Cargo iQ: Building the Future of Air Cargo

Quality Standard for the Global Air Cargo Industry

CARGO iQ
An IATA interest group

An Introduction

- Founded in 1997 as an 'IATA Interest Group' by leading forwarders and airlines, with the aim of improving industry quality.

- Cargo iQ developed a system of shipment planning and performance monitoring for air cargo based on common business process and milestones definitions.

- Today, Cargo iQ members measure their 'delivery as promised' performance according to a standard methodology for more than 800,000 shipments Airport-to-Airport monthly.

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Vision

- Through industry collaboration, Cargo iQ provides the end to end standard process and quality management to continuously improve the value of airfreight for our customers.
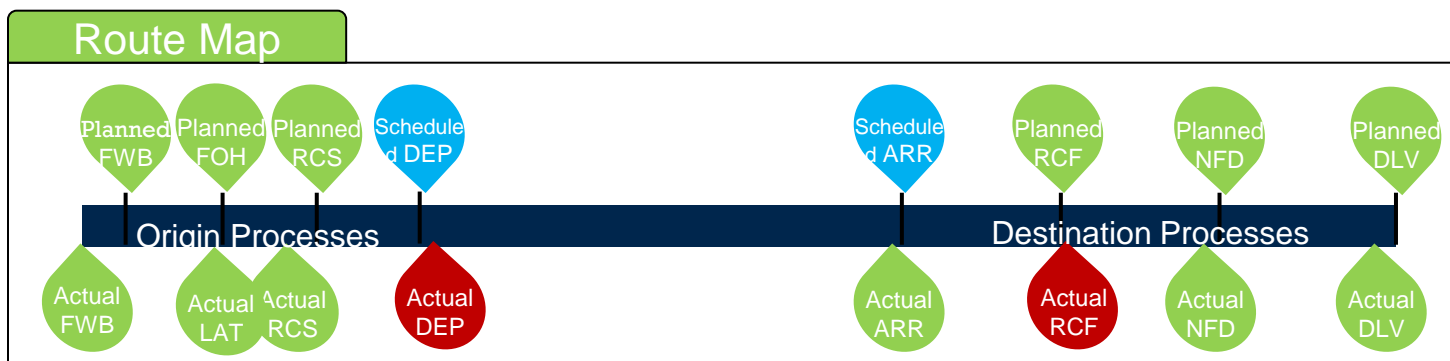
Mission

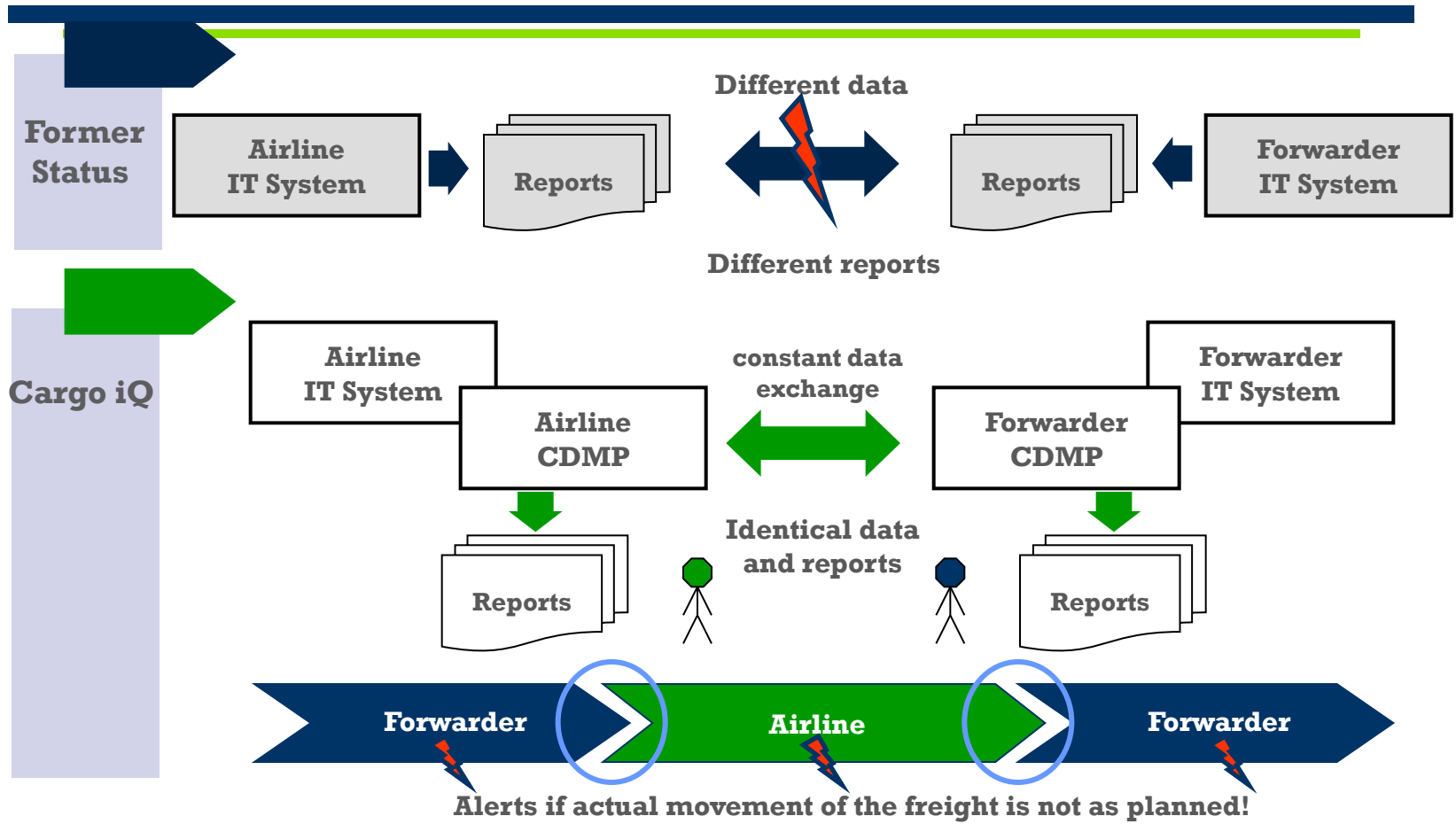In order to realize that vision, Cargo iQ will be:

- The trusted Custodian of the industry's MOP: the Master Operating Plan with optimal processes for air freight activities and their performance management.

- Providing objective quality control and reliable performance measures, driving industry improvement.

- Supporting key industry initiatives in all segments of the air cargo supply chain.

How it Works

- Every shipment gets a plan, called a "route map"
- Every route map has milestones or targets that the stakeholders involved should adhere to
- Members receive alerts when milestones fail, enhancing ability to re-plan and/or recover
- Detailed records are available for process analysis and improvement in the future

Route Map

Planned FWB • Planned FOH • Planned RCS • Scheduled DEP • Scheduled ARR • Planned RCF • Planned NFD • Planned DLV

Origin Processes • Destination Processes

Actual FWB • Actual LAT • Actual RCS • Actual DEP • Actual ARR • Actual RCF • Actual NFD • Actual DLV

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Cargo iQ Adds Value thru Identical Data

Former Status

Airline IT System → Reports

Different data

Different reports

Reports ← Forwarder IT System

Cargo iQ

Airline IT System

Airline CDMP

constant data exchange

Forwarder CDMP

Forwarder IT System

Reports

Identical data and reports

Reports

Forwarder > Airline > Forwarder

Alerts if actual movement of the freight is not as planned!

Notes:
CDMP: Cargo iQ Data Management Platform

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What is Cargo iQ offering members today?

- A tool to measure and benchmark 'performance vs. promise' with a commonly agreed methodology

- A tool to provide enhanced track & trace functionalities, including management of irregularities, and proactive alerts in case of deviation from transport plan

- A tool to define, improve and standardize internal processes following best practice recommendations and define common processes and procedures with industry partners in the supply chain – including facilitation of standard SLAs

- A tool to prepare for implementation of paperless transportation processes such a e-freight/e-AWB – Cargo iQ was developed with paperless cargo in mind

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Broad Industry Support

- The following organizations have stated their support of Cargo iQ and the MOP as industry standard initiative

Why join Cargo iQ now?

- To be measured through a benchmarking system that is unambiguous, fully auditable and will include a growing number of performance metrics in the future

- To define and improve your business operations using globally recognized standards

- To offer enhanced value to a growing number of your partners, suppliers and customers who will use and access the Cargo iQ system in the future

- To influence the future development of industry standards and performance metrics

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Membership Categories

Category	Annual Fee	Who does it apply to?
Global Member	Founder Members: $20,000 All Others: $25,000	Airlines & Forwarders 15 countries or more
Alliance Member	$12,500	Airlines & Forwarders Less than 20 countries
Regional Member	$10,000	Airlines & Forwarders Up to 15 countries
Global Associate Member	$10,000	Airlines & Forwarders More than 15 countries
Regional Associate Member	$5,000	Airlines & Forwarders Up to 15 countries
Global Industry Associate	$25,000	All other airfreight participants More than 1 country
Regional Industry Associate	$10,000	All other airfreight participants present in 1 country
Registered User	$180 per station	Small and Medium Forwarders

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Your Membership includes…

- **Capability**
  - Full Participation in The Industry Quality Organization for Air Cargo
  - Possibility to create your own Quality Management System by using the blue print created by Cargo iQ for the industry
  - Full process and technical support documentation
  - A choice of turnkey CDMP services or the option to build your own
  - A Broad based technical Working Group to resolve issues and lead improvement and innovation
  - A dedicated Management Team to support your evaluation, development and ongoing implementation

- **Connectivity**
  - Immediate connectivity with most of the major airlines and forwarders around the globe
  - Comparability
  - Monthly performance reporting including benchmarking based on common sets of data
  - A structured Audit program to validate your performance against the same criteria as all other members

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Your Membership includes…

- **Community**
  - Bi-annual meetings to discuss quality issues with peers and customers
  - Participation in setting the direction and goals of the group
  - Access to our on-line data repository and information exchange web site

- **Visibility**
  - Exposure to the trade press and shippers as an integral part of this unique industry initiative
  - Regularly featured at exhibitions and conferences

- **Alignment**
  - Through our Industry Associates and cooperation with other industry groups Cargo iQ promotes strategic and practical developments that ensure your quality system remains current and relevant within an industry context

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Testimonials

- "Full / accurate data capture and timely execution of milestones are the foundation of quality end to end processes in our industry. At Etihad Cargo, we are proud to be the first Middle East Airline to be Cargo iQ certified. Meeting Cargo iQ standards will assist us to progress towards IATA's e-freight goals." **David Kerr, Vice President Cargo**

- "The Cargo iQ initiative places a measurable quality management system between freight forwarders and carriers, and contributes to further improve the service of the ground handlers. Cargo iQ helps reaching operational excellence through agreed standardized means." **Franco Nanna, Head of Network Support of Cargolux Airlines**

- "Standardization, visibility and transparency is what the entire air cargo supply chain needs in order to continue to be a valuable alternative to other modes of transport. Cargo iQ is an excellent platform for the Cool Chain Association to further create quality measurements for the cool supply chain." **Sebastian Scholte, President of the Cool Chain Association**

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