



Post Covid – how to recover operationally

The Mantec approach



Our Mission

To improve the profitability of our clients, by enhancing their operational performance



Mantec – The Implementers

- ▲ Largest implementation firm in the Nordic area
- ▲ Active across Europe, China and the US
- ▲ Established in 1997
- ▲ Over 150 senior professionals, all with extensive operational and management experience
- ▲ Over 500 implementation projects
- ▲ Extensive maritime experience

How to return to profit

Facts:

- ▲ Last 1½ year most Ferry operators in Europe has been suffering dramatic drop in passenger numbers
- ▲ Some operators have been able to compensate with increased cargo volumes

The speed of returning to profit is impacted by:

- ▲ External factors
- ▲ Internal factors

External factors impacting profitability

- ▲ Covid-19 / Global pandemic / Winter season for flu / Etc.
- ▲ European wide travel restrictions
- ▲ Country specific limitation in terms of travel, movement, working patterns, etc.
- ▲ Regional and local rules and regulations
- ▲ Company specific restrictions
- ▲ Brexit

How to get passengers back?

Internal factors impacting profitability

- ▲ Efficient organisational structure
 - Performance Management Systems
 - Span of control
- ▲ Operational efficiency in support functions
- ▲ Customer and volume-based crewing
- ▲ Efficient maintenance
 - Predictive and preventive maintenance
 - Maximise the work done onboard
 - Move as much as possible away from docking period
 - Procurement and management of spare parts
- ▲ Hotel, restaurants and shops
 - Revenue generation
 - Upselling
 - Managing customer flow and spend
 - Increase conversion rate and basket size in shops
 - Efficient cleaning
- ▲ Fuel consumption
 - Best practice in terms of sailing
 - Turn around time
 - Port operations to support TAT
- ▲ Procurement and supply chain

These we can control and manage ourselves!

Some examples of operational improvement projects



- ▲ Procurement – reduced prices, long term contracts, new purchasing strategy
- ▲ Process improvement, freight concepts,
- ▲ Lean implementation in terminals



- ▲ 4 large projects in Passenger, Logistics, Cargo ships and English Channel crossings
- ▲ Ferries
 - Hotel, restaurants and shops
 - Maintenance and other relevant operational costs
 - Manning – adjusted to exact passenger load
 - Concepts, managing passenger flow and spend
 - Fuel savings program



- ▲ Operational efficiency of onboard sales as well as sales and support functions
 - Management Operating System
 - Flexible crew & vessel (manning on-board – adjusted to load factor, etc.)
 - Waste reduction
 - On the job training and coaching



- ▲ Turn around time – reduced 15-20%
- ▲ Flow and man-loading efficiency of check-in and loading operations

Michael Guldmann Petersen

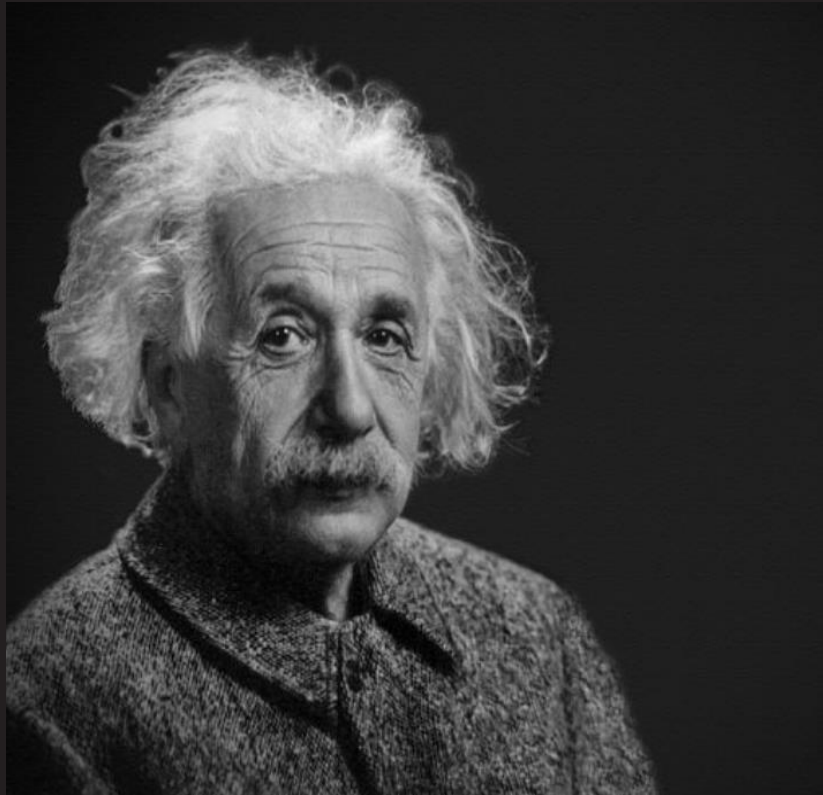
COO at Scandlines



Benefits

- ▲ Efficient day to day operation
- ▲ Competence development across the organization
- ▲ Improved employee & customer satisfaction
- ▲ Less energy consumption
- ▲ Improved profitability
- ▲ ROI of at least 200%

Words from a wise man!



*“True insanity is doing
the same thing over and
over again, but expecting
different results”*

Albert Einstein

(1879 – 1955)



Mantec International Ab

Thank you!

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