

Quintiq was acquired by  
Dassault Systemes in 2014 and is now  
DELMIA Quintiq

Case study

# LSG Sky Chefs-Brahim cuts labor costs 20 percent with Quintiq solution

LSG SKY CHEFS-BRAHIM



The LSG Sky Chefs group is the global leader in airline catering and management of in-flight services. The group's Malaysian subsidiary, LSG Sky Chefs-Brahim, delivers 40,000 meals daily to over 220 aircraft at Kuala Lumpur International Airport – a complex operational task, considering the frequent flight schedule changes and the high-quality service requirements.

Searching for a flexible planning system that could adapt to its complex rules and dynamic mode of operations, LSG Sky Chefs- Brahim selected Quintiq to provide an Advanced Ramp Operations Scheduling solution. Within six months, LSG Sky Chefs-Brahim reached its overriding goal to improve operational efficiency and capacity utilization, with a full return on its investment achieved through significant reductions in vehicles and labor costs.

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“We have been able to reduce the number of trucks and vans by 15 percent and 35 percent respectively. Labor costs have already been reduced by 20 percent and are still decreasing.”  
– Pieter Harting, General Manager  
LSG Sky Chefs-Brahim Sdn Bhd

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## The challenge: improving capacity utilization and controlling costs

In the midst of a particularly challenging period for the aviation industry, LSG Sky Chefs-Brahim was facing its own business challenge. To deliver thousands of meals daily in a timely manner, the company required a large fleet of trucks and vans and more than 300 personnel. In addition, the wide variety of aircraft and vehicle sizes required careful, highly accurate assignment of delivery equipment and personnel.

Planning complexity was compounded by the frequent last-minute changes in flight schedules and gate assignments, which in turn affected travel time and

delivery sequences. With all planning performed manually – mostly using spreadsheets – it was almost impossible for planners to efficiently re-optimize schedules and assignments within short time frames.

The management of LSG Sky Chefs-Brahim realized that a vital change was needed in order to improve resource utilization, control costs and maintain consistent service delivery. “The solution we were looking for had to be flexible and adaptable to suit our operational requirements and complex rules,” says Pieter Harting, General Manager, LSG Sky Chefs-Brahim Sdn Bhd.

## Long-term, next-day, and real-time ramp operations scheduling

The Quintiq solution integrates planning and decision support capabilities across LSG Sky Chefs-Brahim's planning horizon. Planners use the Quintiq software for long-term planning months in advance, based on flight schedules and anticipated meal requirements. Trucks, equipment and personnel are assigned to specific flights and gates, and planners can immediately view the utilization of assets and make adjustments to eliminate overtime and usage of unnecessary resources. As the target date approaches, planners perform "next-day" planning, adjusting their original plans to accommodate changes in flight schedules, equipment and personnel.

Planners use Quintiq on a daily basis to re-optimize their plans in real time and handle unexpected events such as flight and gate changes, equipment breakdowns, and personnel issues. The optimization process takes into account the large number of predefined rules

and constraints, generating an alternative plan within minutes and issuing alerts and exception reports to provide planners with powerful decision support.

Staff planning, including overtime and under-time constraints, is also optimized to eliminate unnecessary use of extra resources and to maximize workforce efficiency. The advanced visualization features of the Quintiq software enable planners to easily see how resources are being utilized. They can then assign resources using a simple drag-and-drop operation.

LSG Sky Chefs-Brahim managers also take advantage of the Quintiq Solution to perform ongoing measurements of various key performance indicators, or KPIs, within the organization and to gain full visibility into capacity utilization and costs.

## Achieving payback within six months

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“We have improved our ability to respond to flight delays and therefore our customer service. Our planning process is much better and we can predict where manpower issues might occur, which in return reduces overtime.”

– Pieter Harting, General Manager  
LSG Sky Chefs-Brahim Sdn Bhd

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Just six months after deployment the Quintiq system has already paid for itself. The number of trucks and vans has been reduced by 15 percent and 35 percent respectively. Labor costs have been reduced by 20 percent and are still decreasing. The drop in vehicle count has drastically reduced maintenance costs as well.

Less visible but no less important is the fact that Quintiq has enabled LSG Sky Chefs-Brahim to improve the quality of its service delivery while cutting costs. Now that it can optimize usage of its resources, LSG Sky Chefs-Brahim is able to efficiently handle flight delays and ensure that it delivers meals on time at minimum costs.



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