

Case Study

MNH's network-wide Laundry management expertise, supported by our Performance Management Platform; ROTIX® delivers significant cost benefits, standardised product process and improved service levels to Qantas Airways.

PROFILE

Customer:

- Qantas Airways Limited Inflight Service Team & Procurement

Region:

- Australasia

Challenges:

- The requirement for a cost effective, well-managed, consolidated laundry service and supplier base supported by comprehensive management information.

Solution:

- With real-time data capture of daily transactions via ROTIX®, MNH delivers rich BI reporting dashboards for all products, suppliers and ports delivering cost savings from operational efficiencies and optimised inventory levels.

PROJECT IN BRIEF:

MNH has managed Qantas Laundry supply chain for a number of years and more recently this has evolved to becoming more involved in the daily operational service levels across all ports. MNH's consolidated network-wide service delivers procurement and operational efficiencies whilst offering a single point of contact to manage this notoriously difficult to manage supply chain.

MNH's specialist Performance Management Platform; ROTIX® is key to capture, track and manage all Laundry transactions and provide rich BI reporting back to the Qantas team.

CUSTOMER PROFILE

Qantas Airways Limited is the flagship carrier airline of Australia and is the largest airline by fleet size, international flights and international destinations.

CHALLENGE

Laundry is a notoriously difficult to manage area with airlines having very little visibility or control of what is actually being washed and being delivered, yet costs were spiralling.

Qantas asked MNH to manage their laundry network wide to help improve quality, consistency and reduce costs.

SOLUTION

A consolidated Laundry Service was developed combining MNH's specialist teams' unique understanding of airline Laundry Service Chains with ROTIX®, our Performance Management Platform.

ROTIX® captures, stores and directs the multiple daily transactions in the Laundry Service Chain.

BENEFITS

- Significant cost savings delivered from operational efficiencies and optimised inventory levels.
- Improvements in standards and processes.
- A single-point of contact for a consolidated network-wide Laundry Service Chain.
- Standardised onboard products.



- Best practice in this notoriously difficult-to-manage supply chain.
- Our Performance Management Platform; ROTIX® gives better control, regular reporting, drives savings, standards and optimised inventory.
- Improved communication and visibility around stock levels enabling better forecasting and budgeting.
- Better control and regular reporting on onboard collection procedures reduced waste and costs.
- Real-time data capture of daily transactions, delivering BI dashboards for all products, suppliers and ports making the supplier base more efficient and less costly.
- Laundries benefit too - ROTIX® automatically reconciles invoices to delivery notes which aids timely payment. The removal of stock feast and famine means Laundries can focus on what they do best; operate laundries!



MNH manages laundry networks for the world's biggest airlines. Let us provide you with a reporting dashboard and operational support to reduce costs and gain true control over your Laundry Network.

For more information or a service proposal call 0333 322 0171 or visit our website www.mnhscs.com

Powered by... **ROTIX®**