

Last months the Slot Booking App users with the best performance were put in the spotlight. This month, we interviewed the users with the strongest improvements. The title of **strongest improver** goes to both **Gosselin Group** and **DSV**. The performance of these companies increased significantly after an action plan that was set up 2 months ago together with them. The performance for correctly used slots of DSV increased with 32% and the performance of Gosselin Group with even 47%. Brussels Airport Company and Air Cargo Belgium had a conversation with Martine Vermoesen (Gosselin Group) and Jonathan Van Kan (DSV).

Which actions were taken after the action plan was set up? Vermoesen: *We are very much aware that digitisation is very important and that it will help us to optimize our processes. That is why we had an internal meeting to see what could be done to increase our performance. We analysed the data of our cargo deliveries and pick-ups to see what cargo could be bundled in the slots. We started to monitor each slot and each shipment on a daily basis.* Van Kan: *For DSV, it was very important and pushed by our management to increase the attention for Slot Booking. Because of this increased attention, and the support of Air Cargo Belgium and Brussels Airport Company, we were able to create more awareness for the project throughout all levels of our organisation, from management to operations. We had to make sure the warehouse employees knew the application, how they should use it, why they should use it and even more important what the benefits are for them.*

Van Kan: ***“We have to make an internal analyses to see if we can bundle certain flows so that we can use even more slots”***

Who is monitoring the Slot Booking App?

Vermoesen: *Our performances are being monitored very closely. Aswell on management level as operational level. We have set up a control tower in our warehouse where dedicated persons can book, change slots and link freight details. That way of working should result in a better performance.*



Van Kan: *The warehouse supervisors are the persons who are working with the slots on a daily basis. They are doing internal briefings to their teams and make sure everyone is using the application correctly. It took some time to convince everyone, but they are seeing clear benefits now.*

What are they key focus points for the community?

Van Kan: *From our side, DSV needs to give more feedback regarding certain issues when a slot cannot be used. Furthermore, we have to make an internal analyses*



to see if we can bundle certain cargo flows so that we can use even more slots. A focus point for the ground handling agent is that they should make more capacity available during the busy moments. We have seen some improvements during the course of the project, but still more capacity is needed. Vermoesen: *Focus point for the ground handler is making sure that there is enough personnel to handle the reserved slots. Sometimes we still have a waiting time when we have booked a slot because there are not enough warehouse operators present.*

Vermoesen: ***“ Once Slot Booking App is implemented in the organization, it can contribute to better processes, smoother handling and time savings”***

What are you looking most forward to in future? Van Kan: *The roll out from Freight Management App to the entire community. With Freight Management App we can further digitalize our processes and the more digital we work, the less errors can be made.* Vermoesen: *We are looking forward to a full digital, paperless landside management process. This project, my colleague, Nathalie Luyckx is helping to achieve via her involvement in the ACB digitization steering group.*

Do you have any advice for other forwarders? Vermoesen: *Do not give up when some bookings do not go well. You have to invest some time in getting everyone involved and to get Slot Booking part of your daily operation. But once implemented Slot Booking, it can contribute to better processes, smoother handling and time savings.*