



brings together Airlines, Forwarders, Ground Handling Agents, and Truck operators into an industry neutral joint quality system.

The Benefits of Membership

- By working together in a joint quality environment, we believe that our Members are able to create an improved competitive proposition for shippers over those who do not recognize the interdependencies of the logistics chain.
- The Cargo 2000 process provides increased transparency as shipments move through the supply chain.
- The quality data generated by the system enables members to improve their own internal quality and efficiency, as well as that of the interfaces between participants.
- The process of joining Cargo 2000 requires a real commitment to the standard process and continuous improvement from participants. Consequently members can work with each other confident that they share a common passion and commitment for quality.
- All of this combines to deliver improved customer service, and therefore increased customer satisfaction.

An Efficient Process

- Efficiency starts with an agreed standard process that manages both freight and data. It is worth noting that this standard has reduced the basic process from 40 to 19 steps.
- By creating a custom plan for the delivery of each shipment the system ensures all parties are focused on delivering the Customer promise.
- This Planning also ensures the right resources are in the right place at the right time, which helps us all to do the job right first time.
- A single global process facilitates global training and global standards.
- It also facilitates rapid adjustments on a global basis to changing market conditions.
- Finally, the use of standardized terminology and common understanding speeds up our communication and helps to reduce errors.

Delivering Quality

- All Members receive a common set of standard monthly reports. These allow them to review and analyze individual as well as collective performance.
- We can identify any structural issues and take appropriate corrective action.
- We use common definitions, and figures, when we discuss performance with our partners. No more anecdotal evidence!
- In addition to the Monthly reports, daily alerts from the system enable members to take immediate corrective action at an individual shipment level.

What Customers Can Expect

- What this means for your Customers, is that they can count on a time defined service offering.
- There is visibility on their shipments progress both before and after any enquiry point.
- The real time alert function enables you to manage and communicate with them on a pro-active basis.
- You can respond to potential problems before they impact on the agreed delivery schedule.
- Our process definition ensures the right parties are accountable for their shipment at all times.
- Our standard reports mean they have an independent quality monitor.
- Our common process and standards will deliver the consistency they require.
- Each of their shipments will be planned based on factual experience and actual data.

Publishing Results

Every month we publish key results on our web-site at www.cargo2000.com

A snapshot of the latest figures is shown below.

Measure	Jan '07	Dec '06	Jan '06
Lane Segments measured – systemwide	59,498	60,656	23,702
Route Maps Created – Systemwide	427,062	338,817	157,795
Phase 1 Shipments measured	92,046	91,746	49,860
Phase 1 Lane Segs. Measured	20,362	19,609	11,344
Phase 1 av. Flown as Planned	87%	83%	89%
Phase 1 FWB av. % correct	88%	88%	88%

Targets for 2007

2007 will see increased focus on the roll out of Phase 2, and a drive to reach Phase 1 targets.

Measure	Phase 1 Target	Phase 2 Target
Implementation	100%	*
FWB % Correct	98%	98%
RCS % Correct	98%	98%
DEP % Correct (Flown as Booked)	98%	98%
NFD / DLV % Correct (on-time performance)	98%	98%
Data Congruence (Forwarder & Airline)	100%	100%

* Minimum of 8 stations reporting HAWB's & POD's by April 2007, 100% by April 2008

For more information on the work of Cargo 2000 and how to become a Member please visit our website at www.cargo2000.com