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Certificate of performance

GlobalKnowHow.Net ("GKH.Net") has been awarded with a Consultancy Mandate to develop a Cargo Improvement Plan for the existing Warehouse Facilities at Mumbai International Airport/India. The selection of GKH.Net was mainly because of their pragmatic and down-to-earth approach, the availability of real cargo experts as consultants and their global experience and deep insight in the management of warehouses.

Zurich Airport provided GKH.Net with a "5 Topics Scope" for the project work. The goal was to receive a comprehensive list of short term activities to increase throughput and quality in the existing warehouse facility.

The results delivered by the GKH.Net Team exceeded our expectations. The actions proposed were pragmatic, promising and understandable for the local teams. The documentation had a high quality. The entire project work was concluded within the contracted time frame.

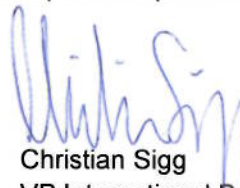
Furthermore the GKH.Net Team convinced us with their communication strategy and their involvement of the local people, the management and all other stakeholders. Their approach was people driven and sensitive. During the entire course of the project work they maintained a high level of information flow.

All Team Members showed a high degree of empathy and were focussed on customer and solution orientation. With their flexibility in thoughtful action they succeeded in becoming an integral part of the teams as well as to act and intervene as process facilitators from outside.

Zurich Airport and the Management Team of Mumbai International Airport wish to thank GKH.Net for their engagement and commitment. We are convinced that the results delivered will help to improve the warehouse and handling quality and to reach the short term goals. GKH.Net has proven to be a valuable partner, complementing our services and will be considered as a potential provider also in respective future projects.



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