Chairman’s Opening Remarks

Mick Fountain, Chief Executive Officer and President, OHL Global Freight Management and Logistics
The Industry Challenge

In a complex world of global sourcing, reduced inventory, and just in time manufacturing

**Shippers**

have clear expectations of the air freight industry:

- Reliability
- Predictability
- Pro-active Shipment Management
- Service
AGM

C2K Board

C2K Management team

Strategy

Business Plan

Stakeholder

Quality Control

IT Tools & Access

Foundation

Growth
- Member base

Improve
- Quality

Support
- Members

Deliver
- Solutions

Airlines
Forwarders
CDMP / IT Provider
GHA/RFS
Airports

C2K Cycle Control Framework
C2K Quality Reporting
C2K Quality Management System

C2K Webpage
BRAVO Webpage
Reporting Data Base
Training Module

Q Cargo

Inter-CDMP Messaging

Bilateral Route Arrangement and Verification Online (BRAVO)

Phase 1 (A2A)
Phase 2 (D2D)
D2A-A2A-A2D
Phase 3 (D2D)

Master Operating Plan (MOP) - Membership

Shipper
Keynote: The Forwarder’s Aim to Provide Quality

V. Ufuk (Frank) Sumerler, Senior VP - Airfreight Middle East, Central Asia & Turkey, Kuehne + Nagel Management
Cargo 2000 – Forwarder‘s Perspective

2011 IATA World Cargo Symposium
Istanbul, 10 March, 2011

Ufuk (Frank) Sumerler
Senior Vice President Airfreight – Middle East, Central Asia, Turkey
Overview

- Cargo 2000 refresher
- Forwarder’s view
- Pursuit of end-user satisfaction
- Good reasons to on-board Cargo 2000 now
## Middle East, Turkey & Central Asia Region

### Gulf
- United Arab Emirates
- Saudi Arabia
- Iran
- Kuwait
- Jordan
- Qatar
- Bahrain
- Iraq
- Oman*
- Yemen*

### East Med
- Turkey
- Lebanon
- Israel
- Egypt
- Syria**

### Central Asia
- Azerbaijan
- Kazakhstan
- Uzbekistan
- Turkmenistan
- Tajikistan

*Agents
**under formation

- • 20 Countries / 42 Branches
- • Regional HQ based in Dubai/UAE
What is Cargo 2000 really all about?

• Is it a software or ERP system?

• An industry-standard set of hardware and software that goes with it?

• An RFID solution?

• None of the above?
It’s all about the Process

Cargo 2000 is:

• what KANBAN is to the Automotive Industry

• what Six Sigma is to the Manufacturing Industry

• an understood and aligned set of processes and metrics between all parties in the airfreight supply chain

• One Industry Standard
What is Cargo 2000 really all about?

Official Definition / Objective

Cargo 2000 is an industry initiative aiming at implementing a new quality management system for the worldwide air cargo industry.

The objective is simple: to implement processes, backed by quality standards, which are measurable to improve the efficiency of air cargo.
## Cargo 2000: Route map – Visibility in KN Login

### Cargo 2000 Shipment Route Map - AIR FREIGHT

<table>
<thead>
<tr>
<th>Code</th>
<th>Process</th>
<th>Original Route Map</th>
<th>Location</th>
<th>Status</th>
<th>Exception</th>
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### Actual Cargo Flow Statuses

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### Actual Document and Information Flow Statuses

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<td>CDIEGO CRISTÓVAM</td>
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</table>
What C2K means for Kuehne + Nagel?

- Every operator is driven through the process
- ONLY process Kuehne + Nagel today uses to handle airfreight shipments
- Dedicated Cargo 2000 experts in each station/country
- Own CDMP and super-computing power in use for Cargo 2000
- Standardized process allowing measuring / comparing service delivery
  - to our clients
  - of our service providers (airlines, handling companies etc.)
  - internally throughout our network
Our experience with Cargo 2000

- Kuehne + Nagel adapted Cargo 2000 methodology relatively early on
- Main driver was our quest for customer satisfaction
- Kuehne + Nagel’s single-platform IT infrastructure was the enabler
- C2K became the ultimate tool for planning, transparency and control in the airfreight supply chains that Kuehne + Nagel manage
- Every shipment since 2004 – worldwide, is created utilizing the Cargo 2000 principles
What’s in it for the shippers?

- Value of the Forwarder is still significant as Shippers and Consignees seek accountability, control and visibility on a Door-to-Door basis

- Globalization keeps Airfreight vital for certain industries

- If it’s flying, it’s likely to be valuable, critical, or both

- Unlike passengers, cargo does not have legs and can not self propel

- Cargo 2000 is the common methodology to plan, execute and account for the optimal air transportation
Benefits of Cargo 2000

• Customer needs a specific transit time performance or latest arrival time at destination - how do we plan and execute?

• Customer wants to measure true transit time performance. How?

• 19 defined processes in the airfreight supply chain (door to door) make collaboration a necessity, not a luxury

• Larger customers that use ERPs need to feed their systems with meaningful milestone data – and increasingly through EDI from forwarders/LSPs
Our experience in the region

- In 2008 we started handling one of the largest commercial importers in Turkey – a major conglomerate with various business fields but through a centralized procurement model

- This required EDI connectivity for shipment level status information along with their unique reference numbers

- Later they added a requirement to receive our charges also electronically for freight audit/payment purposes

- All this needed a high level of data quality (correctness, timeliness and supporting milestone information)
Cargo 2000 in Control Towers

KN Global Compliance Center

Customers with critical mass and high-demand get fast, effective monitoring and control through detailed Cargo 2000 reporting. This customer was also handled through the control tower – by using the Cargo 2000 methodology for all reporting

- detecting data quality
- technical issues
- operational issues
Our Experience in the Region continued..

• Aviation Logistics is a growing sector for Kuehne + Nagel in the region and our customers rely on our visibility tools for their mission critical “technical dispatch reliability”

• One of our customers in this field receives close to 100 routine/critical airfreight shipments, and up to 15 AOG shipments per day

• During the transition period, as we started reporting and visibility implementation, it was apparent that some airlines were not transmitting required information which is resulting extra, manual work

• Those airlines where Cargo 2000 is embraced, we provide fast and seamless support for our customer
Airlines, GHAs and other Players

• Some carriers are part of Cargo 2000 but still need vast improvements on their data handling and transmissions

• Most carriers provide acceptable or optimal quality at their hubs, but not abroad (GHAs being their weak link)

• Customs authorities, Ground Handling Agents and Road Feeders are vital players in the pre/post flight area

• Cargo 2000 principles are the perfect driver to eliminate unnecessary cost and claims from your operations
Summary

- Cargo 2000 Route Map is our mutual commitment (delivery promise) to our “customers” – we need to live the “promise”

- All parties, and their entire networks need to participate in the chain

- True Quality is a “differentiator”
Thank you

Ufuk Sumerler
Kuehne + Nagel – Middle East, Central Asia, Turkey
Senior Vice President Airfreight
Keynote: C2K = Value Driver for Turkish Airline Cargo

Sevket Battal, Turkish Airlines
WORLD CARGO SYMPOSIUM 2011, ISTANBUL
08 - 10 MARCH 2011
WELCOME TO ISTANBUL

Representative of Airlines

IT Service Providers

Freight Forwarders

Shippers

Ground Handling Companies

Trucking Companies

IATA World Cargo Symposium
Air Cargo – Connecting the World
8–10 March 2011 | Istanbul, Turkey

Sponsored by TURKISH CARGO Globalize your business
DESTINATIONS: 41 DOMESTIC LINES
### DESTINATIONS: 131 INTERNATIONAL LINES

#### AMERICAS (5)
- Chicago (7)
- New York (7)
- Sao Paulo (4)
- Washington D.C. (4)
- Atlanta (4)
- Los Angeles (4)

#### CANADA (1)
- Toronto (3)

#### AFRICA (17)
- Adisababa (7)
- Algiers (7)
- Bengazi (4)
- Capetown (4)
- Casablanca (7)
- Dakar (3)
- Khartoum (7)
- Johannesburg (4)
- Lagos (4)
- Nairobi (7)
- Tripoli (13)
- Dar es Salaam (3)
- Entebbe (3)
- Accra (4)

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- Berlin (20)
- Stuttgart (14)
- Dusseldorf (28)
- Frankfurt (29)
- Hamburg (17)
- Hannover (17)
- Cologne (7)
- Munich (21)
- Nuremberg (7)

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- Kiev (9)
- Simferopol (7)
- Donetsk (2)
- Dnepr (3)
- Lvov (3)

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- Birmingham (5)

##### FRANCE (3)
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- Nice (7)
- Lyon (10)
- Toulouse (10)

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- Zurich (14)
- Geneva (14)

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- Yekaterinburg (4)
- Ufa (3)
- Sochi (3)
- Novosibirsk (7)

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- Madrid (14)
- Malaga (9)
- Valencia (7)

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- Tashkent (5)
- Tokyo (6)

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- Erbil (4)
- Shiraz (4)
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<td>TIRANA</td>
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ACCESS TO STRATEGIC MARKETS
CARGO 2000 QUALITY MANAGEMENT SYSTEM
Unfortunately, one negative service encounter can undermine an extraordinary record of superior service, lowering evaluations of service quality and causing customers to search for alternative service providers.
Assets of Air Cargo Transport in Comparison with Other Means of Transport

- Quick and Secure Service
- Giving customers geographical and temporal flexibility

But costs average six times those of ocean container freight, and is relatively expensive.
Possible Defects of Air Cargo Transport

- Failure to Fully Deliver as Promised
- Delayed Service with High Prices
- Delays Due to Possible Organizational and Operational Breaks Among the Parties of Service Chain.
- Delays at Local Transfers Like Trucking

Eventually These Delays Undermine Air Cargo’s Potential Advantages
How to handle problems or how meet customer requirements

- Optimizing Operations with Temporary Measures
- Apply Business Process Engineering (BPR)
Rapid and Radical Redesign

Strategic / Value Added / Business Processes

Optimize The Work Flows

System

Optimize The Productivity Of Organization

Company Policy

Organizational Structure
CARGO 2000 INTEREST GROUP
Readily Made Model For Any Parties Involved in Air Cargo Transportation

- Business Process Reengineering (BPR) Effort and Programme
- Air Cargo Handling Process At an International Level
- Simplify Processes
  - 19 from 40
- Agree on Common Standards for Customer Satisfaction - Basically the Time From Order to Delivery
  - Establishing the Specifications of Requirements for Participants Regarding Their Role in Air Transportation Process
- The Business Processes and Automation Standards in Cargo 2000 System
- Make the Transportation Processes Backed by Data and/or Measurable
- Improve the Efficiency and the Customer Service
- Implement Effective Quality Standards

REduce the Operational Cost to All Participants
Key Differentiators and a Key Element of Business Strategy

Customer Satisfaction

Timeliness and Quality of Service

Continual Improvement of Quality

Organizational Commitment

Perceived Service Quality

Customer Expectations

More Personalized and Closer Relationships with Service Providers

To Be “Relationship Customers”

To have ongoing, Personalized Relationships With Our Representatives

To Have Our Representatives to Contact With Them

To Have a Partner Who Knows and Cares About Them

Customer Dissatisfaction

Delayed Service With High Prices

Frequently Facing any Operational Failure that Hinders Shipment to be Delivered

Delivering Shipments Incomplete With Damage and Losses
THE OBJECTIVE OF CARGO 2000 QUALITY MANAGEMENT SYSTEM

CUSTOMER SATISFACTION

MEETING CUSTOMER REQUIREMENTS

APPLICATION OF CARGO 2000 QUALITY SYSTEM
## CARGO 2000 QUALITY MANAGEMENT SYSTEM

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<td>Processes of Air Cargo Transport to Basic Processes</td>
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<td>Paperless Exchange in the Air Cargo Industry</td>
<td>Workforce (labor) and Time Spent for Manual Tracing off Shipment.</td>
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WHY DID TURKISH CARGO JOIN CARGO 2000 ORGANIZATION?

It is aimed:

- To increase its performance and meet the customers’ expectations by making all its working processes more efficient,
- To enable a sustainable growth by getting stronger in their whole flight network
- To increase its share in the global air cargo market.
- To improve the efficiency of air cargo
- To enhance customer service levels To reduce operational costs.
- Turkish Cargo aims to improve the natural consequences of products and activities. This activity is being carried out with client-orientation.
- Turkish Cargo carries on working to achieve the total service quality and a shared success by working in collaboration with all their business partners.
Turkish Cargo performs required adaptations and improvements to be integrated with Cargo 2000 Quality Management System, accepted as reference within the industry.
# CARGO 2000 QUALITY MANAGEMENT SYSTEM MEMBERSHIP

<table>
<thead>
<tr>
<th>Associate Membership Phase 1</th>
<th>Full Membership Phase 1</th>
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| Overview of membership types for C2K Quality interest Group.  
  - Check the requirements for both Associate and Full Membership types at Phase 1 service level. | Specifying Normal membership requirements |
| Formal Application for associate membership Phase 1 | Test and confirmation of Milestone Planning in case shipments partially loaded |
| Receiving C2K Specs. & Submit Implementation Plan for phase 1 | Establishing FTP connection with CDMP systems of other C2K members |
| Nominating C2K standards and Conducting Gap Analysis  
  - Ensuring Quality system meets C2K specifications. | Deployment and test of pro-active CDMP alarms for physically monitoring and handling of irregularities? CDMP alarms? |
| Build CDMP capability in-house to exchange route planning, status updates. | Finalizing implementation of inter-messaging system including CargoImp Optional messages (FSU/ARR-FSU/AWR-FSU-AWD) |
| Sending & receiving Mandatory status messages | Setting up of internal reports with enhanced visibility, specially designed for internal control and improvement. |
| Setting up of minimum 2 trade lanes for implementation and testing | Implementation of Exception Code Handling Procedure including exceptional Handling Report |
| Conducting initial test at C2K standards and reporting the outcome | Set up and activate Bravo System in order to confirm lanes with Forwarders |
| Completing C2K Associate Member status requirements and Proceed to Full Members Status. | Delivery of of monthly C2K reports to C2K cites for local evaluation and data analysis |
| | Preparing Quality Manual |
| | Planning and conducting Internal audit |
| | Providing closures for identified non-conformance |
| | C2K Certification |

<table>
<thead>
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| October 2008 | Overview of membership types for C2K Quality interest Group.  
  - Check the requirements for both Associate and Full Membership types at Phase 1 service level. |
| November- December 2008 | Formal Application for associate membership Phase 1 |
| January - February 2009 | Receiving C2K Specs. & Submit Implementation Plan for phase 1 |
| March 2009 | Nominating C2K standards and Conducting Gap Analysis  
  - Ensuring Quality system meets C2K specifications. |
| April 2009 | Build CDMP capability in-house to exchange route planning, status updates. |
| May- June 2009 | Sending & receiving Mandatory status messages |
| July 2009 | Setting up of minimum 2 trade lanes for implementation and testing |
| August- September- October - November 2009 | Conducting initial test at C2K standards and reporting the outcome |
| December 2009 | Completing C2K Associate Member status requirements and Proceed to Full Members Status. |
| January 2010 | Specifying Normal membership requirements |
| February 2010 | Test and confirmation of Milestone Planning in case shipments partially loaded |
| February 2010 | Establishing FTP connection with CDMP systems of other C2K members |
| March 2010 | Deployment and test of pro-active CDMP alarms for physically monitoring and handling of irregularities? CDMP alarms? |
| April 2010 | Finalizing implementation of inter-messaging system including CargoImp Optional messages (FSU/ARR-FSU/AWR-FSU-AWD) |
| May 2010 | Setting up of internal reports with enhanced visibility, specially designed for internal control and improvement. |
| May 2010 | Implementation of Exception Code Handling Procedure including exceptional Handling Report |
| June 2010 | Set up and activate Bravo System in order to confirm lanes with Forwarders |
| July 2010 | Delivery of of monthly C2K reports to C2K cites for local evaluation and data analysis |
| August- September- 2010 | Preparing Quality Manual |
| October 2010 | Planning and conducting Internal audit |
| November 2010 | Providing closures for identified non-conformance |
| December 2010 | C2K Certification |
CARGO 2000 PROVIDES PLANNING PLATFORM FOR EACH AWB ON FLIGHT BASIS

SUPPORT OF DATA

- MOVEMENT MESSAGES
- ELECTRONIC AWB INFORMATION
- AN ACCURATE AND COMPLETE FLOW OF INFORMATION
- KNOWING EVERY DETAIL ABOUT THE EXPECTED SHIPMENT

BETTER UTILIZATION OF FACILITIES

- BETTER UTILIZATION OF AIRCRAFT CAPACITY
- CONTRIBUTE TO SPEED OF THE HANDLING SERVICE
- BETTER LABOR PLANNING AT CARRIER'S SIDE
- OPPORTUNITY FOR EFFECTIVE EMPLOYMENT OF OPERATING ASSETS AND RESOURCES
- BETTER UTILIZATION OF WAREHOUSE SPACE
- AVOID ANY POSSIBLE DAMAGES OR DISCREPANCIES
ULTIMATE CUSTOMERS SATISFACTION

Turkish Cargo approach to quality for purpose of lowering costs can be summarised as follows:

- Efficient utilization of Aircraft Cargo capacity
- Increased quality for warehouse and trucking operations because of standardized processes and fewer failures.
- Better labor planning regarding the expected work flow
- Effective employment of operating assets and resources
- Decrease the time spent for manual track & trace activities and for the management of irregularities
- Eventually reducing claims
- Improving processes towards paperless shipping management.

The outcome of all these benefits will be have direct impact on ultimate customer satisfaction.

That high cost of air transportation compared to other means will be compensated with controlled processes reducing operational costs with the application of Quality management standards within the air cargo industry.
NEW STATIONS - CARGO 2000 SYSTEM TO BE IMPLEMENTED

SWITZERLAND

ITALY

UNITED ARAB EMIRATES

HONG KONG

GERMANY

CANADA

SINGAPORE

MALAYSIA
Thank you...

To more than 160 destinations in 5 continents.

Your cargo, our world.

One of the world’s most prestigious civil aviation establishments, Turkish Airlines accepted its first official cargo load in 1936. Mainly limited in those days to postal envelopes and valuable papers, it’s serving worldwide today, more than 160 international and domestic destinations, with over 130 passenger aircrafts and cargo freighters.
Keynote:
The Quality Requirements for a Shipper

IATA WORLD CARGO SYMPOSIUM 2011

Gokhan Cakmak
Supply Chain Manager

10 March 2011, Istanbul
Agenda

- Introduction
- Growth in Nuclear Medicine Industry
- The Quality Requirements for a Shipper
- Expectation from Air Cargo Industry
COMPANY PROFILE
— Monrol Nuclear Products Inc. is founded in 1995 by importing radiopharmaceuticals
— With the finalization of the share transfer on 1 July 2008, Eczacibaşı Monrol became an equally shared joint venture of Monrol Nuclear Products and Eczacibaşı Pharmaceuticals Manufacturing
— Today, Eczacibaşı Monrol manufactures 9 different products (PET & SPECT) for domestics and international doctors and patients
QUALITY CERTIFICATES

ISO 9001:2008 QUALITY MANAGEMENT SYSTEMS

ISO 14001:2004 ENVIRONMENTAL MANAGEMENT SYSTEMS

GMP: GOOD MANUFACTURING PRACTICE
GLP: GOOD LABORATORY PRACTICE
GXP: GOOD X PRACTICE
QUALITY AND ENVIRONMENTAL POLICY

Our quality and environmental policy is to provide products and services complying national and international standards, to meet the needs of doctors and patients related to our services and products and continually improve, to plan, produce and monitor our products to minimize environmental effects in production and usage stage.
PRODUCTION PLANTS AND REPRESENTATIVES
Eczacıbaşı Monrol has 4 production plants with 160 employees and 18 distributors in Turkey.

One of the plants is utilized by a range of SPECT products and FDG, while the other 3 plants are dedicated to FDG production.
INTERNATIONAL PRESENCE

- ALBANIA
- AZERBAIJAN
- BAHRAIN
- BANGLADESH
- ALGERIA
- INDIA
- IRAN
- LEBANON
- KAZAKHSTAN
- HUNGARY
- MACEDONIA
- PAKISTAN
- SUDAN
- SUUDI ARABIA
- TAJIKISTAN
- TUNISIA

- U.A.E. (DUBAI)
- KUWAIT
- LIBIA
- EGYPT
- ROMANIA

- JORDAN
- BULGARIA
- GEORGIA
- EUROPE (in mid 2011)
PRODUCTS

- MON-FDG Injectable Solution
- MON-TEK Mo$^{99}$/Tc$^{99m}$ Generator
PRODUCTS

- MON-IODINE-131 Oral Capsule

- MON-IODINE-131 Oral Solution
PRODUCTS

- MON-THALLIUM-201 Injectable Solution

- COLD KITS
  - MON-MDP
  - MON-DTPA
  - MON-DMSA
  - MON-MIBI
NEW PRODUCTS

- MON-GALLIUM-67
- MON-MIBG I-131
- MON-MAG3
- AND MORE…
INTERNATIONAL PRESENCE

INTERNATIONAL PRODUCTION PLANTS:

• U.A.E. (Dubai) – Monrol UAE
• KUWAIT
• EGYPT (Cairo)
• ROMANIA (Bucharest)
• LIBIA (Tripoli)
• Registration procedure for $^{131}$I and $^{99m}$Tc Generator has been initiated from Denmark for the EU member states

• FDG production facility in Kuwait started production in November 2008

• FDG production facility in Dubai started production in August 2009
FUTURE PROJECTS

• İSTANBUL PLANT – FDG & CENTRAL RADIOPHARMACY
• BUCHAREST PLANT – FDG
• ANTALYA PLANT – FDG & CENTRAL RADIOPHARMACY
• MALATYA PLANT – FDG & CENTRAL RADIOPHARMACY
• SAMSUN PLANT – FDG & CENTRAL RADIOPHARMACY
• CAIRO PLANT – FDG & RADIOPHARMACY
• WARSAW PLANT – FDG
• SOFIA PLANT – FDG
Today and Tomorrow in Nuclear Medicine

- Nuclear medicine is one of the fastest growing and most promising segments of the medical imaging industry. Nuclear medicine comprises of diagnostic and therapeutic procedures through the use of safe, painless, and cost-effective techniques. The technology provides functional as well as anatomical information, and is found highly beneficial in diagnosis of organ function abnormalities, cancerous growths, cardiac diseases, neurological disorders, blood flow blockages, and dysfunction of any major organ.
Today and Tomorrow in Nuclear Medicine

• Over 10,000 hospitals worldwide use radioisotopes in medicine, and about 90% of the procedures are for diagnosis. The most common radioisotope used in diagnosis is technetium-99, with some 30 million procedures per year, accounting for 80% of all nuclear medicine procedures worldwide.
Today and Tomorrow in Nuclear Medicine

- In developed countries (26% of world population) the frequency of diagnostic nuclear medicine is 1.9% per year, and the frequency of therapy with radioisotopes is about one tenth of this. In the USA there are some 18 million nuclear medicine procedures per year among 305 million people, and in Europe about 10 million among 500 million people. In Australia there are about 560,000 per year among 21 million people, 470,000 of these using reactor isotopes. The use of radiopharmaceuticals in diagnosis is growing at over 10% per year.
Today and Tomorrow in Nuclear Medicine

- The global market for nuclear medicine is forecast to reach US$1.69 billion by the year 2015. In addition, developments in image-guided interventions and molecular imaging, as well as aging population will provide further impetus to market growth.
The Quality Requirements for a Shipper

- Type A packages are used for transport of our products
- Well trained and experienced logistics team, has IATA DGR certificate also trained by the local authority, responsible for labeling the packs and preparing shipping documents for all domestic and international air transportation
The Quality Requirements for a Shipper

- Training of the staff and the safety is the first priority on transport of our radioactive products.

- Radioactive materials could be claimed as "perishable" on this point of view and should have the priority because of these reasons.
Expectations from Air Cargo Industry

• Nuclear Medicine Industry is not only the market for revenue but also has a social role for human beings so good relations and highly effective support from the Air Cargo Industry is extremely important.

• Most of the Radioactive materials are used in Nuclear Medicine has very short life due to half life of Radioisotopes as a result of nature of them so time on delivery of these goods is the major factor.
Expectations from Air Cargo Industry

• We highly depend on air cargo industry and it can be named as “funicle” in fact.

• Time is major factor for transportation of radioactive materials as mentioned before and the Air Cargo Industry can provide fast and safe transportation mode only.
Expectations from Aircargo Industry

• Our major problem usually faced with is delays on flight of cargo. It has many reasons such as weather conditions, take off limits, passenger bags etc. but mostly delayed or left behind due to personal faults could be prevented by the effective procedures and controls.
Expectations from Air Cargo Industry

• We need more effective and large flight network and connections to reach to all destinations in the world.

• We mostly faced problem with the airlines is code share flights. We can not send the goods to some destinations because the airline has code share flight for connection so they can not accept the DGR on flight. We hope it can be discussed by the related parties to find a solution.
Expectations from Aircargo Industry

- We think there should be more close and effective relations and working between three major players of Air Cargo Industry to prevent delays and provide efficient job; forwarders, airlines and the handling agents.
• Next most important subject is high costs for transportation of Radioactive Materials. They are charging with very high rates under DGR price list with extra charges. We are requesting from the industry to create a new price list for medical use of Radioactive Materials to support the growing up at Nuclear Medicine Industry not only subject to the market but also social effects
Expectations from Air Cargo Industry

• We are ready to share all experience and technical data we have with the industry to assist in the development of Air Cargo Industry also willing to more close relations for benefits of both side
THANK YOU

Gokhan Cakmak
gokhan.cakmak@eczacibasi.com.tr
Resources

- [http://www.world-nuclear.org/info/inf55.html](http://www.world-nuclear.org/info/inf55.html)
- THE IMPACT OF THE AIR CARGO INDUSTRY ON THE GLOBAL ECONOMY, Kenan Institute of Private Enterprise
Networking Coffee Break

Sponsored by:

Havas GROUND HANDLING CO. / TURKEY
Panel: Discussion and Q+A with Previous Speakers + C2K Chairman

*Moderator:* Michael Vorwerk, President, Cargo Network Service
C2K + e-freight – The “Connected” Way Forward

Michael White, Regional Director of Cargo 2000 (Americas), IATA
e-freight & Cargo 2000
The time has come!

Michael R. White
Regional Director Cargo 2000 - Americas
e-freight & Cargo 2000 (C2K)
The perfect fit in today’s world need for information

- The shipper need
- The transporter need
- Government agencies need
- Why e-freight?
- Why Cargo 2000?
A world of information
Process Flow - Air/Sea Freight

Customer → Cargo Booking

Cargo Reservation

Cargo Booking Instruction → Master Instruction

House Document → Credit Check

Store / Warehouse

Customer Billing

Finance

Carrier Invoices & Settlements

Carrier Settlements

Carrier

Profit & Loss

Carrier Booking & Confirmation

Carrier

Customer
Shipper needs

- Moved as planned
- Real time data
  - Where is it?
  - On-time, delayed, rerouted?
- Back-up plan
- Airplane as a moving warehouse
Transporter needs

- Price
- Planning
- Clearance
- Billing
- Modeling
- Compliance
Government needs

- Security
- Customs
- Trade information
- Revenue
e-freight.....what is it?
e-freight is... an initiative for the air cargo supply chain, by the air cargo supply chain. It involves carriers, freight forwarders, ground handlers, shippers, customs brokers and customs authorities.

It replaces paper documents with electronic messages, reducing costs, improving transit times, accuracy and the competitiveness of airfreight.
e-air waybill

- Replacing the air waybill electronically
- An electronic contract of carriage
- Important that data is correct
- Ensure accuracy
- Ensure timeliness
- Moving supply chain members to send and receive data electronically
So how about
Alignment of C2K + e-freight
Cargo 2000

Linchpin for Industry

Quality Standard

Workflow management (GH Procedures)

Web applications (XML vs CargoImp)

Strategy + Planning

Automation + Simplification (e-freight, e-AWB)

Risk management

Quality Management (C2K as internal QMS)

Balanced Score Card (Performance measuring)

Security Measures (Screening, Secure Freight)

Product development (i.e. Time-Temperature)

Business Reengineering (Interlining, Groups, Hubs, other MOT)

IATA World Cargo Symposium

Air Cargo – Connecting the World
8–10 March 2011 | Istanbul, Turkey
✓ Measurement & Reporting are key elements of the System

✓ data enables to initiate corrective actions and eliminate quality issues

✓ enables to deliver benchmarks based on identical data / reports

✓ is a well developed Quality Management System, ready to apply from the industry to the industry

✓ is a global organization, where all stakeholders of the airfreight industry are working together on quality improvements

✓ members are audited and certified
So what! Who cares if there is quality and timely data?

- Security – Advance cargo data screening
- Customs – Clearance, inspections
- Airlines – Supply chain planning, weight & balance, capacity controls, manpower scheduling, fines and penalties
- Forwarders – Consolidation, tracking, supply chain visibility
- SHIPPER - Ensuring the product moves as planned
Current issues driving quality e-freight

- Volume
- Government requirements
  - Advance cargo data
    - Canada, China, Europe, Mexico, Ecuador, Chile, Colombia, Philippines, USA
- Cost
- Supply chain visibility
- Security
Conclusion

- Government mandates
- Change of mine set
- Standardization (or lack of)
- e-commerce is global
- Cargo 2000 can drive quality in e-freight
- The time has come…..
Questions?
Chairman’s Closing Remarks

Mick Fountain, Chief Executive Officer and President, OHL Global Freight Management and Logistics
Closing Remarks

Mick Fountain,
Immediate Past Chairman Cargo 2000
Find us on the web at
www.cargo2000.com

Thank-You!
Networking Luncheon