



**Airline Ambassadors**  
INTERNATIONAL

## **Logistics Template**

**Created By**

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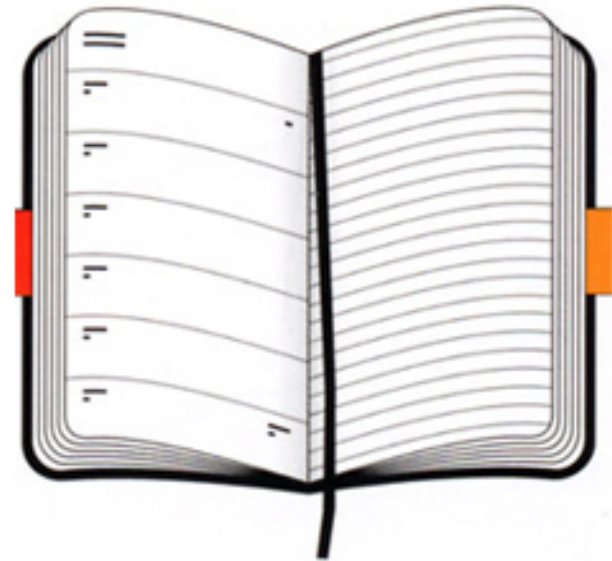
Brennen Worke

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# AGENDA

- Information/Background
- Benefits
- Template
- Process
- Flowchart
- Recommendations



# INFORMATION / BACKGROUND

AAI is an NPO providing aid to under-privileged communities worldwide.

- Hand delivered \$50M in aid to children and families in 52 countries.
- Participated in hundreds of events/ conferences raising public awareness.
- Official recognition by:
  - US Congress
  - USAID
  - Foreign Embassies
  - United Nations.

# BENEFITS



## **Become better stewards of finances**

- Using money efficiently
- Using people efficiently
- Using resources efficiently

Higher efficiency = more money for missions

- Supplies
- Personnel / labor
- Product / equipment

# BENEFITS



## Continuous improvement

- Customer Relationship Management
- Supplier Relationship Management
- Customer Service Management
- Order Fulfillment

Constant improvement ensures higher success rates for missions

# BENEFITS

## Benchmarking

- Improve based on competition
- Compare success against competition

Top ranked NPO's receive more donations



# TEMPLATE

- 1.0 Mission Overview – initial decision
- 2.0 Mission Evaluation – detailed evaluation
- 3.0 Product – define scope
- 4.0 Personnel – define scope
- 5.0 Equipment – define scope
- 6.0 Supplies – define scope
- 7.0 Cost Estimates – money needed
- 8.0 Budget Review – budget check
- 9.0 Customer Success – how did we do?
- 10.0 CIM Program – continuous improvement

# PROCESS

- **Step One:** Is the mission realistic?
- **Step Two:** “GO” / “NO GO”
- **Steps Three-Six:** Recognize Operation(s)
- **Steps Seven-Eight:** Review Mission Costs/  
Budgeting Analysis
- **Step Nine:** Customer Success
- **Step Ten:** Continuous Improvement



# AIRLINE AMBASSADOR INTERNATIONAL

## Airline Ambassador International Logistics Planning Process

### 1. Mission Overview

- 1.1 Objective
- 1.2 Overview
- 1.3 Client/Customer
- 1.4 Strategic Assessment

### 2. Mission Evaluation

- 2.1 Profile Review
- 2.2 Capacity Review
- 2.3 Resource Availability
- 2.4 Other Review
- 2.5 Management Team Review
- 2.6 Statement and Decision Follow Up
- 2.7 Timing and Tentative Schedule
- 2.8 Funding Review

### Logistics Operational Planning

#### 3.0 Product

##### 3.1 Activity

- 3.1.0 Overview
- 3.1.1 Procurement/Acquisition
- 3.1.2 Inbound Transport/Pickup
- 3.1.3 Plane Load and Unload/Repackaging
- 3.1.4 Plane Transport
- 3.1.5 Distribution Transport in Country
- 3.1.6 Materials Handling/Storage
- 3.1.7 Returns Management
- 3.1.8 Support Services

##### 3.2 Process

- 3.2.0 Overview
- 3.2.1 Customer Relationship Management
- 3.2.2 Supplier Relationship Management
- 3.2.3 Customer Service Management

##### 3.3 Estimation of Cost

#### 4.0 Personnel

##### 4.1 Activity

- 4.1.0 Overview
- 4.1.1 Procurement/Acquisition
- 4.1.2 Inbound Transport/Pickup
- 4.1.3 Plane Load and Unload/Repackaging
- 4.1.4 Plane Transport
- 4.1.5 Distribution Transport in Country
- 4.1.6 Materials Handling/Storage
- 4.1.7 Returns Management
- 4.1.8 Support Services

##### 4.2 Process

- 4.2.0 Overview
- 4.2.1 Customer Relationship Management
- 4.2.2 Supplier Relationship Management
- 4.2.3 Customer Service Management

##### 4.3 Estimation of Cost

#### 5.0 Equipment

##### 5.1 Activity

- 5.1.0 Overview
- 5.1.1 Procurement/Acquisition
- 5.1.2 Inbound Transport/Pickup
- 5.1.3 Plane Load and Unload/Repackaging
- 5.1.4 Plane Transport
- 5.1.5 Distribution Transport in Country
- 5.1.6 Materials Handling/Storage
- 5.1.7 Returns Management
- 5.1.8 Support Services

##### 5.2 Process

- 5.2.0 Overview
- 5.2.1 Customer Relationship Management
- 5.2.2 Supplier Relationship Management
- 5.2.3 Customer Service Management

##### 5.3 Estimation of Cost

#### 6.0 Supplies

##### 6.1 Activity

- 6.1.0 Overview
- 6.1.1 Procurement/Acquisition
- 6.1.2 Inbound Transport/Pickup
- 6.1.3 Plane Load and Unload/Repackaging
- 6.1.4 Plane Transport
- 6.1.5 Distribution Transport in Country
- 6.1.6 Materials Handling/Storage
- 6.1.7 Returns Management
- 6.1.8 Support Services

##### 6.2 Process

- 6.2.0 Overview
- 6.2.1 Customer Relationship Management
- 6.2.2 Supplier Relationship Management
- 6.2.3 Customer Service Management

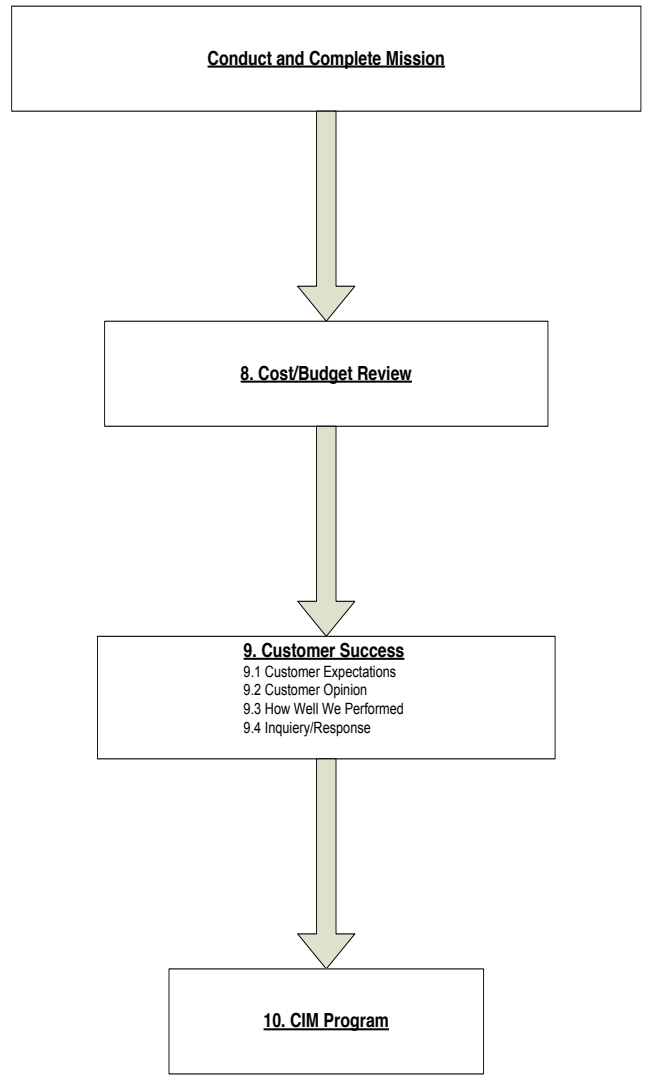
##### 6.3 Estimation of Cost

### 7. Total Mission Cost Estimates

- 7.1 Overview
- 7.2 Summary of Cost Estimates
- 7.3 Funds and Budgeting
- 7.4 Summary

# Flowchart

# Flowchart



# RECOMMENDATIONS

- Use this new template.
- Collect mission data and results.
- Compare to previous mission.
- Send us the information to run another analysis to improve further or to fix flaws in the current model.