



Elevating Staff Scheduling Efficiency in Aviation

How MakeShift solved a leading airline's scheduling complexities and enhanced workforce efficiency.



“ The agents can see their schedule on their cell phones. Any changes are communicated immediately. Very user-friendly for everyone. I would recommend MakeShift because it is easy, reliable, and does not breakdown. There are no issues and it is easy to work with. ”

Olivia, Main Scheduler, JFK

Background

Our client, a leading Franco-Dutch airline group, manages an intricate network of thousands of flights, each demanding precise scheduling, especially in ground operations. With a diverse workforce of approximately 78,950 including ground staff, cabin, and flight deck crews, they faced significant challenges in coordinating complex schedules. To streamline this critical aspect of their operations, they chose to collaborate with MakeShift, renowned for specialized expertise in scheduling. Our involvement at five key airports has been pivotal in transforming the efficiency of their scheduling processes, playing a crucial role in maintaining the seamless flow of their expansive flight operations.

About Client

Industry: Transportation | Airline services
Employees : 78,950
Client since: 2019
Sites served: 5



The Challenge

Confronted with the fast-paced nature of the aviation industry, the airline's reliance on traditional scheduling methods was proving increasingly inadequate. Legacy systems were faltering under the need for real-time, responsive scheduling to keep up with the rapid movement of employees and flights. This rigidity led to operational inefficiencies and poor communication, adversely affecting employee morale. The importance of a mobile, on-the-go solution became clear, as it was essential for ensuring synchronized, timely operations and fostering effective, real-time communication across the diverse workforce.

This leading airline group needed a system that:

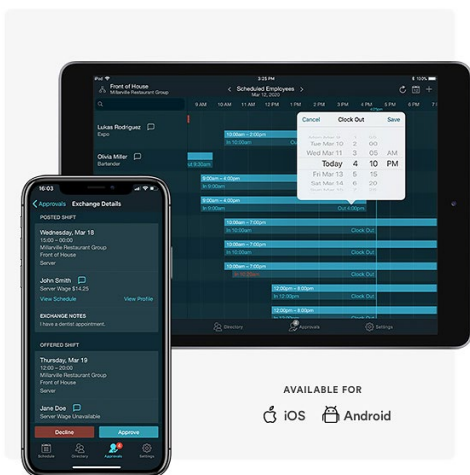
- Modernized and streamlined scheduling, replacing outdated processes.
- Improved real-time visibility and communication of schedules among staff.
- Offered a mobile-friendly, user-centric platform for on-the-go access.
- Aligned with the rapid pace and synchronization needs of the industry.
- Ensured effective coordination and responsiveness to the dynamic aviation environment.

Why MakeShift Soared:

MakeShift's solution triumphed by expertly tackling the client's specific needs in the fast-paced aviation environment. Its user-friendly interface and robust features ensured smooth integration into daily operations. The platform's cloud-based nature allowed both managers and employees to access and manage schedules from any location, aligning perfectly with the dynamic nature of airline operations. Additionally, MakeShift's exceptional customer support provided consistent guidance, proving invaluable in streamlining the client's transition to the new system.

Here are key reasons why MakeShift took flight:

- An intuitive user-friendly solution with a rapid learning curve that ensured quick adoption.
- The Available Shifts feature streamlined the process of filling shifts.
- Mobile accessibility ensured real-time schedule visibility for employees.
- Efficient communication through Announcements kept the entire team updated, connected, and informed.
- Cloud-based functionality eliminated the need for the manager's physical presence for scheduling tasks.



The Results

Following the deployment of MakeShift, the airline witnessed a transformative shift in its scheduling operations at the five (5) locations. Enhanced visibility now enables more efficient management of requests, greatly contributing to operational excellence. For employees, the new system has revolutionized their experience; they now enjoy effortless access to schedules, can easily submit time-off requests, and stay continuously informed about important updates, all contributing to a smoother operational workflow and improved job satisfaction.

Core improvements that helped this large airline group:

MANAGERS

- Advanced schedule visibility for efficient planning weeks in advance.
- Seamless management of employee requests, including time-off requests.
- Informative reporting for resource allocation and budget management.
- Smooth onboarding and training for new team members.

EMPLOYEES

- Enhanced visibility through easy access to schedules from anywhere.
- Ability to swiftly respond to open shifts and easily swap shifts.
- Convenient submission of time-off requests through the mobile app.
- Stay informed about important updates and announcements with ease.



Enhanced Employee Experience: Easy access to schedules from anywhere.



Expedited Schedule Creation: Managers build schedules with efficiency.

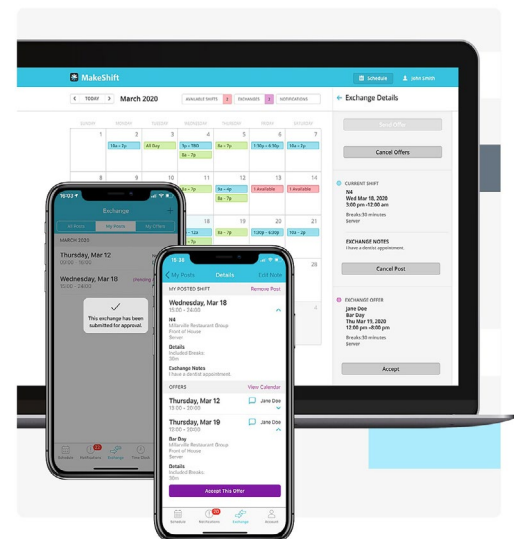


Reduced Time to Fill Shifts: Quick response to open shifts and shift swaps.



Optimized Communication: Real-time notifications keeps everyone informed and in sync.

Source: Interviews with key personnel at the airline.



Interested in MakeShift?

Visit [MAKESHIFT.CA](https://makeshift.ca) for a free trial or to request a demo.