

“Ab Ovo helps KLM Catering Services to provide in-flight catering with more efficiency and reliability”

Planning at KLM Catering Services

The Company

KLM Catering Services Schiphol (KCS) prepares and delivers 45,000 meals a day for 12 airlines, 350 flights, and 50 different types of aircraft. The 1,300-person company is a subsidiary of KLM Airlines, and is the catering company for KLM, KLM Cityhopper, and KLM UK, as well as for Northwest Airlines, Japan Airlines, Iberia, Royal Jordanian, and Cyprus Airways. KCS also manages non-food supplies such as beverages, sales trolleys, and navigation bags to the private airport lounges in Schiphol Airport. KCS has a delivery performance of more than 99%, which it attributes to the newly implemented planning and execution solution.

The Business Process

The business process at KLM Catering Services is unique for three main reasons:

- The goods that the company transports, vary greatly from day to day in number, content, shape, and packaging;
- There are extremely strict food hygiene rules (HACCP norms) and product quality regulations to follow;
- Due to the nature of airport operations, there are always last-minute orders, gate changes, flight schedule revisions, and unexpected onboard materials that must be handled.

The Challenge

KCS needed to optimize the speed of their service delivery, maintain consistent delivery performance and product quality, increase productivity levels, and control cost. The information the company had gathered, did not sufficiently help management in determining the right commercial conditions for its customers. Furthermore, competition had increased dramatically, with several companies entering the market to provide similar services at lower cost. KCS realized that a comprehensive planning software package could help answer their challenges and get the company back on track.



Jacques Blaauw, Managing Director for KLM Catering Services, said, "This is one of the few IT projects which has been implemented on time and within budget. The punctuality of the distribution of the catering products to the aircraft has increased from 98% to 99.5%, which is an important improvement for us. It has exceeded our expectations concerning the functional requirements."

The Solution

KCS evaluated the planning systems that other airline catering companies and service companies used, as well as many planning software packages. After an exhaustive and thorough review, the team selected the solution proposed by Ab Ovo, which is based on the Quintiq APS software.

"The reasons we selected Ab Ovo and the Quintiq software, were the unique combination of the extensive experience of Ab Ovo regarding logistical process on airside, plus the proven flexibility of the software and the short implementation time required" says Walter Kimmel, Unit Manager of Distribution for KCS.

In addition, at the Hub Control Center of KLM, where all platform activities are managed, a terminal session will be used in the near future to monitor the activities performed by KCS. This increases communication and mutual trust between customer and supplier and provides more data for analysis by KLM's management.

Results

By implementing Quintiq, Ab Ovo helped KCS to improve its delivery performance from 98% to 99.5%. In addition, the project has allowed KCS to improve the utilization of its materials, increase productivity, and to improve the structuring and management of commercial agreements with their customers. The company realized a 3% gain in capacity through more efficient use of its vehicles and drivers, thanks to the new application. The system has proven so valuable and reliable that additional activities, such as de-icing aircraft, have also been included in the system. After a relatively short but intense phase of analysis, modeling, and interactive development with Ab Ovo, KCS realized 100% of their required functionality. Simultaneously, the company implemented a real-time interface to Schiphol Airport's flight information system, "Firda." This link provides a quick and accurate overview of the many changes in flight times and positions at the airport, then automatically adjusts the assigned tasks and alerts the planner of possible scenarios based upon pattern recognition. With this capability, KCS staff can better analyze any delays in delivery, and can communicate the reasons for those delays with their customers.

Henk Ruiken, Shift Leader at KLM Catering Services said, "After a period of testing, we have very successfully gone live with the new planning application we have named "CARE". The project team and KCS are very enthusiastic about the results."

About Ab Ovo

Ab Ovo is an ICT total solutions provider and has an exceptionally strong presence in the travel, transport and distribution industry, ranging from cargo to passenger transportation both over land, over sea and through the air. Ab Ovo is located in the Netherlands, with its main location in the heart of Europe's main distribution gateway, Rotterdam. Please visit www.ab-ovo.nl for more information about its activities and references.



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