



Cargo iQ MOP Management Summary

Since its inception, the Cargo iQ Quality management program has identified and formulated a set of key air cargo processes and checkpoints that are deemed critical in order to provide reliable and timely delivery of shipments through the entire air transport supply chain.

The general descriptions of these processes as well as the identification of numerous supporting methodologies to achieve this objective were contained in the original version of the Master Operating Plan that was created in 1997.

In 2011 it was decided that a revision to this initial document would be appropriate. The objectives of the revision which is contained in the following information package are threefold.

Firstly a number of significant developments in the way cargo shipments are processed for transport have occurred over time. These include but are not limited to issues related to security, e-freight and paperless processes as well as numerous advancements in technological capabilities that can be deployed to ensure a more efficient process.

Secondly it was decided to produce and distribute this version of the Master Operating Plan in a more modern and user friendly format that allows users to more easily access and navigate the information it contains. To this end we have created a more graphical representation of the entire process that also enables users to more rapidly drill down to specific information they may be interested in. This method will also provide for an enhanced method to present and control future adjustments as well as additional related information such as definitions and actual specifications that can now be directly linked to the Master Operating Plan.

Lastly the Cargo iQ Master Operating Plan is to be made available for access by all participants in the air transport supply chain from shippers to consignees as well as all service providers involved in the actual transport of cargo and related activities. In doing so it is envisaged that the Cargo iQ process methodology will be the common standard more readily available for adoption by any industry stakeholder.

As a starting point the Master Operating Plan sets out to map the various processes that are involved in the planning and movement of freight and relevant information from a shipper through to the final consignee.

Cargo iQ itself is primarily about process control in an environment where multiple parties are engaged in the delivery of each shipment. Each of these entities relies on a preceding or subsequent participant in the chain to provide both information and planned activities in as accurate and timely fashion as possible.

The highest level layout or groupings of these processes are categorized into five parts. The logic behind the process groupings is the first step in differentiating between the different phases of Cargo iQ

measurements. With groups 1 and 5 representing phase 2 activities measured at house air waybill level and groups 2-3-4 representing the Phase 1 activities at the master air waybill level. The activities and their impacts concerning Cargo iQ's Phase 3, which is intended to measure and monitor at the individual piece level, are referenced in a later stage of more detailed level process descriptions.

A total of 19 main processes have been identified as fundamental to the movement of goods from a shipper's door to a consignee's door. Starting with the "Booking and Planning" of shipments initiated by a shippers requirement, through to the final Delivery at a consignees door. The main processes are grouped into activities based upon the preceding categories, in a chronological order of their usual occurrence.

Each of the Cargo iQ milestones are indicated alongside the main process where they would occur or be expected to have occurred .A further more detailed description as well as additional information concerning each sub process is available as a linked document

Main Adjustments in MOP

Several adjustments have been incorporated into this revision of the master operating plan based on developments concerning e-freight and the overall industry objective of moving increasingly to a paperless environment.

Cargo iQ and its membership fully endorse and work to support the e-freight initiative by incorporating process monitoring and measurement of all major information exchanges between parties involved. Specifically this revision includes adjustments to the carrier freight reception process, through formal recognition and inclusion of the FOH (freight on hand) status and refinements related to the use and meaning of RCS (received from shipper, ready for carriage). The addition of a new milestone "TOA" (time of availability) also prepares the way for future adjustments in the destination handover process, signaling expected availability of a shipment for pick-up in a paper free environment. Security related activities have been referenced in several areas of the Master Operating Plan.

At present no detail is included as to what / how security issues are validated, as there is still too large a variance in regulatory mandates to properly describe a common process. Hence only indications that a "security" check or "security status" validation should take place, are included in the process descriptions. Ideally in the future we will be able to actually incorporate these activities as monitored "milestones" making the process more visible and measurable.

Certain references contained in the original MOP have been removed. In particular those related to the "Shipment Control Document" (SCD) as well as standards and description concerning certain labeling techniques for packages. In most cases advancements in technology as well as the industry drive toward paperless solutions have rendered those references and requirements obsolete.

We trust that you will find this modernized version of the Cargo iQ Master Operating Plan a useful resource, providing a high level process outline compatible with the basic requirements of implementing a Cargo iQ compliant quality system.

Suggestions aimed at improving the MOP are always welcomed.