



Planning, Control & Evaluation – A Cargo iQ Webinar

Preliminary Agenda

Monday 12 October 2020

2:00pm to 3:30pm (CET)

- 14:00 – 14:05 **Welcome Address**
Henrik Ambak, Chairman, Cargo iQ
- 14:05 – 14:15 **Plan • Deliver • Learn | Together**
Why Cargo iQ believes that planning, control and evaluation should cover 100% of our industry's shipments, why it should be closely aligned with operational reality, and why a standard service delivery management tool is important for our industry, especially now; during and after this COVID-crisis.
Ariaen Zimmerman, Executive Director, Cargo iQ
- 14:15 – 14:25 **A Ground Handler's Perspective**
Exploring how Cargo iQ allows for better definition, control and evaluation of services by warehouse operators.
John Dowds, Vice President Service Delivery - EMEA, Worldwide Flight Services
- 14:25 – 14:35 **A Carrier's Perspective**
Clear shipment planning & control by the ground handler allows carriers to offer a more diversified, more reliable service, and to increase the efficiency of their services and improve their utilization of their aircraft and infrastructure.
Frosti Lau, General Manager Cargo Service Delivery, Cathay Pacific Airways
- 14:35 – 14:45 **A Forwarder's Perspective**
A forwarders' reliability depends on reliable carrier services. With proper planning & control, forwarders may allow carriers the flexibility to optimize their flights as well as prevent costly service issues and facilitate traffic management systems. Data backed carrier performance can be expressed as added value to shippers.
Hans Helmkamp, Lead Consultant CIT, Hellmann Worldwide Logistics
- 14:45 – 15:25 **Panel Discussion - How can Cargo iQ help the industry?**
Cargo iQ needs to cover its basics: 100% reporting, operational relevance and standards for service delivery management. What else can they do? Process descriptions – such as in the MOP – help the industry align and adapt, what's more? Service Parameters that help cater for clearly defined, different products? Care mapping?
Panel Moderator: **Ariaen Zimmerman**
Panelists: **John Dowds, Frosti Lau, Hans Helmkamp + Kerstin Strauss**, VP Air Logistics Operations, Global Air Logistics – Kuehne + Nagel + The **Audience**
- 15:25 – 15:30 **Wrap-up**
Ariaen Zimmerman