

Commitment to Cargo quality



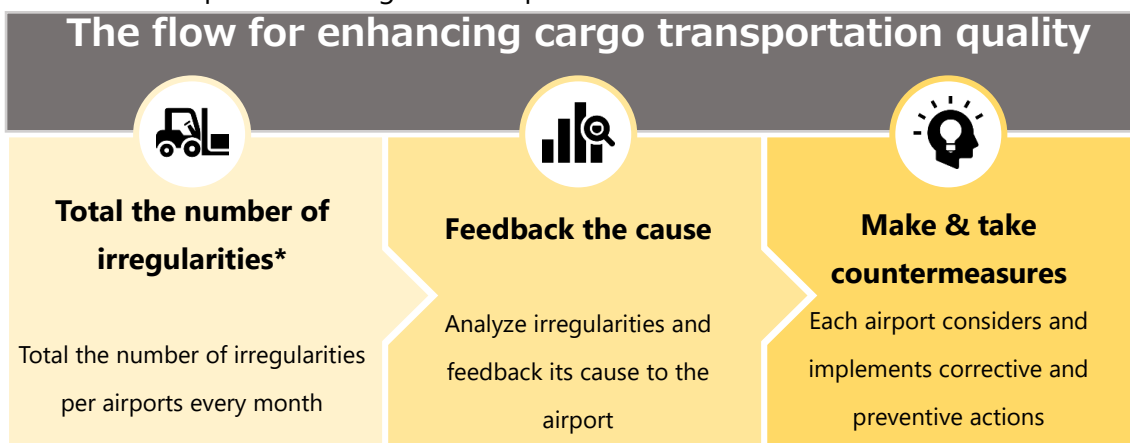
Cargo quality of ANA Cargo

Based on high transportation quality, ANA cargo prioritizes customers' needs and continuously providing services that is always the most chosen by the customers

Strict control of transportation quality

We measure handling performance of each airports by calculating ratio of cargo damages and missing cargo at the warehouse, moreover RCF* within the standard delivery time. Based on the results, we take any countermeasures to enhance the quality.

*The time to finish piece counting of the shipment.



*cargo damage, missing and delay in delivery

Examples for improving our handling quality

Handling to reduce impact/shock risks *//New//*

As for cargo such as precision equipment that requires delicate handling against shocks, to minimize the shakings or impacts during the handling in the cargo warehouse, Styrofoam board is inserted between the shipments as a countermeasure of shock absorption/reduction, when being built next to each other. Also, such measure is applied to reduce vibration caused during the transport, by securely fixing the dolly and pallet with so-called "tie-down belt", an equipment for build-up. Even for cargo requiring strict conditions, high-quality transport is realized while minimizing vibration risks in accordance with the characteristics of the commodity.



Warehouse handling check

With the aim of further enhancing the basic quality, on an annual basis, the cargo staff at the international online airports voluntarily are conducting self-checks ("diagnosis"), under an initiative called "Warehouse Health Checkup", whether the handling is appropriately performed ("healthy") in line with the manual.

In addition, based on the check results, the service irregularity risks are identified, leading to awareness or improvement proposals, as well as review of the handling. Furthermore, efforts are made to enhance the transport quality by sharing the issues, improvement measures, or good practices among the concerned airports.

Quality Training

Passing down know-hows for quality improvement

In ANA Cargo, transfer of know-hows is reinforced aiming to realize "Japan Quality", or "quality (= "no damage, no missing, no delay") to be chosen by the customers", and to enhance the warehouse handling quality.

Also, the handlers with extensive experience & knowledge of cargo handling are called "TAKUMI", and every effort is made to improve the quality of the entire division by spreading these TAKUMI's initiatives of handling, which leads to high quality.

In addition, an internal newsletter, "Takumi Express", is periodically released to constantly update the latest handling skills & knowledge, as well as training videos being created to visually absorb those knowledge & skills, as part of various methods to continuously promote the transfer of know-hows.

Preventive measures against wet damage

As a countermeasure to reduce wet damage, ANA checks the weather condition of the origin or the arrival airport in advance prior to cargo loading. Every morning, the weather information of the major Japanese airports is provided, while the handling is conducted considering not only the weather of the overseas departure airport but also the (Japan) transit point as well as the arrival airport. If bad weather is expected at the transit or arrival airport, more plastic sheets are used than usual after the build-up to reduce the wet damage of the cargo.

In Guangzhou, to reduce possible wear and tear of the plastic sheets laid on the ULD, caused by forklift blades during build-up, an original unique preventive measure is implemented by placing a cushioning or buffer material on the plastic sheets to avoid them being damaged.

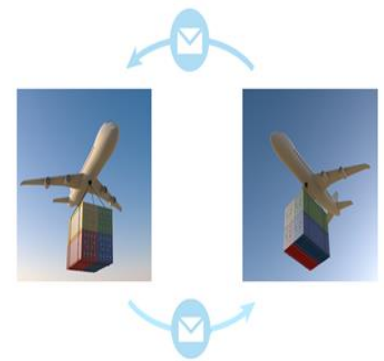


Initiative to feedback ULD build-up conditions

As an initiative aiming for the improvement of cargo transport quality, feedback on the ULD build-up conditions between the concerned airports, from the arrival to the departure airport, is provided.

At the arrival airport, prior to break-down of the cargo or ULD, such actions are taken to enhance the cargo build-up quality by confirming its conditions & taking photos for the feedback to the departure airport.

Every effort is continuously made on a daily basis to improve the quality by sharing the know-how among the concerned airports.



Using a strap cover in transporting an automobile

When we transport an automobile, a loading material called a tie-down strap is wrapped around its wheel to secure the vehicle on the ULD*. If the tie-down straps are wrapped directly around the wheels, they may give scratches by vibration during transportation, so ANA Cargo uses special covers for straps. We provide our customers with careful handling not only of the vehicle itself, but also of every detail such as wheels.

*ULD(Unit Load Device)---A tool used to consolidate cargo for loading in the cargo hold of an aircraft. There are two types: pallets and containers.

Tie-down strap on the cover



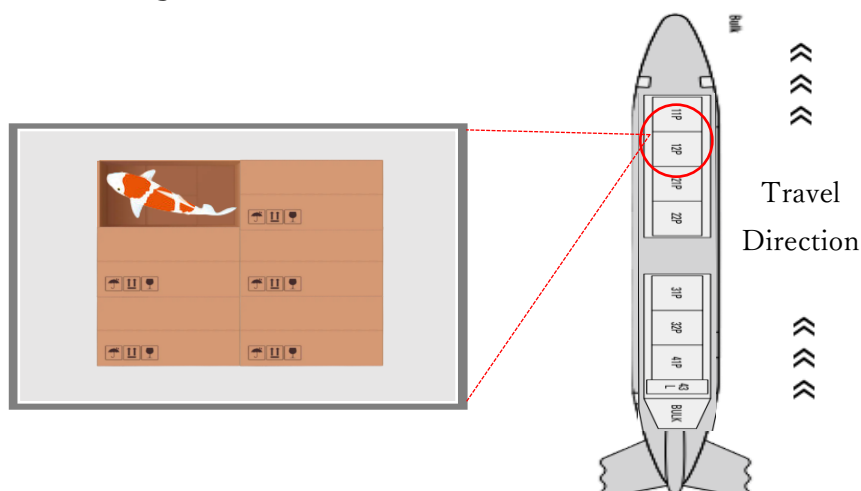
Tie-down strap with the cover



Actual build up



Paying attention to loading direction of ornamental fish



When we transport relatively large sized ornamental fish (Koi fish, etc.), we load the fish into the ULD so that they are facing 90 degrees to the direction of the aircraft in case of receiving a request from a customer. This method protects the customer's valuable ornamental fish from contacting package strongly by shaking and vibration during transportation, and ensures that the fish are transported in good condition.

Putting color tape on forklift blades

To minimize the risk of contacting forklift's blades that are stick out from opposite fork entries with other cargo when forklift drivers lift cargo, we put color tape on the blades so that drivers can recognize how much they put blades in fork entries.



Holding a quality meeting with staff



A meeting where cargo staff discuss about how to prevent cargo damage are held regularly. In order to educate staff with high skill level, we train them by analyzing the causes of past incidents and considering points that we have to be careful during the operation.

Be committed to meeting our customers' needs

In order to provide better service with our customers, we conduct an annual survey on service quality for freight forwarders and agents. We also analyze the opinions and requests that we receive from our customers on a daily basis to promote the resolution of issues.

