

AAI Logistics Planning Template Outline

1.0 Mission

1.1 Objective

- What is needed from us?

1.2 Overview

- What is the location?
- What is the scope of the disaster?
- How many people were involved?

1.3 Client / Customer

- Who has been affected and needs the services?

1.4 Strategic Assessment

- Any specialized equipment/transportation necessary?

2.0 Mission Evaluation

2.1 Profile Review

- Are the services that are needed fit within the scope of our abilities?

2.2 Capacity Review

- How many people need to be transported?
- How much does everything weigh?
- What other supplies are being brought?

2.3 Resource Availability

- Does the country have sufficient power?
- Generators and other mobile electrical supplies needed?
- What type of power is needed?

2.4 Other Review

- Does food and water need to be supplied for the team?

2.5 Management Team Review

- Who is providing the labor?
- Communication coordination/infrastructure?

2.6 Statement and Decision Follow-up

- Statement of understanding issued pending approval

3.0 Product

3.1 Activity

3.1.1 Procurement / Acquisition

- Is the product / equipment provided?
- How are we obtaining the product / equipment?

3.1.2 Inbound transportation / pickup

- Are the products being dropped off?
- Do we have to pickup products?

3.1.3 Plane load and unload / Repackaging

- Are forklifts necessary?
- Loading professionals on site?
- Do any products need to be repackaged?
- If so, are materials/labor provided?
- Is there labor provided to load the plane?

3.1.4 Plane Transport

- How many planes / what types of planes do we need?
- Where are the planes located?

3.1.5 Distribution transport in country

- Is transportation provided to distribute products?
- Is there a third party to handle in country distribution?
- Is labor provided to distribute products?
- Is there any special distribution needs?

3.1.6 Materials Handling / Storage

- Are there any special handling requirements for the products?
- Is storage provided for the products?
- Any special storage requirements for products?

3.1.7 Returns management

- What percentage of products is coming back?

3.1.8 Support services

- Are emergency plans in place to ensure the safety of the products?
- Are there any special personnel required for products?

3.2 Process

3.2.1 Statement of mission logistics fulfillment process

- What people/places/objects have been affected?
- What resources are available?

3.2.2 Customer relationship management

- What people or organizations are we dealing with?
- Have they been assisted before?
- What do they need?
- How much supplies and personnel do they need?
- How soon is it needed?

3.2.3 Supplier relationship management

- Which types of supplies/people are needed?
- Is there currently a supplier used by the company that can provide such supplies?
- Are there any alternative suppliers needed to cover additional supplies/expedited order?

3.2.4 Customer service management

- Did we meet the customer's expectations for the mission?

- Did the supplies and products arrive at the right place and right time?
- Were there any complications?

3.3 Estimating Cost

- Total estimated product cost:

4.0 Personnel

4.1 Activity

4.1.1 Procurement / Acquisition

- Are personnel provided (volunteers, etc.)?
- How are the personnel going to be obtained?

4.1.2 Inbound transportation / pickup

- Are the personnel being dropped off?
- Do we have to pickup personnel?

4.1.3 Plane load and unload / Repackaging

- Can the personnel ride with product / equipment?

4.1.4 Plane Transport

- How many planes / what types of planes do we need?
- Where are the planes located?

4.1.5 Distribution transport in country

- Is transportation provided to distribute equipment?
- Is there a third party to handle in country distribution?
- Is labor provided to distribute equipment?
- Is there any special distribution needs?

4.1.6 Materials Handling / Storage

- Are there any special requirements for the personnel?
- Is lodging and dining provided for personnel?

4.1.7 Returns management

- What percentage of personnel is coming back?

4.1.8 Support services

- Are emergency plans in place to ensure the safety of the personnel?
- Are there any special personnel required (security, etc.)?

4.2 Process

4.2.1 Statement of mission logistics fulfillment process

- What people/places/objects have been affected?
- What resources are available?

4.2.2 Customer relationship management

- What people or organizations are we dealing with?
- Have they been assisted before?
- What do they need?

- How much supplies and personnel do they need?
- How soon is it needed?

4.2.3 Supplier relationship management

- Which types of supplies/people are needed?
- Is there currently a supplier used by the company that can provide such supplies?
- Are there any alternative suppliers needed to cover additional supplies/expedited order?

4.2.4 Customer service management

- Did we meet the customer's expectations for the mission?
- Did the supplies and products arrive at the right place and right time?
- Were there any complications?

4.3 Estimating Cost

- Total estimated personnel cost:

5.0 Equipment

5.1 Activity

5.1.1 Procurement / Acquisition

- Is equipment provided?
- How is the equipment going to be obtained?

5.1.2 Inbound transportation / pickup

- Is the equipment being dropped off?
- Do we have to pickup the equipment?

5.1.3 Plane load and unload / Repackaging

- Are forklifts necessary?
- Loading professionals on site?
- Does any equipment need to be repackaged?
- If so, are materials/labor provided?
- Is there labor provided to load the plane?

5.1.4 Plane Transport

- How many planes / what types of planes do we need?
- Where are the planes located?

5.1.5 Distribution transport in country

- Is transportation provided to distribute personnel?
- Is there a third party to handle in country distribution?
- Is there any special distribution needs?

5.1.6 Materials Handling / Storage

- Are there any special handling requirements for equipment?
- Is storage required for equipment?
- Is storage provided for equipment?

- Any special storage requirements for equipment?

5.1.7 Returns management

- What percentage of equipment is coming back?

5.1.8 Support services

- Are emergency plans in place to ensure the safety of equipment?
- Are there any special personnel required (equipment operators, etc.)?

5.2 Process

5.2.1 Statement of mission logistics fulfillment process

- What people/places/objects have been affected?
- What resources are available?

5.2.2 Customer relationship management

- What people or organizations are we dealing with?
- Have they been assisted before?
- What do they need?
- How much supplies and personnel do they need?
- How soon is it needed?

5.2.3 Supplier relationship management

- Which types of supplies/people are needed?
- Is there currently a supplier used by the company that can provide such supplies?
- Are there any alternative suppliers needed to cover additional supplies/expedited order?

5.2.4 Customer service management

- Did we meet the customer's expectations for the mission?
- Did the supplies and products arrive at the right place and right time?
- Were there any complications?

5.3 Estimating Cost

- Total estimated equipment cost:

6.0 Supplies

6.1 Activity

6.1.1 Procurement / Acquisition

- Are necessary supplies provided?
- How are the supplies going to be obtained?

6.1.2 Inbound transportation / pickup

- Are the supplies being dropped off?
- Do we have to pickup the supplies?

6.1.3 Plane load and unload / Repackaging

- Are forklifts necessary?

- Loading professionals on site?
- Do any supplies need to be repackaged?
- If so, are materials/labor provided?
- Is there labor provided to load the plane?

6.1.4 Plane Transport

- How many planes / what types of planes do we need?
- Where are the planes located?

6.1.5 Distribution transport in country

- Is transportation provided to distribute supplies?
- Is there a third party to handle in country distribution?
- Are there any special distribution needs?

6.1.6 Materials Handling / Storage

- Are there any special handling requirements for supplies?
- Is storage required for the supplies?
- Is storage provided for supplies?
- Any special storage requirements for supplies?

6.1.7 Returns management

- What percentage of supplies is coming back?

6.1.8 Support services

- Are emergency plans in place to ensure the safety of the supplies?
- Are there any special personnel required (specialists, etc.)?

6.2 Process

6.2.1 Statement of mission logistics fulfillment process

- What people/places/objects have been affected?
- What resources are available?

6.2.2 Customer relationship management

- What people or organizations are we dealing with?
- Have they been assisted before?
- What do they need?
- How much supplies and personnel do they need?
- How soon is it needed?

6.2.3 Supplier relationship management

- Which types of supplies/people are needed?
- Is there currently a supplier used by the company that can provide such supplies?
- Are there any alternative suppliers needed to cover additional supplies/expedited order?

6.2.4 Customer service management

- Did we meet the customer's expectations for the mission?
- Did the supplies and products arrive at the right place and right time?
- Were there any complications?

6.3 Estimating Cost

- Total estimated supplies cost:

7.0 Total Mission Cost Estimates

7.1 Summary of costs (product+personnel+equipment+supplies):

7.2 Funds and budgeting

- Who is providing funding for this mission?
- What is the allotted budget for this mission?
- Do we fit within the allotted budget?
- Are extra funds attainable?

7.3 Summary

- Does the total cost of this mission fit in the allotted budget?
- Do we need additional funds?

8.0 Cost / Budget Review

- Review estimated costs vs. actual costs vs. budget.

9.0 Customer Success

- Did we meet customer expectation?
- What is the customer's opinion of our service?
- How well did we perform?
- Inquiry/Response

10.0 CIM Program

10.1 Customer Relationship Management

10.1.1 CRM performance meet expectations?

- Define in sections 3-6 Data collect: section 8

10.1.2 Costs/resources by customer vs. expected

- Define expected in sections 3-6, collect in section 7

10.1.3 Ease of Processes (communication, accessibility, segmentation)

- Determine in sections 3-6, collect in debrief section 8

10.2 Supplier Relationship Management

10.2.1 SRM meet expectations?

- Determine in sections 3-6, collect in debrief section 8

10.2.2 Costs/resources by suppliers vs. expected

- Define expected in sections 3-6, collect in section 7

10.2.3 Ease of process (communication, accessibility, segmentation, etc.)

- Determine in sections 3-6, collect in debrief section 8

10.3 Customer Service Management

10.3.1 Delivery of right product

- Define in sections 3-6, collect data section 7

10.3.2 Delivery to right locations

- Define in sections 3-6, collect data section 7

10.3.3 Delivery to meet customer expectations

- Define in sections 3-6 and CRM, collect in debrief section 8

10.3.4 Responsibility for CSM

- Define in sections 3-6, collect data section 7

10.4 Order Fulfillment

10.4.1 Actual mission fulfillment time vs. expected

- Define expected OR cycle in sections 1, 2, 3-6, collect actual in section 7

10.4.2 Total order accuracy

- Define expected in sections 1, 2, 3-6. Collect actual in section 7

10.4.3 Estimated cost – budget vs. actual cost

- Develop budget in sections 1, 2, 3-6. Collect actual in section 7

10.4.4 Meeting total expectations – debrief

- Define in sections 1-6. Collect in debrief section 8