



सत्यमेव जयते

Ministry of Commerce & Industry
Government of India

National Logistics Excellence Award 2021



**Air India SATS Airport Services
Pvt Ltd**

**Category: Best Cargo Airline &
Terminal Operator**

Rank : 1st Runner Up

Summary of Best Practices across excellence themes

Operational Excellence	Sustainable practices	Certifications & compliance	Employee Dvlpmnt & welfare	Customer services	Technology and Innovation
<p>1. Automated Storage & Retrieval System</p> <ul style="list-style-type: none"> • Stores and retrieves cargo within 1min. • Capable of handling 750 tons • Storage capacity of 1,000 loaded bins <p>2. Very Narrow Aisle (VNA) High Rise Racking System</p> <ul style="list-style-type: none"> • Space Optimization • Increased operational efficiencies <p>3. Elevated Transfer Vehicle</p>	<p>1, Usage of Nylon nets</p> <ul style="list-style-type: none"> • Substantial cost saving of INR 2.34 million per annum <p>2. Upgrade to LED Lamps</p>	<ol style="list-style-type: none"> 1. ISO 9001:2015 2. IATA Safety Audit for Ground Operations(ISAGO) 3. TAPA FSR Class A 2017 4. Good Distribution Practices(GDP) 5. Hazard Analysis Critical Control Points (HACCP) 6. Authorized Economic Operator (AEO) 7. Center of Excellence for Independent Validators (CEIV Pharma)-In progress 	<p>Recognition for Prior Learning (RPL)</p> <p>Benefits to the Employees:</p> <ul style="list-style-type: none"> • Reward money of Rs. 500 after certification • Kaushal Bima of 76.70 • Accidental Insurance to all certified candidates for 3 years • A certificate as per the latest guidelines in vogue shall be awarded • Skill Card • Possible career progression Industry relevant skill certification • Improve employability, lifelong learning, social inclusion, and self-esteem. 	<ol style="list-style-type: none"> 1, Robust channels of communication at various levels 2. Dedicated Mangers/Duty Managers for each operations area. 3. Customer wise monthly review meetings 	<ol style="list-style-type: none"> 1. Radio Frequency Identification (RFID) technology for shipment tracking 2. Upgrade of existing COSYS (Cargo Operations System) to COSYS+ in order to automate & simplify cargo handling.

Best Practice/initiative – I

Best practice initiative or activity

Applicants are required to highlight an impactful best practice initiative/activity and mention the rationale and objective behind the activity

Certifications

Business impact created

Applicants can highlight the overall business impact created on organizational revenues, profitability, cost efficiency, customer satisfaction, employee development, sustainable business goals, etc. due to the initiative/best practice

Transformation potential and scalability

Applicants can highlight the potential of the best practice in transforming the logistics sector and feasibility of implementation across various elements of value chain

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illustrations/infographics/ images*

Best Practice/initiative – II

Best practice initiative or activity

Applicants are required to highlight an impactful best practice initiative/activity and mention the rationale and objective behind the activity

Employee Trainings

Business impact created

Applicants can highlight the overall business impact created on organizational revenues, profitability, cost efficiency, customer satisfaction, employee development, sustainable business goals, etc. due to the initiative/best practice

Transformation potential and scalability

Applicants can highlight the potential of the best practice in transforming the logistics sector and feasibility of implementation across various elements of value chain

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illustrations/infographics/ images*

Best Practice/initiative – III

Best practice initiative or activity

Applicants are required to highlight an impactful best practice initiative/activity and mention the rationale and objective behind the activity

Technology & Innovation

Business impact created

Applicants can highlight the overall business impact created on organizational revenues, profitability, cost efficiency, customer satisfaction, employee development, sustainable business goals, etc. due to the initiative/best practice

Transformation potential and scalability

Applicants can highlight the potential of the best practice in transforming the logistics sector and feasibility of implementation across various elements of value chain

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Best Practice/initiative – IV

Best practice initiative or activity

Applicants are required to highlight an impactful best practice initiative/activity and mention the rationale and objective behind the activity

Sustainable Practices

Business impact created

Applicants can highlight the overall business impact created on organizational revenues, profitability, cost efficiency, customer satisfaction, employee development, sustainable business goals, etc. due to the initiative/best practice

Transformation potential and scalability

Applicants can highlight the potential of the best practice in transforming the logistics sector and feasibility of implementation across various elements of value chain

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<Cross-category best practices and impact>

This additional slide is only for applicants who have been shortlisted for both category and cross-category awards

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