

May 31, 2012

Air France-KLM Cargo and Martinair Cargo awarded for Quality focus

In the IATA Cargo 2000 Quality initiative, KLM Cargo has been awarded Platinum status. This award highlights KLM's leading role in applying the 'C2K' quality philosophy and standards throughout its operations. The platinum status is only awarded to very few of the 80 members of Cargo 2000, including airlines, forwarders and airfreight partners. Air France Cargo has obtained gold status and a program to upgrade towards platinum level is set in motion. Martinair Cargo has joined Cargo 2000 end 2011 and has already received silver status.

Mattijs ten Brink, SVP Sales & Distribution for AF-KL Cargo and Martinair Cargo and Chairman of the Cargo 2000 board: "I am very proud to see our efforts awarded, from the perspective of both of my roles. With Cargo 2000 we aim to achieve the implementation of a transparent quality management system throughout the global air cargo industry. A uniform way to measure and communicate if shipments are delivered as promised to customers. With Cargo 2000 members representing 80% of the worldwide international Air Waybills in the air cargo market, we have a need and a responsibility to lead by example."

Pierre-Olivier Bandet, SVP Marketing, Revenue Management and Network for AF-KL Cargo and Martinair Cargo adds: "In our customer satisfaction survey we clearly saw confirmation of the importance of operational performance to our customers. Throughout our Group we have launched further Quality improvement initiatives, for the 3 airlines and across all departments involved, from booking, to revenue management, to freight handling and repair. We obviously extend our dialogue to customers and our handling partners, in order to improve Quality throughout the entire supply chain. Our recently launched tracking App is a good example of this. It shows how we provide full transparency conform the Cargo 2000 milestones."

About Cargo 2000

Bringing together more than 80 major airlines, forwarders, and third parties in airfreight, Cargo 2000 aims to be the deepest and most far-reaching improvement initiative in the air cargo industry's history. The Master Operating Plan (MOP) defines an industry standard process for moving goods from the door of the shipper to the door of the consignee. At the end of 2011, Cargo 2000 announced it would be offering the air cargo industry open access to its standard processes in 2012 with the introduction of a modernized version of the MOP. This will include an intuitive electronic version that non-members will be able to download in order to map their own quality processes to those of Cargo 2000.

By reducing the number of individual processes in the air cargo supply chain, Cargo 2000's quality system is less labor intensive and improves the process for managing shipments in a paperless environment. It substantially reduces time spent managing irregularities, such as service failures, cuts the time required for manual track and trace procedures and leads to a reduction in service recovery costs. Since the group began publishing shipment performance data against the MOP standards in 2005, its members have measured over 65 million shipments.

For more information

Check all e-services on www.afklcargo.com or contact AF-KL Cargo Press Relations, Jean Claude Raynaud at tel: +33 -174 37 91 66.

