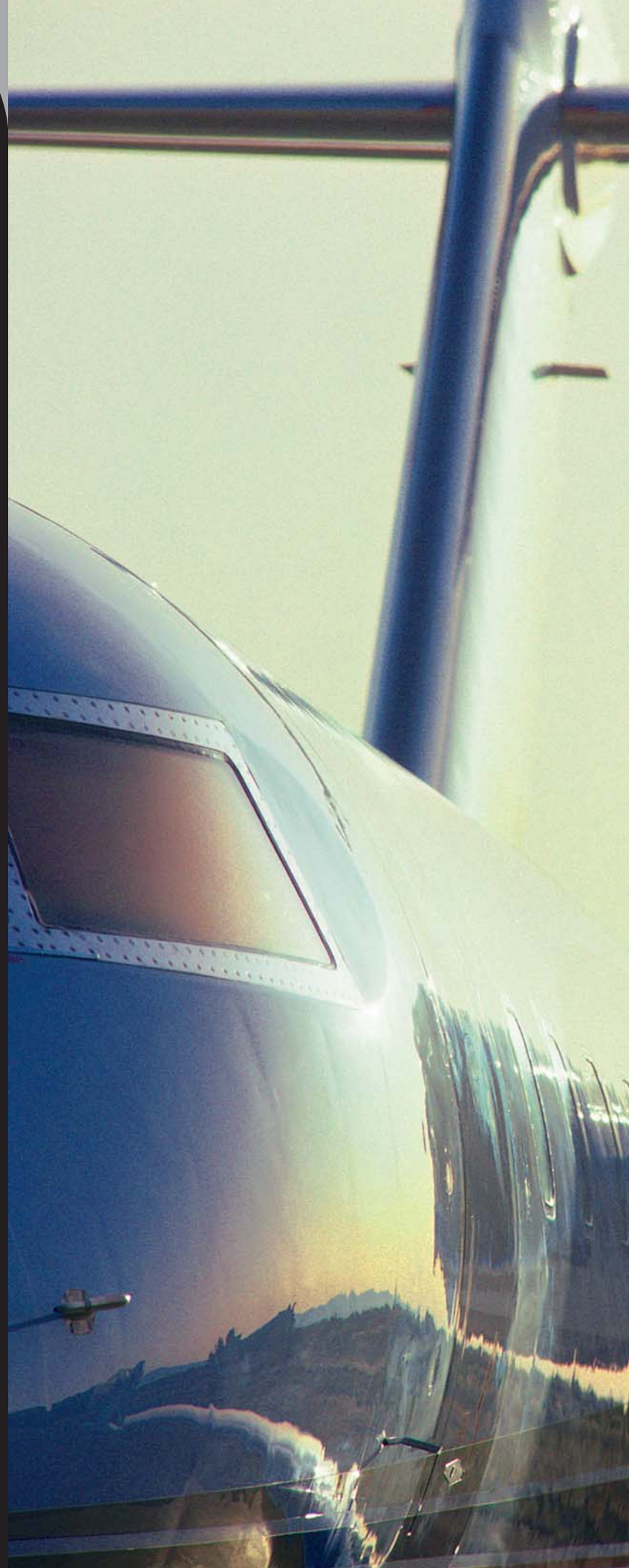


USCCG

When It Comes
To Transportation,
We'll Help Get
You Moving In The
Right Direction

*USC Consulting Group, An
Experienced Professional Resource
for the Transportation Industry*



transportation

Transportation

Industry Experience

USCCG has been actively engaged in the transportation industry for many years. During that time, we've helped many well-known and highly regarded companies to:

- Decrease cycle times
- Improve customer service
- Improve equipment reliability
- Improve labor productivity
- Improve operational efficiency
- Improve on-time performance
- Improve planning and scheduling
- Improve service reliability
- Improve workload management
- Reduce coordination delays
- Reduce costs
- Reduce maintenance downtime
- Reduce motive power availability issues
- Reduce process variation
- Reduce system failures
- Upgrade frontline leadership skills

Processes Worked

In airline, railroad and trucking operations, we've improved:

Airlines

- Airframe overhaul
- Engine maintenance and overhaul
- Line maintenance overnight operations
- Operational preparedness
- Purchasing practices and procedures
- Segmented (phase) checks
- Workload balancing

Surface (Railroads, Trucking)

- Capacity and resource planning
- Freight and passenger yard sequencing
- Freight yard operations
- Heavy maintenance visits
- Intermodal facility operations
- Maintenance of way operations
- Materials and inventory management
- Motive power and rolling stock manufacturing operations
- Motive power, freight and passenger rolling stock maintenance operations
- Production planning and control
- Station servicing

Totally Customized Approach

Our approach is totally customized for each client and

situation, but will typically include some or all of the following components and/or methodologies:

Airlines

- Capacity planning
- Crewing requirements
- Critical path management
- Leadership skills development
- Maintenance and inspection coordination
- Management structures
- Material planning and delivery
- Operations and maintenance interface
- Process mapping
- Project management
- Visit management systems
- Workload quantification and measurement

Surface (Railroads, Trucking)

- ABC inventory management
- Capacity planning
- Management skills development
- Metrics development
- Problem identification and resolution
- Process/equipment calibration
- Process flow/variation analysis
- Process mapping
- Resource optimization techniques
- Statistical process control

- Warehouse management
- World class maintenance management techniques

Client Benefits

These tools and techniques enable us to deliver a wide range of benefits to our clients:

Airlines

1. Decrease delays and cancellations
2. Improve aircraft availability
3. Process and culture changes
4. Reduce cycle times
5. Reduce process variation
6. Reduce total cost
7. Upgrade supervisor/lead mechanic skills

Surface (Railroads, Trucking)

1. Improve asset/resource utilization
2. Improve attainment to plan
3. Improve competitiveness
4. Lower operating costs
5. Process and culture change
6. Reduce process variation
7. Reduce waste
8. Upgrade supervisory skills



USCCG

Our Work

Let's take a look at some of our work in the transportation industry. Each of the following solutions was totally customized and implemented by USCCG professionals, using proprietary techniques and methodologies, to meet the unique needs of individual clients. Here are some highlights from three real engagements.

Case History # 1

Major airline wanted to attract third party customers for jet engine maintenance and overhaul.

Our Assignment: Improve labor productivity, workflow, and resource utilization to reduce turnaround time for engine maintenance and overhaul.

Our Approach:

1. Completed process map of existing systems and operations.
2. Developed and tested improvement prototypes.
3. Developed and installed detailed work plans for the events of specific engine types.
4. Improved inventory management and practices.
5. Provided better planning support for production.
6. Developed training program to improve team leaders' managerial skills.

The Results:

1. Turnaround time was reduced 27% on CFM56 engine types
2. Turnaround time was reduced 13% on JT8D engine types
3. Turnaround time was reduced 18% across all engine types
4. Average labor expense was reduced 18% per visit

Case History # 2

National railroad serving heavy industry (automotive, chemical, food, lumber, mining, manufacturing, pulp & paper, steel, etc.) wanted to improve customer service.

Our Assignment: Reduce terminal detention time.

Our Approach:

1. Improved communication and coordination between receiving, inspection, motive power servicing, assembly and departure yards.
2. Hosted workshops with union representatives to address problems with road crew tardiness.
3. Developed yard service design report to monitor and control the flow of operations in the yards.
4. Developed train indexing and pad utilization plan to improve on-time performance.
5. Conducted training workshops to improve management and problem-solving skills.

The Results:

1. On-time performance improved 35%
2. Terminal detention time was reduced 12%
3. Late crew occurrences were reduced 62%

Case History # 3

Commercial freight forwarder serving a diverse client base of businesses and individuals throughout the continental U.S. wanted to improve system efficiency.

Our Assignment: Optimize capacity and resource utilization across national freight distribution system.

Our Approach:

1. Involved employees at all levels in all departments to identify opportunities for improvement.

2. Analyzed historical freight movement across system of 325 terminals and 25 distribution centers.
3. Used existing software to model and forecast future movement of LTL (less than load) shipments across network.
4. Used regional hub to develop and test improvement prototype.
5. Developed manpower planning module to better coordinate supply and demand.

The Results:

1. Increased average load 12%
2. Reduced number of trips 8%
3. Reduced FTE 8%

These results are fairly typical of what we've been able to accomplish in the transportation industry. You can review other case histories by visiting our web site.

For more information, contact us at **800-888-8872** or www.usccg.com.



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