



MOSTERT-PLOOG
& PARTNERS

CREW MANAGEMENT DIAGNOSTICS

M2P supported an Asian LCC in identifying potential for optimization within the Crew Management department. Combining our analytical approach and our proven analytics tools with stakeholder involvement, we have identified various weaknesses and opportunities within Crew Planning, from Scheduling to Crew Control. Our holistic approach includes crew productivity as well as the dimension of management processes, organization, people and IT-infrastructure as key improvements areas. Benchmarking of current performance in those dimensions allowed us to derive best in class solutions. Within to-be concept, we made sure that strategic goals and operational targets were precisely aligned and agreed on. Eventually, we were able to identify 8% of Crew cost saving potential.