



**MIASCOR CATERING – PHILIPPINES**

# New airline caterer flying high with Crown



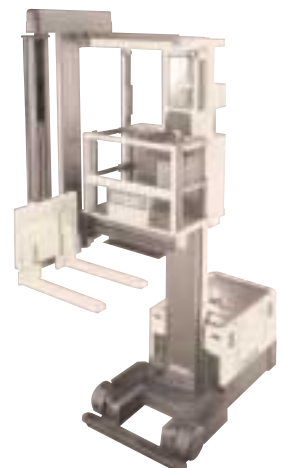
**Left** The use of the Crown Turret Truck allows Miascor Catering to handle pallets as well as conduct case picking.



**One of the most demanding logistics operations in the world is airlines catering.**

With forecasts which can vary widely from actual demand on the day, airlines catering is a very high pressure application where the margin for error is zero. Can you imagine the repercussions if an airline had

to tell its passengers 'sorry your meals and drinks didn't turn up today'! One of the world's leading airline caterers is Gate Gourmet from Switzerland, which has recently embarked on a new joint venture –



**Right & below** Rails at the base of the racking are used to guide the Turret Truck and assist its entry into an aisle.



**"Prior to taking on a new customer, Miascor goes through several dry and wet runs, to ensure all systems and procedures are functioning properly, as there are no second chances on the day."**



**Above** Ms Teresita I. Valdez, Stores Supervisor

Miascor (Manila Integrated Airport Services Corporation) Catering – in the Philippines, with partners including local company Miascor Holdings, Malaysia Airlines and Kuwait Aviation Services.

Because of the complexities involved in servicing major airlines catering requirements, Miascor Catering spent more than six months rehearsing and fine tuning its performance before it went live, with its first full scale service being provided to Malaysia Airlines on June 2, 1999.

Miascor Catering's supply chain operation is headed up by, Domingo L Escolar Jr, a

logistics specialist with more than 20 year's experience in airlines catering.

"Prior to taking on a new customer, Miascor goes through several dry and wet runs, to ensure all systems and procedures are functioning properly, as there are no second chances on the day," said Domingo.

A key feature of Miascor Catering is its logistics support services which includes a 10 m high very narrow aisle (VNA) warehouse serviced by a Crown TSP Turret Truck.

The warehouse layout is based on other Gate Gourmet facilities overseas, and the



**Left & below** The very narrow aisle Turret Truck maximises storage capacity within Miascor's temperature and humidity-controlled warehouse



**“As we build up to our projected capacity of preparing around 5000 meals a day, our materials handling systems will become increasingly important.”**

use of the Turret Truck provides Miascor with the ability to handle pallets, as well as conduct split and full case order picking.

In addition to the warehouse, the facility incorporates chillers and freezers, a thawing room, fresh produce storage, dry goods store, food preparation rooms, pasty area, portioning, tray setting, cold and hot kitchens, non-food areas and bonded stores.

The VNA warehouse provides a storage capacity of around 550 pallets, with another 250-300 pallets capable of being stored in chiller, freezer and bonded goods areas.

Initial customers include Malaysia Airlines, United Airlines.

As you would expect, a major element in such a business is stock control and forecasting, and Miascor uses a custom-developed integrated accounting/inventory management system called SCALA.

“The airlines supply us with historical data, from which we base our forecasts, however, it is only 24 hours prior to the flight departing that we receive an initial passenger load, which can still change several times before we despatch their order,” said Domingo.



**Above** Logistics Manager, Domingo L. Escobar, Jr.

**Right** Turret Truck operator, Gerard Karunungan, said he has driven a lot of forklifts, but nothing like the Crown TSP. "It's what I imagine driving a Rolls Royce would be like in comparison to a normal car," he said.



**"In our type of operation, reliability is absolutely essential to keep all of our various processes running smoothly, as just about everything is programmed to happen just-in-time."**



**Right** Pallets are dropped off at an elevated transfer station.

Meals and provisions are typically delivered around two hours prior to departure.

"We obviously need to carry quite a bit of inventory to make sure we stay ahead of any change in demand and typically carry around 15 days stock," he said

"We also receive daily deliveries of fresh produce from around the world, particularly the Australasian region.

"As we build up to our projected capacity of preparing around 5000 meals a day, our materials handling systems will become increasingly important," said Domingo.

"That's why we are delighted to have reliable equipment like Crown. In our type of operation, reliability is absolutely essential to keep all of our various processes running smoothly, as just about everything is programmed to happen just-in-time."

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