



AIRPORT AND CARGO TERMINAL OPERATORS TO PILOT NEW TIACA ONLINE CARGO SERVICE QUALITY (CSQ) TOOL

Phase one of the new initiative will include development of an online tool for self and customer assessment

Miami, USA, Thursday, 19th October 2017 - TIACA has developed a new online Cargo Service Quality (CSQ) tool to help improve visibility and facilitate global standards across the air cargo supply chain. This is also a step towards providing shippers with the ability to view the quality of service delivered by players in air cargo supply chain.

The initiative, launched at TIACA's 2017 Executive Summit in Miami, USA today, comes after a year of research undertaken by a team of TIACA Board members led by Chairman Sanjiv Edward, Head of Cargo Business, Delhi International Airport, and Cheemeng Wong, Senior Vice President, Cargo Services, SATS Ltd.

Other Board members who are backing the CSQ measure include Steven Polmans, Head of Cargo and Logistics, Brussels Airport Company, and Amar More, Chief Executive Officer, Kale Logistics Solutions.

"In my interactions with shippers it has been reaffirmed that the lack of visibility and absence of uniform global standards results in air freight business deals being limited by cost considerations, lack of product improvements, and perceived lack of value for money," said Edward.

"The Cargo Service Quality initiative is a logical step for an association like TIACA, that integrates all the players of the air cargo supply chain," said Vladimir Zubkov, Secretary General, TIACA.

"This initiative will play a key role in standardizing cargo quality assessment globally, establishing new benchmark parameters, identifying strength and improvement areas, optimizing investments, and sharing best practice in the industry," said Cheemeng Wong, Senior Vice President, Cargo Services, SATS Ltd.

Participants will be able to fill out an online Cargo Quality Assessment Form either every quarter, or every six months, and will have access to a customized Quality Dashboard.

PRESS RELEASE



Key benefits of taking part include gap analyses in order to identify strength and improvement areas, and best practice sharing.

The pilot phase of the program includes assessment tools for airports and cargo terminal operators, and the CSQ will eventually be available to measure other segments of the air cargo supply chain.

The program has received backing from players at leading airports including Hong Kong International Airport, Singapore Changi Airport, New Delhi Airport, Brussels Airport, and Beijing Capital Airport.

Over 300 industry leaders from across the globe are attending TIACA's Executive Summit in partnership with the 14th Annual End-to-End Supply Network Summit.

TIACA's next event, the Air Cargo Forum (ACF), will take place in Toronto, Canada on October 16th-18th 2018.



Left to right: Rvind Kavuru, Director, Prospecta Technologies, Vladimir Zubkov, Secretary General, TIACA, Denis Choumert, Chairman, European Shippers' Council, Amar More, CEO, Kale Logistics Solutions, Sanjiv Edward, Chairman, TIACA, Head of Cargo Business, Delhi International Airport, Steven Polmans, Head of Cargo and Logistics, Brussels Airport Company, and Cheemeng Wong, Senior Vice President, Cargo Services, SATS Ltd.



ABOUT TIACA

The International Air Cargo Association (TIACA) represents, supports, informs, and connects every element of the global air freight supply chain.

TIACA lobbies governments and regulators, provides valuable networking opportunities, organizes and hosts leading industry events, and gives guidance, advice, and specialist career development training for members.

We champion every size of business, and help shape the policy which affects all of our members, providing a unifying voice for the industry, working for global standards, and raising the profile of air cargo.

TIACA is a not-for-profit trade association representing aircraft manufacturers, airports, all-cargo airlines, combination carriers, consultants, Customs brokers, educational institutions, equipment manufacturers, general sales agents, ground handlers, freight forwarders, integrators, IT systems providers, logistics companies, road carriers, shippers, and screening technology developers.