



Quality





Welcome

Mr. Mick Fountain
CEO and President , OHL Global Freight
Management and Logistics
&
Chairman of the Cargo 2000 Board

IATA World Cargo Symposium 2010

**Bounce Back -
Rebuild for the Future**





Quality Track – Cargo 2000

Mr. Michael Vorwerk
President, Cargo Network Services an IATA company
&
Executive Director Cargo 2000



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Quality



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Quality Track – Cargo 2000

- Quality is recognized as a critical business component
 - Quality of processes (internal)
 - Quality of information exchanges (external)
 - Quality of service delivery (customer experience)

Does better quality save time and money?
Fact or Fiction



Quality Track – Cargo 2000

Better quality saves time and money – fact or fiction ?

- Exploring the above theme:
 - Are there differing perspectives?
 - Views from the perspective of Microsoft, CEVA and United Airlines
 - What does a Cargo 2000 Data Management Platform provide its users with?
 - What is the value of such a tool to the air transport supply chain ?
 - Viewed from the perspective of Descartes Systems





Today's Speakers

Mr. James Patton

Director Global Trade Compliance, Microsoft Corp.

Mr. Rick Zablocki

Vice President Air Products, CEVA

Mr. Kyle Betterton

Vice President Cargo, United Airlines

Ms. Cindy Yamamoto

Senior Vice President Global Logistics Product Strategy, Descartes Systems Grp.

