

## Continuous quality improvement with TRAXON CDMP

**In the current turbulent economic environment service quality and cost efficiency are more important than ever for all players along the airfreight supply chain.**

Frankfurt/ Main, November 2011. Continuous quality improvement is close to the heart of every TRAXON Europe employee. Hugo Coursière, Head of Office Management & Services and in this function responsible for process management, is thus very proud to be able to announce the recent re-certification of TRAXON CDMP, the Cargo 2000 Data Management Portal. Lufthansa Cargo, AF-KL Cargo, Martinair Cargo, AirBridgeCargo (ABC) as well as SDV, Yusen Air & Sea and Agility are among the companies using this application.

TRAXON Europe has been an active supporter of the IATA quality management initiative Cargo 2000 since its foundation and is a co-sponsor of the Cargo 2000 Working Group Meeting at the beginning of November in Frankfurt. TRAXON Europe also offers Webinars to introduce the Cargo 2000 concept for airlines and freight forwarders and further exploit the capabilities of the TRAXON CDMP solution.

[TRAXON Cargo Data Management Portal \(CDMP\)](#)

[TRAXON CDMP Case Study](#)

TRAXON Europe has been focusing on quality issues for a long time. The web-based Cargo 2000 Data Management Portal, TRAXON CDMP, provides a tool for measuring key performance indicators (KPIs) set by the IATA Cargo 2000 initiative. In addition, it facilitates an integration of these data directly into an airline's legacy IT system. The airline thus has an easy to use tool to detect irregularities, initiate process improvements, facilitate further standardization of working procedures and measure the results. Time and money spent on manual tracking and tracing of airfreight shipments and the management of irregularities is reduced. Staff gets a better overview of their work and has less stress because they have to deal with fewer irregularities and can therefore plan their workload better.

“Utilizing the many functions of the TRAXON CDMP airlines, airline partners and customers benefit from a higher transparency of the supply chain. And the customer satisfaction rises due to better service performance”, says S. K. Lee, Competence Center Manager for CDMP and Cargo 2000.

The functionalities of TRAXON CDMP can be expanded by combining it with the TRAXON Web Frontend which enables sophisticated track and trace possibilities based on CDMP data. The track & trace application will be embedded into the airline's own web

page with the help of an i-frame. It provides visual stati of all Cargo 2000 milestones and irregularities to an airline's customers.

## Photos:

[Hugo Coursière, Head of Office Management & Services, TRAXON Europe](#)

[S.K. Lee, Competence Center Manager CDMP and Cargo 2000, TRAXON Europe](#)

## [Presentation of Cargo 2000 Certificate](#)

From left to right: Lothar Moehle (Regional Director EMEA, Cargo 2000), S.K. Lee (Competence Center Manager CDMP and Cargo 2000, TRAXON Europe), Oliver Neerfeld (Head of Competence Centers, TRAXON Europe), Mattijs Brink (Senior Vice President Sales & Distribution, Air France KLM Cargo and Board Member of Cargo 2000).

## Company Portrait:

**TRAXON Europe**, headquartered in Frankfurt am Main (Germany), was founded in 1991. The company's dedicated professional team provides comprehensive, leading edge electronic communication solutions and services to the airfreight industry. TRAXON Europe's innovative products help the different partners of the air cargo supply chain to electronically manage air shipments and meet Cargo 2000, IATA e-freight, WCO (World Customs Organization) and postal requirements. They optimize global process quality, increase in-time delivery and document accuracy by eliminating sources of error. TRAXON Europe not only boosts its clients' customer service and gives them a competitive edge but it also greens their CO2 footprint by eliminating the need for paper.

The global network of TRAXON Europe links more than 9,000 offices of forwarders and third party providers of logistics services with some 100 international airlines. TRAXON Europe generated a turnover of about Euro 9.6 million in 2010. Around 155 million messages were transmitted that year.

For more information about TRAXON Europe, please visit [www.traxon.com](http://www.traxon.com).

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