



Improvement Study for Cargo Build-up Process with SATS

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Introduction

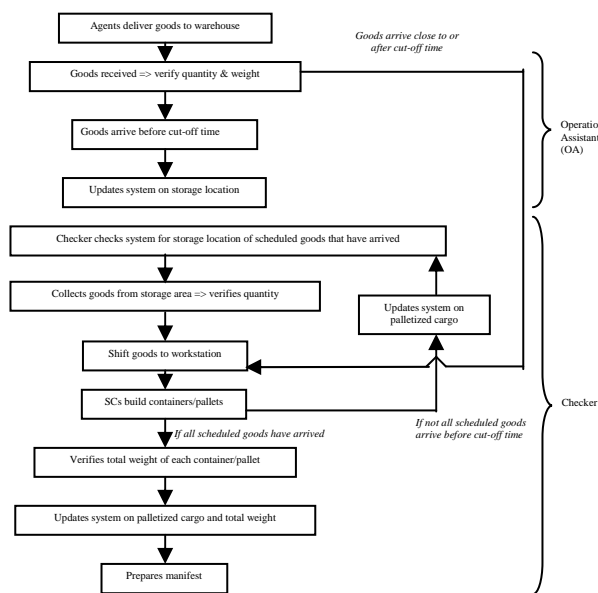
There has been an average of three to four cargo mishandling cases every month. SATS would like to further minimize the mishandling cases by improving the workflow process at the exports terminal.

Objective

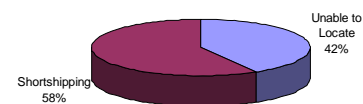
To study and improve on the workflow process at SATS Cargo Export Terminals 3 and 4 which comprises of the Cores F, G and I.

Problem Description

Process Workflow



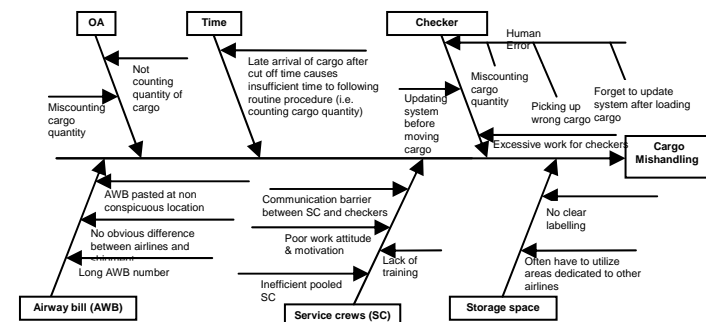
Types of Mishandling



Methodologies

Based mainly on interviews with ground personnel

Cause and Effects Diagram of Factors Contributing to Cargo Mishandling



Recommendation and Analysis

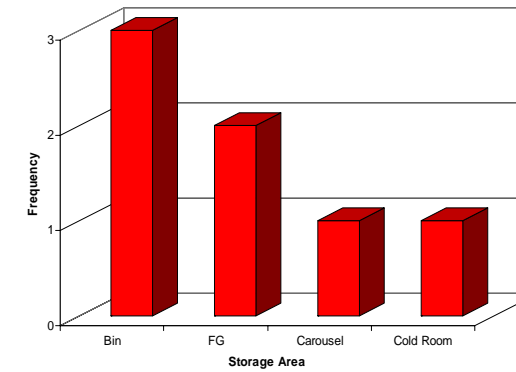
Activity Based Costing (ABC)

- Payment system based on the resource expenses needed to perform the activities
- Higher proportion of the expenses allocated to the handling of non-BUP cargo that requires more effort

Airline Distinction by Labelling

- Clear labelling of FG airline boundaries
- Storage location of goods stored in FG on COSYS to be more specific
- Floor map pasted on the forklifts to aid navigation
- Paste coloured stickers on cargoes stored in bins for major airlines - BR, CV, OZ & TG

Frequency of Mishandling at each Storage Location



Airline Redistribution

PERIOD	Core F		Core G		Core I	
	Total Freighters (BR, CV and OZ)	Total Passenger Flights	Total Freighters (KZ only)	Total Passenger Flights	Total Freighters (KE only)	Total Passenger Flights
MIDNIGHT: 0001 TO 0700	8	7	5	3	6	11
MORNING: 0701 TO 1159	2	6	2	13	1	7
AFTERNOON: 1200 TO 1700	3	17	0	0	0	0
EVENING: 1701 TO 2400	2	18	0	45	0	25
Total	15	48	7	61	7	43

Conclusion

- Implement ABC in addition to payment by tonnage
- Labeling of FG and Bins
- Redistribution of Airlines to balance the cargo distribution in the three cores during peak period

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