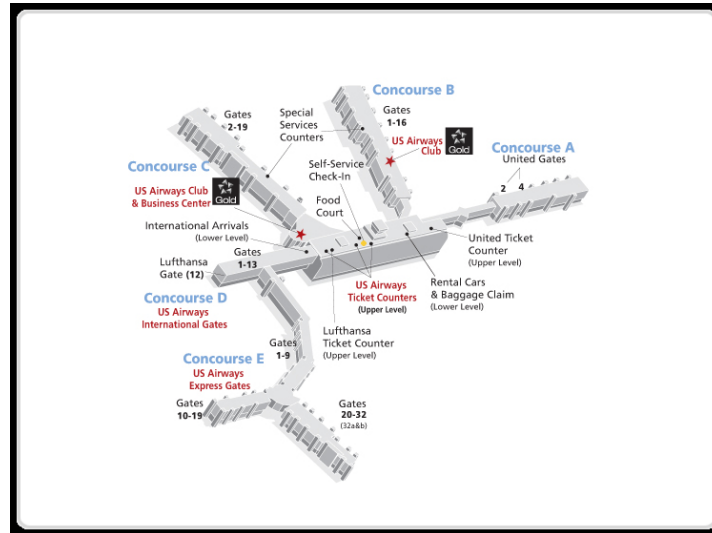




US Airways Time Study Support Staff Augmentation



Client Name: US Airways – HDQ\CLT
Date Started: April 2011

Date Completed: May 2011

US Airways' Commissary at Charlotte-Douglas International Airport (CLT) continues to show strong growth in servicing the needs of US Airways' flights from the CLT Hubs. Changes in production methods and the introduction of different production equipment require a re-evaluation of the production cycle time and associated production labor requirements.

The objectives of the Work Process Study Engagement included:

- Develop process maps with simulation capabilities for the domestic and international pack-out (DPO and IPO) and duty-free processing areas to quantify the revised cycle times and associated task labor requirements.
- Provide the required data from the time studies in a format suitable for use by the manpower planning tool software.
- Identify ways to improve processing and lower production costs.

Accomplishment of these objectives provided US Airways the ability to optimize the manning requirements of the CLT Commissary with potential application to other US Airways' Commissaries.

TransSolutions used traditional industrial engineering time-study methods on-site in the CLT Commissary. TransSolutions will analyze the data and identify ways to further improve processing and reduce production costs.