

IULDUG panel discussion

From the perspective of cargo terminal operator

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ULD Manager and Cargo Terminal Operator

- ULD manager is definitely not the most wanted job in Cargo
- Require to position the right quantity (and type) of ULD at the right time at the right location
 - Mission impossible?
- Hero behind the scene, but often get blamed, not praise...like the goal keeper in the soccer game
- Big spender
- Cargo terminal operator has a role to play
 - You can tell the difference between a good and a bad cargo terminal operator from their ULD handling, in particular, the empty ULD

Our priority

- Cathay Pacific Services Limited (CPSL), 100% owned subsidiary of Cathay Pacific (CX), own and operate Cathay Pacific Cargo Terminal (CPCT) at Hong Kong International Airport (HKIA)
- We will commence operation in early 2013 by phases and fully operate by SEP 2013
- We run CX cargo hub at HKIA
- Most, if not all, CX's ULD will move through Hong Kong cargo hub and handled by CPCT
- It gives us an unique opportunity, and it is our **PRIORITY**, to ensure all CX's ULD are serviceable and meeting airline's standards before they leave HKIA

The standards

- Today
 - Airlines' manual
 - CX's Cargo Services Manual
 - IATA Airport Handling Manual (AHM)
 - US FAA AC-120/85
- Coming soon
 - IATA ULD Regulations
 - Our expectation
 - A complete guide for ULD handling, same as IATA Dangerous Goods Regulations for dangerous goods and IATA Live Animals Regulations for live animals

Challenges

- HUB operation
 - Large volume of ULD movement
 - Quick transit
 - Primary source of ULD replenishment to out-ports and passenger baggage
- Off airport
 - Shipper built ULD
- Improper build up
 - Conflicting priorities between stakeholders
- ULD down time
 - Repair
- Imbalance
 - Too many or too little

Tools and plans

- Materials handling system
 - Efficient and safe deposit and retrieval
- Use of bar code
 - Improve data accuracy
- On site ULD repair shop
 - Shorten repair cycle time
- Training
 - Include out reach program
- Inspection and quality check
 - Quality control
- Quality assurance program
 - Accountability
 - Transparency