX.

"Congratulation to the establishment of a BI tool for both sides, supplier and customer which should bring the entire (Laundry) service chain to a new level."

Mirko Brenzinger
Senior Manager, Catering
Commercial Planning

CUSTOMER PROFILE

Etihad Airways is a flag carrier and the second-largest airline of the UAE. Its head office is in Khalifa City, Abu Dhabi, near Abu Dhabi International Airport.

Etihad commenced operations in November 2003. The airline operates more than 1,000 flights per week to over 120 passenger and cargo destinations in the Middle East, Africa, Europe, Asia, Australia and the Americas, with a fleet of 126 Airbus and Boeing aircraft.

PROJECT IN BRIEF:

Due to MNH's global laundry network, Etihad Airways approached MNH to join the laundry tender process to initially manage 5 major ports across Australasia and Europe.

Etihad also benefit from management information and reports supplied by MNH's specially developed ERP system, ROTIX.

CHALLENGE

Laundry is a notoriously difficult to manage area with airlines having very little visibility or control of what is actually being washed and being delivered, yet costs are spiralling.

With a prestigious airline such as Etihad with award-winning First Class cabins and catering, an efficient and consistent laundry provider is key to the onboard customer experience.

Product quality and consistency is key in remote ports and Etihad looked to MNH to help them to achieve this network wide, putting an end to feast and famine stock levels whilst giving total client visibility and control.

SOLUTION

Operating as an extension to the inflight service team, MNH's global network and specialist laundry management IT platform; ROTIX standardises Etihad's laundry supply chain, driving costs by reducing wash volumes and inventory usage.

BENEFITS

Traditional ERP Systems can't cope with Rotable Supply Chains like Headsets and Laundry - so MNH developed one that does; ROTIX.

Backed by our Performance Operations Team, together with the Etihad Inflight Team we deliver...

- Reduced costs via best practice processes.
- Improved onboard quality and product consistency.

- Single-point managed service levels, across all ports.
- Total client visibility and control.
- Best practice in this notoriously difficult-to-manage supply chain.
- 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.
- Better control and regular reporting on onboard collection procedures reduced waste and costs.
- Trusted supplier with proven track record for delivering great service and CSR controls ensuring product consistency and peace of mind.

MNH continues to expand its global laundry reach adding Etihad to a long list of premium carriers looking to reduce costs and improve management information in this area.

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
03333 220171 or visit our website
www.mnhscs.com