MOSTERT·PLOOG
& PARTNERS
M2P
CONSULTING

END-TO-END IMPLEMENTATION OF CREW REQUEST SYSTEM
AT EUROPEAN CHARTER CARRIER

On the basis of a prior analysis engagement, M2P has been successfully accompanying the requirements engineering, tender preparation and vendor selection as well as the subsequent implementation of a crew request system at a European charter carrier. During this assignment, the M2P-team was responsible for overall project planning and reporting, including to employee representation and works committee, moderating workshops for the adjustment of processes and other identified improvement possibilities with internal stakeholders as well as the specification of requirements to the IT provider including the coordination of the testing that followed. Apart from the budget planning, M2P also supported the internal communication of the project progress and the user training, both for crew members as well as planning staff. As in any implementation project, effective stakeholder management has been the key that has enabled M2P to help transform the way thousands of crew members influence their duty plans while improving operational planning resilience and cost basis.