



# Supplier Performance Impacts Your Customer

**Client:** One of the world's largest airlines.

**Business Need:** Improve aircraft appearance. Increase customer satisfaction.

**Challenges:** Aircraft cleanliness was below standard, leading to a significant increase in customer dissatisfaction. The cabin cleaning process was outsourced system-wide. Outmoded paper auditing of vendor performance resulted in reporting delays, poor airline-vendor communication and lack of follow-up. Lack of real-time audit information made it difficult for the airline to be pro-active in addressing problems before they became serious issues.

**Value Proposition:** Provided equation<sup>®</sup> ASP software and auditors to give the airline what they needed to improve their auditing process. The web-based system allowed them to define metrics, capture critical information and immediately distribute reports, dashboards and heat maps internally as well as to vendors. Paperless audits, give instant results with supportive information. The airline can now track cleanliness results by aircraft type, airport, vendor, and type of clean. Real-time results allowed them to spot trends and take immediate corrective action. By eliminating the extra step of keying data from paper audits into a computer, we were able to increase the number of audits completed. Our auditors were then aligned and calibrated twice a year with the airline's defined, clean expectations. The providers are held accountable for audit failures.

**Results:** Audit information drove improvements to the cleaning process and weak vendors were identified. The new auditing process immediately moved the airline upward to a leadership position in cabin cleanliness. Passenger complaints diminished to the point of being infrequent. As an added bonus, the airline saved over \$1 million in costs.