



DISRUPTION MANAGEMENT

M2P successfully conducted an Airline Project to take Disruption Management to the next level. Two main challenges were solved here; internal improvements were needed to plan and handle disruptions, and tool-support was requested to allow an optimized and automated solution, in case of disruptions.

Internal adjustments were made within the organizational structure, infrastructure and seating, and staffing levels. Our M2P Optimization Tool was customized and implemented to reach optimized, most cost-efficient solutions, in case of disruptions. We fully integrated our system into our customers' IT infrastructure, customized required cost rates and trained operations control staff to utilize the system. Response time to handle disruptions significantly dropped, thus more robust and less expensive solutions were achieved.