



MOSTERT-PLOOG
& PARTNERS

GROUND OPERATIONS MANAGEMENT

M2P was assigned by an aspiring U.S. low cost carrier to conduct a productivity study on all ground handling staff, including their planning and day-off operation task assignment processes. While digging through vast amounts of data, our on-site team interviewed various key stakeholders of the underlying processes and shadowed the operations around the clock in order to engage with the ground staff and to draw a holistic picture of the operational processes. Having identified and aligned a short list of key findings, our team moderated client workshops to discuss and develop upgrade potentials and pave the road to achieve them. The resulting measurements were transformed into a detailed implementation roadmap and a KPI dashboard to enable the team to track the progress during the implementation phase.