

## Cargo iQ introduction

Cargo iQ is a collaborative, multi-stakeholder, supply-chain community that facilitates the creation and implementation of quality and operational performance management standards to continuously improve the value of airfreight for our customers.

More than

**950**



**locations**  
in 190 countries

**15** million



**shipments**  
airport-to-airport

**5** million



**shipments**  
door-to-door

More than

**100,000**



**lanes**  
worldwide

**CARGO iQ**  
*visibly better*

# Cargo iQ set up



Executives from voting members



Elected representatives from airlines, forwarders and GHA



Representatives from airlines, forwarders, GHA and technology providers and others.



All direct and indirect members

Presentation



<p><b>Collaboration</b></p> <p>We are in continuous <b>discussion with industry partners</b> to improve our processes and our services to customers.</p>	<p><b>Quality</b></p> <p>Through clear <b>objectives</b> and <b>continuous improvement, quality management</b> is truly embedded in our organization.</p>	<p><b>Reliability</b></p> <p>We implement <b>risk management</b> and <b>best operational practices</b> to ensure our services are reliable. We are committed to <b>corrective action</b>.</p>	<p><b>Trust &amp; Commitment</b></p> <p>We are committed to <b>visible</b> performance. By <b>implementing</b> and being <b>transparent</b> we demand the best of ourselves, at all times.</p>	<p><b>Innovation</b></p> <p>We are constantly searching for <b>innovative solutions</b> that drive efficiency and bring value to our industry.</p>
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**Plan, Delivery, Learn | Together and be Visibly Better**

Supporting the Members' Quality Journey  
 Data-Driven Approach to enable the Visibly Better Performance  
 Cross-stakeholder maintenance of Master Operation Plan  
 Leveraging Technology, while staying technology agnostic

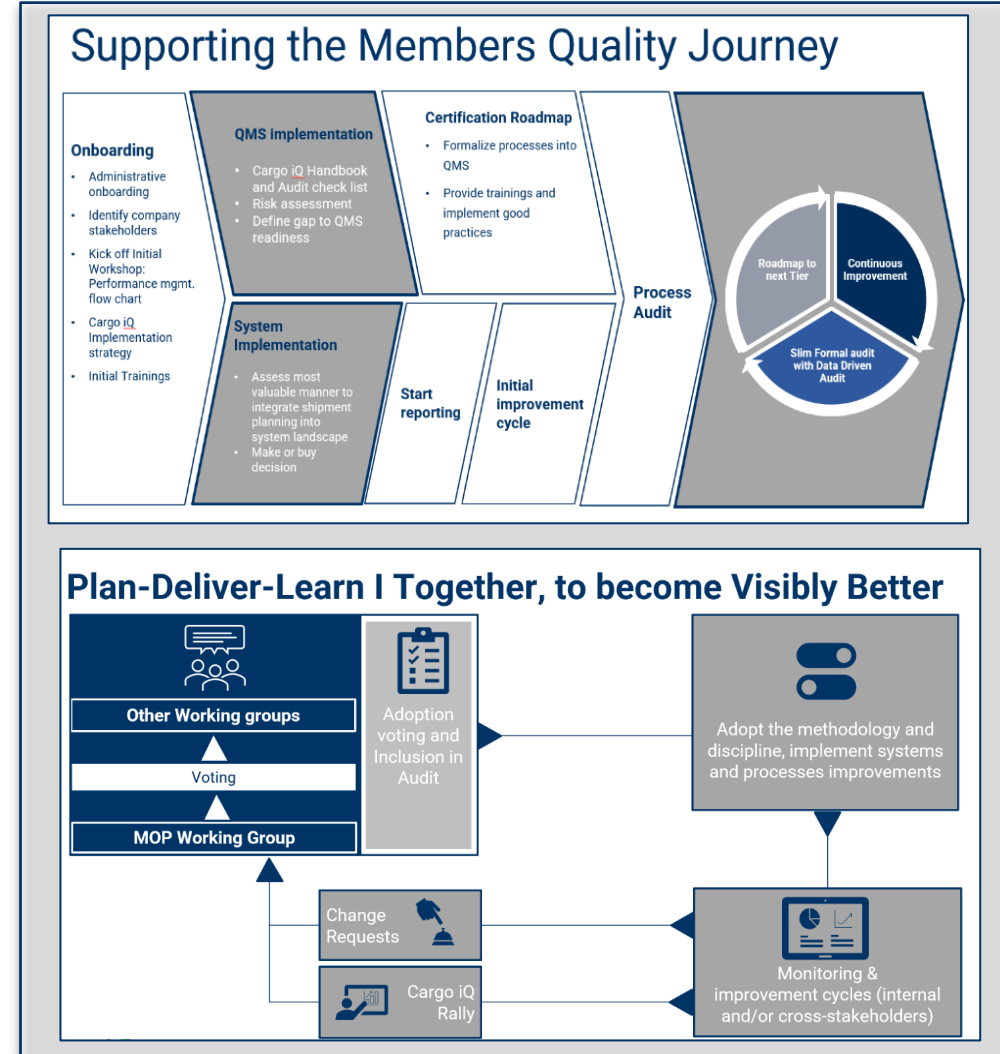
Execution Plan

Implementing members

# Cargo iQ organization delivers:

<h2>Supporting the members Quality Journey</h2>	<p>Dedicated delivery of advice and guidance to support the implementation of airfreight operational aspects into the company QMS and the roadmap to excellence. E.g. training, quality rallies.</p>
<h2>Enabling data-driven Improvement Initiatives</h2>	<p>Facilitation of data-driven Improvement workshops across stakeholders, addressing concrete issues, delivering pre-written SOPs and best practices.</p>
<h2>Maintaining MOP</h2>	<p>Cross-stakeholder business requirements for End-to-End route map visibility and performance, targeting an increased interoperability and consistent service delivery towards the shipper.</p>

# with a structured approach:



# Collaboration: Cargo iQ and other industry associations



## Airlines

- Security & Safety
- Special cargo, Operations
- Digitalization
- Sustainability



## AIRPORTS COUNCIL INTERNATIONAL Airports

- Airport excellence, tools, cybersecurity
- Safety and security
- Sustainability

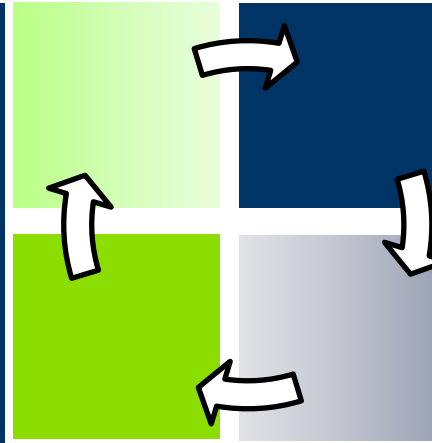
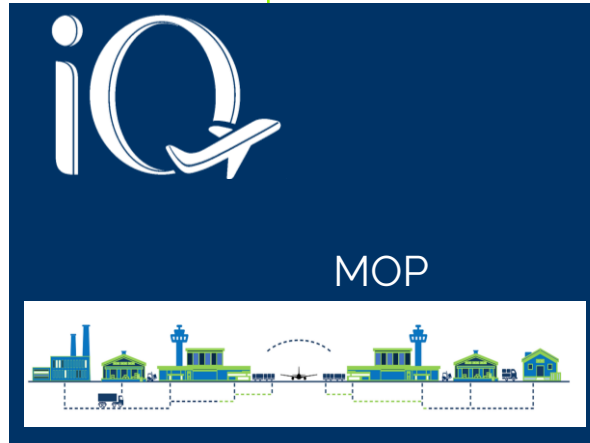
ASA

AIRPORT SERVICES ASSOCIATION



## Ground Services Agents

- Representation/voice
- Operational and safety standards
- Sustainability



Improvements to eliminate process waste between parties, to contribute to financial, operational and environmental sustainability .



- Sustainability
- Capacity
- Service
- Surcharges



## Logistics providers

- Digitalization
- Safe packing
- Sustainability
- Training



## Forwarders, Logistics, , customs brokerage, warehouses

Supporting network, set standards

# Plan · Deliver · Learn | Together

Master Operating Plan  
Shipment Route maps

Performance Management Standards  
Up-dated Planning Transparency,  
Proactive Exception management

Data-driven Assessments & Quality Audits  
Customer Reporting and Benchmarks  
Training

Working Groups  
Standards Setting  
Roadmap Creation & Member Journey

# CARGO iQ

*visibly better*

# How the Cargo iQ Framework supports our stakeholders



Development of an Individual Member Quality Roadmap for a pragmatic but systemic data-driven continuous improvement, support and tools.

Strengthening workflows and shipment Execution, through shipment planning capabilities



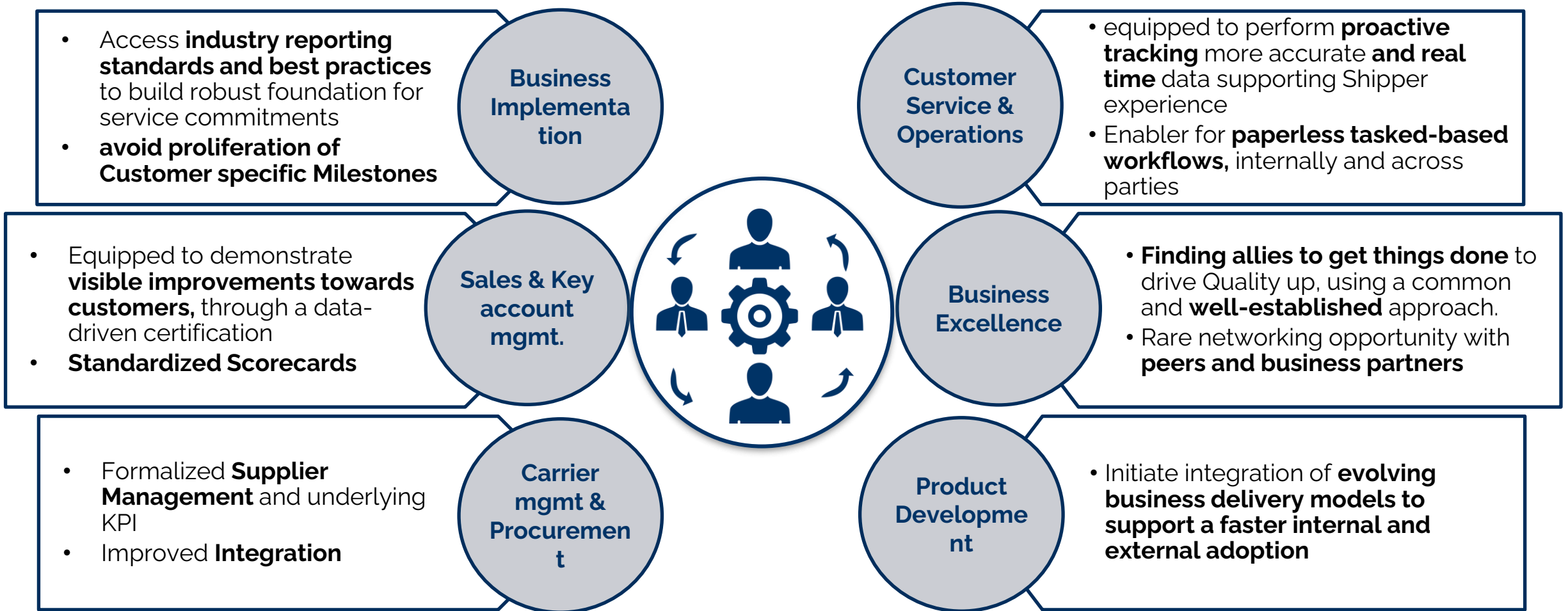
**Industry-adopted Data-driven Quality assessment,** build on commonly understood metrics.

Access **industry platform of experts** to address pain points and innovation that requires **larger adoption to be successful.**

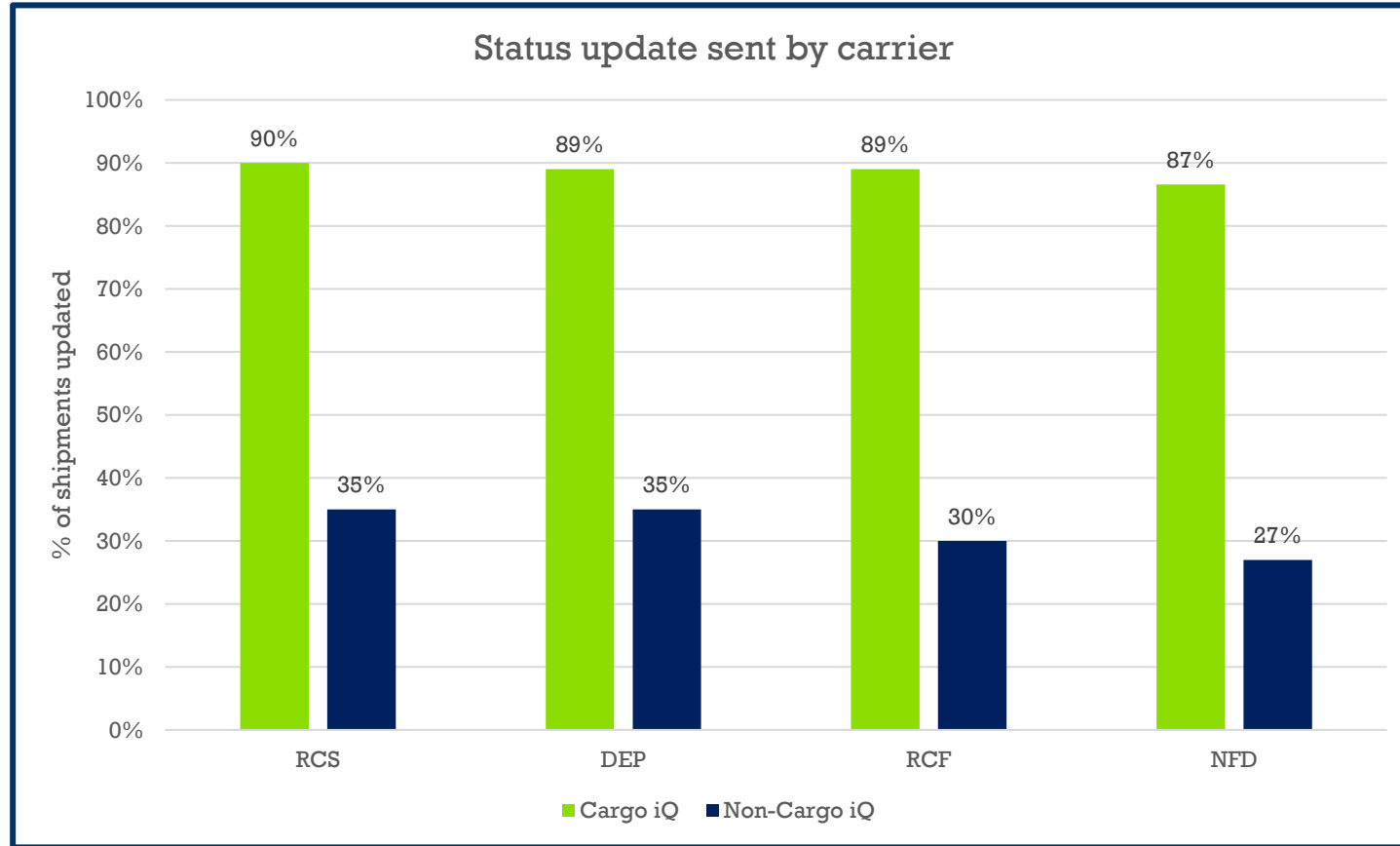




# Opportunities to build upon Cargo iQ principles within the organization



# Cargo iQ carriers commit and deliver better data quality and send messages ~90% of the time



# Cargo iQ Route Map: Shipment transparency

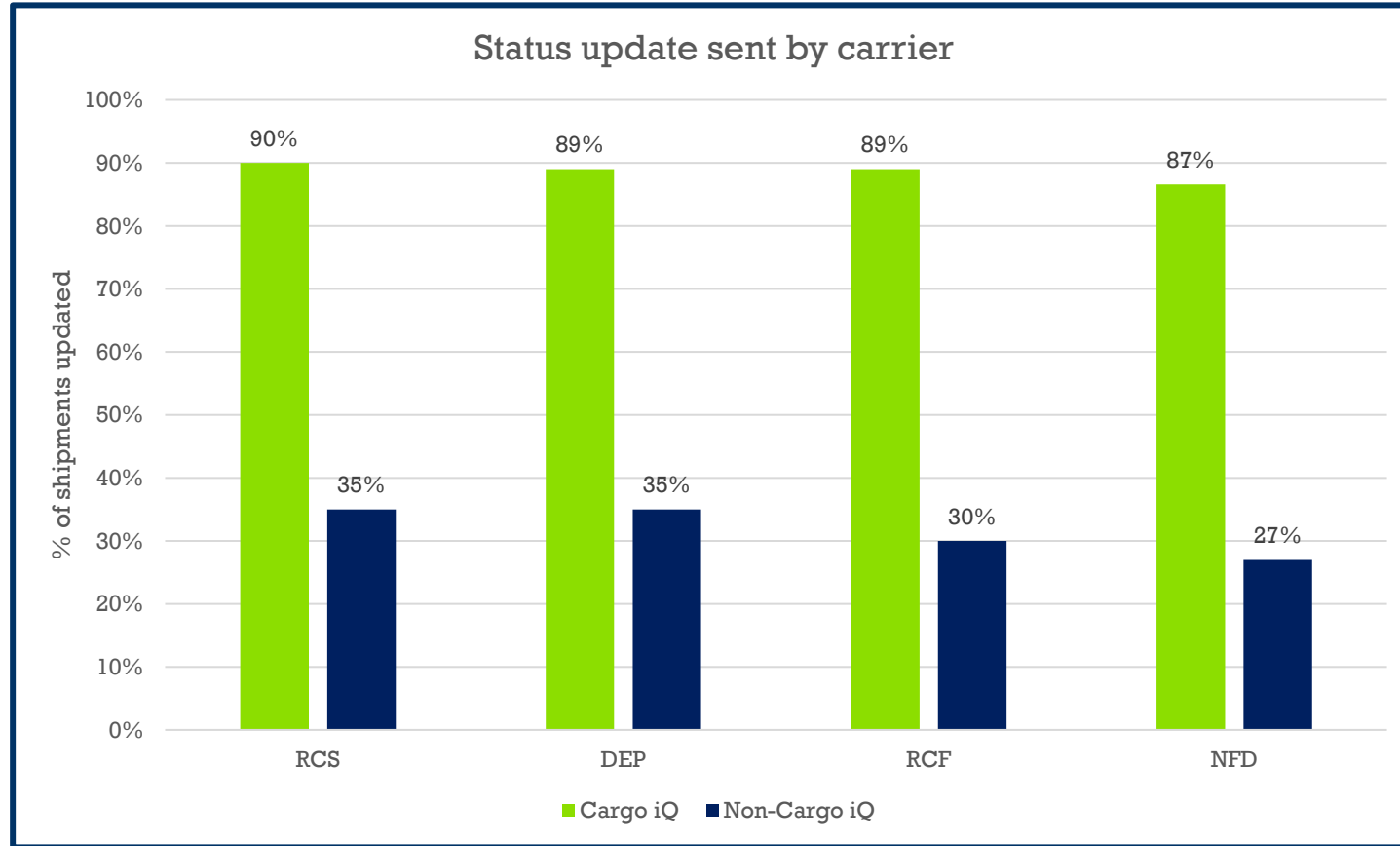


Origin Forwarder Processes PUP > REW > DEW > REH > DEH > FWB

Airline/GHA Processes FOH > RCS > FOW > DEP > ARR > FIW > RCF > NFD > DLV

Destination Forwarder Processes RIH > DIH > RIW > OFD > TPN > POD

# Cargo iQ carriers send messages ~90% of the time



# Contact Information

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