

Warehousing Solution Supports Airline's Growth

Challenge

A rapidly expanding airline had outgrown its materials management model and was encountering severe operational challenges as a result. More than 250 items were being requested by 100 airline locations nationwide but the company's internal fulfillment process was prone to errors. Items that were required to be on hand at all times — such as safety manuals and airsickness bags — were often subject to shipping delays, putting flights at risk for being grounded.

Solution

Taylor analyzed the usage patterns of all items and quickly implemented a comprehensive online fulfillment system for the airline. We then assumed full responsibility for warehousing and fulfillment through a Taylor warehouse located near the airline's primary hub.

- Every Monday, the airline's locations nationwide place orders through Taylor's proprietary online ordering portal.
- On Tuesday, the team at Taylor's warehouse facility boxes, weighs, labels and delivers these orders to the airline's main hub at the airport — up to 10 pallets of boxes in all.
- On Wednesday and Thursday, boxes are placed on airplanes headed to the destination cities that placed the orders. Each box is labeled with the corresponding three-letter IATA station code.

Results

Now more than 20 years later, Taylor continues to provide seamless warehousing and fulfillment services.



RISK MITIGATION

Thanks to Taylor's logistical savvy, the airline is not at risk for flight cancellations due to insufficient materials.



RESOURCE EFFICIENCY

The airline no longer has to manage the fulfillment process internally, freeing up resources for other activities.



INVENTORY CONTROL

Taylor closely monitors inventory levels and usage patterns, providing a detailed inventory count each week.