Cargo iQ:
Value Proposition

Quality Standard for the Air Cargo Industry

CARGO iQ

An IATA interest group

Cargo iQ provides members the possibility to…

➢ Influence the future development of industry standards and performance metrics

➢ Mutually agree on the steps for the transportation of air cargo, and apply them in business operations

➢ Apply specifications to define, improve and standardize internal processes following best practice recommendations and a fully fledged Quality Management System

➢ Get certified as proof to customers that your organization is committed to quality

➢ Get measured through a benchmarking system that is unambiguous and fully auditable

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Through the Cargo Data Management Platform…

- Carriers and forwarders measure and benchmark 'performance vs. promise' for every shipment with a commonly agreed planning data and methodology.

- Every shipment routemap is created through commonly-agreed planning data and methodology.

- Possibility to replan shipment, receive proactive alerts in case of deviation from plan and manage irregularities.
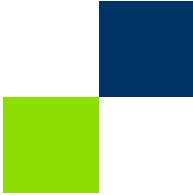
Your Membership includes…

- Capability
  - Possibility to create your own Quality Management System by using the blueprint created by Cargo iQ.
  - Full process and technical support documentation .
  - A dedicated Cargo iQ Management Team to support your evaluation, development and ongoing implementation.
  - A choice of turnkey CDMP services or the option to build your own.
  - Specialist Working Groups to set industry standards, resolve issues and develop new concepts.

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Your Membership includes…

- **Resources**
  - Access to our SharePoint data repository and documentation server, including blogs and wikis for information exchange .
  - Monthly internal performance reporting based on common sets of data for your global network.
  - Ability to compare your own data with the industry to benchmark your own quality against your peers.

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Your Membership includes…

- Community
  - Immediate connectivity with most of the major airlines, forwarders and several IT providers around the globe.
  - Bi-annual membership meetings to discuss quality issues with peers and customers.
  - Participation in setting the direction and goals of the group.
  - Regular working groups where your own experts meet with peers from the industry to work on improvements and share best practices.
  - Work directly / indirectly with other communities such as IATA, ASA, etc.

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Your Membership includes…

- Visibility
  - Public recognition as a Certified member to demonstrate your quality commitment to customers.
  - Opportunity to be regularly featured in website, press releases, industry magazines, etc.
  - Represent Cargo iQ in industry exhibitions and conferences.
  - Being seen and recognized as a Quality Organization while in the focus of shippers and shippers' associations.
  - Internal bi-monthly newsletter to portray the achievements of your company to other Cargo iQ members and external world.

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Particularly for Airlines…

- Provide your customers (forwarders) with full planning, visibility and transparency along the movement of the shipment

- Expect your Cargo iQ certified customers (forwarders) to operate according to Cargo iQ standards – hence streamlining your own operation for higher productivity and quality standard

- Use standard methodology, processes and data to measure and benchmark your GHA vendors

- Have available a solid Exception Handling Code Procedure (EHCP) to raise exceptions/ deviations

- Use standard reporting to analyze data and to discuss with customers and vendors corrective actions and overall quality improvements.

- Get audited and certified for your Quality Management System and compliance with Cargo iQ specifications

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Particularly for Forwarders…

- Provide customers (shippers) with full planning, visibility and transparency along the movement of the shipment from door-to-door

- Provide your customer with standardized reports

- Use standard methodology and data to measure the performance of your airline partner

- Apply standard processes for shipment handling while handing over shipments to the airline respectively collecting shipment from the airline

- Expect your Cargo iQ certified airline partner to operate according to Cargo iQ standards – hence streamlining your own operation for higher productivity and quality standard

- Use Cargo iQ reports to benchmark your airline service provider

- Get audited and certified for your Quality Management System and compliance with Cargo iQ specifications

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Particularly for GHAs…

- Receive all shipment information from your airline customer well before the physical cargo arrives

- Provide your customer with standardized reports

- Have a clearly defined "custody chain" for your import, transit and export handling

- Have available a solid Exception Handling Code Procedure (EHCP) to report on exceptions/ deviations

- Expect your certified airline partner to operate according to Cargo iQ standards – hence streamlining your own operation for higher productivity and quality standard

- Get audited and certified for your Quality Management System and compliance with Cargo iQ specifications

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