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& PARTNERS

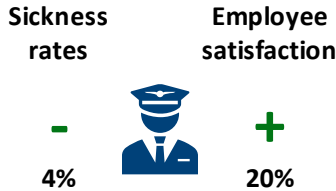
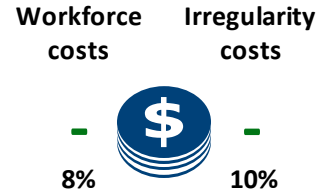


M2P Service Offering Crew Management Health Check

M2P helps airlines increase efficiency and reduce crew related costs through in-depth industry expertise

Given the challenging and fast paced nature of the aviation business, airlines are increasingly pressured to reduce costs while complexity and requirements to operations intensify.

Factors such as traffic congestion and weather, increased schedule density paired with internal constraints such as increasingly complex rules and growing crew requirements and are now leading to a situation of unprecedented exposure to irregularity and costs.

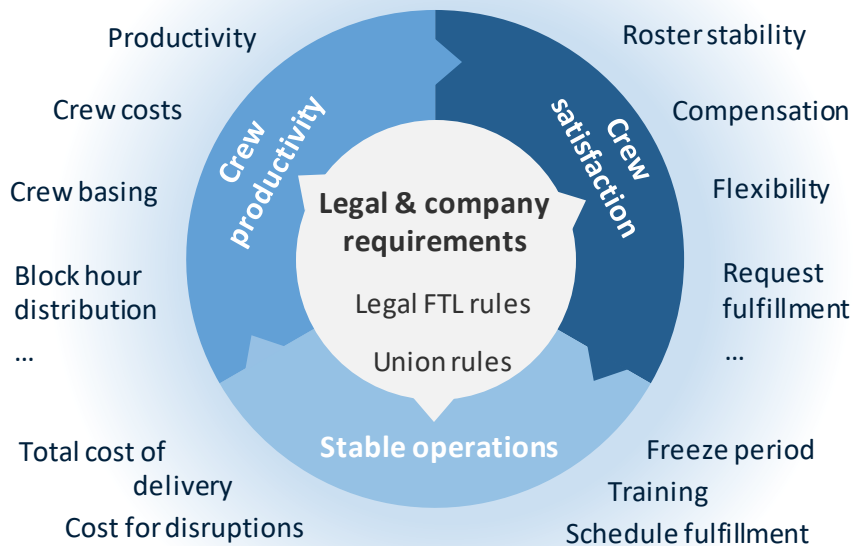


At the same time, it is becoming difficult to find and retain qualified crew - with today's workforce changing to be less homogenous and more demanding, high sickness rates and attrition are major challenges.

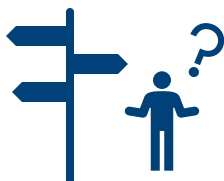
For many of our customers we were able to achieve significant improvements in cost of operation and employee satisfaction through workforce optimization projects.

Key levers to reduce this exposure is to understand the interdependencies and improve forecasting and resilience.

Our recent study on Trends in Crew Management confirmed the increasing array of drivers continuing to undermine airlines' fulfillment of targets around crew productivity vs. cost, operational excellence and crew satisfaction.



We will give answers to the most fundamental but also critical questions raised to Crew Management



Where do I lose my efficiency?

Why is the actual result so different from the plan?

How do I compare to benchmark airlines?

How can we increase stability at moderate costs?

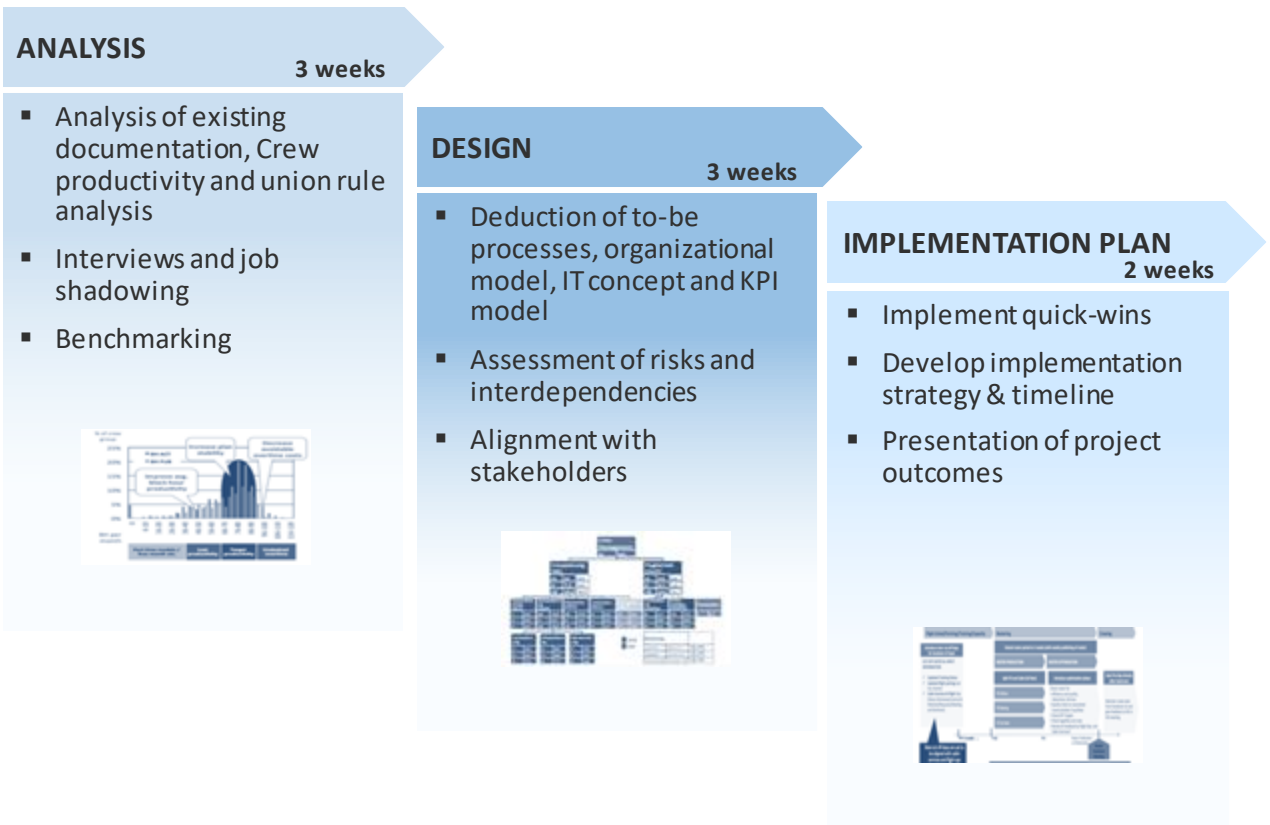
Are we properly set up for tomorrow's challenges?

Our holistic and data driven project approach helps to identify root causes of issues and to develop practical solutions

We support airlines in identifying efficiency potentials within their Crew Management departments through data analytics and benchmarking. To tackle current and future challenges we take a holistic look at four dimensions of a Crew Management department: Crew Productivity, Organization, Processes and IT.

<p>Performance/Productivity</p> <ul style="list-style-type: none"> Validation of long-term planning assumptions Analysis on Crew Productivity and Duty plan Stability Update of capacity outlook SBY/RES/Overtime – Usage 	<p>Organization & People</p> <ul style="list-style-type: none"> Analysis of current organizational structures and interface departments Review on needed qualification Assessment of transparency and decision-taking power
<p>IT/ Infrastructure</p> <ul style="list-style-type: none"> Analysis on Crew Systems and missing functionalities Review on tools in use to support planning Assessment of IT Support given to Crew Management 	<p>Processes</p> <ul style="list-style-type: none"> Analysis of planning processes including deadlines and milestone Assessment of interfaces to Training, HR or disciplinary heads of crew Analysis of Reports used and feedback processes

Our 3-step project approach designed to delivers tangible results within only **8 weeks**



M2P links functional competences of IT and methodology with a unique expertise in Operations Management

WHY M2P?

- ✓ Significant experience with Crew Management as we have been working with more than 20 Airlines and thus strong benchmarking capabilities
- ✓ Functional and operational experience at all airline types (Network, Charter, LCC) and proven tools to solve your individual challenges
- ✓ Teams consisting of ops specialists with hands-on mentality including Implementation support capabilities and experience
- ✓ Feasible solutions that have direct and tangible impact on daily work
- ✓ Strong focus on the entire process—from analysis over strategy to implementation
- ✓ Successfully applied analytics tools

WHO WE ARE

Serving the TT&L markets from our offices in Frankfurt, London, Dubai, New York and Hong Kong

Partner to more than 50 TT&L companies worldwide with an industry focus on airlines and airports

More than 500 successfully delivered projects within the past 20 years

Medium-sized, specialized services delivered by more than 100 employees



Please find our Crew Management Study 2018 [here](#).

Your contact at M2P

If you are interested to receive more information on our approach, please contact us:



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