

## **China Southern Airlines Becomes Active Member of Cargo 2000**

(reporter from China Southern Cargo Huang Guantian, Li Yi, Guangzhou, China)

On May 15th 2014, Miami of the United States, the International Air Transport Association (IATA) issues the Cargo 2000 active member certification to China Southern Airlines. China Southern Airlines becomes the first airlines in China mainland who obtains the C2K Quality Certification and the 19<sup>th</sup> active member of Cargo 2000 organization.

Cargo 2000 (C2K) is a self-funded, IATA sponsored interest group of major airlines and freight forwarders. With the unique goal of implementing a world-wide quality management system for air cargo, Cargo 2000 set up 19 segments in supply chain and aims at changing the way of air cargo industry service quality management. Cargo 2000 consists of a group of 88 major airlines, freight forwarders, ground handlers, trucking companies and IT providers. Some famous airlines such as Lufthansa Airlines, British Airlines, American Airlines, Cathy Pacific Airlines, Korean Airlines and Singapore Airlines, are active members of Cargo 2000.

China Southern Airlines became the associate member of C2K in August, 2011. By more than two years' promotion, C2K has covered through all it's international cargo business. In February of 2014, China Southern Cargo C2K project was successfully passed through the formal audit handled by IATA and also got the highest appreciation from it's technical experts. "I must say it is a

rare occasion when I can recall such a complete preparation.” Mr. Tom Presnail, director of Asia and The Americas at C2K remarked after he finished the formal audit to China Southern Cargo. Mr. You Antao, director of China Southern Cargo Service Quality Supervision, who receives the active member certification on behalf of company says, “By means of applying C2K measurement of milestones and alert setting procedures during the shipment’s transport, It can achieve much more transparency and visibility of air cargo service for the customers. It can also substantially reduces time cost of irregularities disposal, service failures management, as well as cargo tracing and inquiry for our customers, so that China Southern can keep improving our cargo services quality efficiently.” Mr. You also introduces that China Southern Cargo will continue to keep improving their Cargo 2000 performance and service quality by a series of control measures implementation, such as regular service site audit and service evaluation of outsourcing service providers to the whole cargo system.

China Southern Cargo, as a member of SkyTeam Cargo, poses eight B777-200Fs. It offers 13 freighter routes to the market. At present it provides dedicated freighter service from Shanghai/Guangzhou, via Qingdao/Chongqing to Amsterdam, Vienna, Frankfurt, Los Angeles, Chicago, and Vancouver. There are 12 freighter flights outbound Guangzhou and 22 freighter flights outbound Shanghai every week.