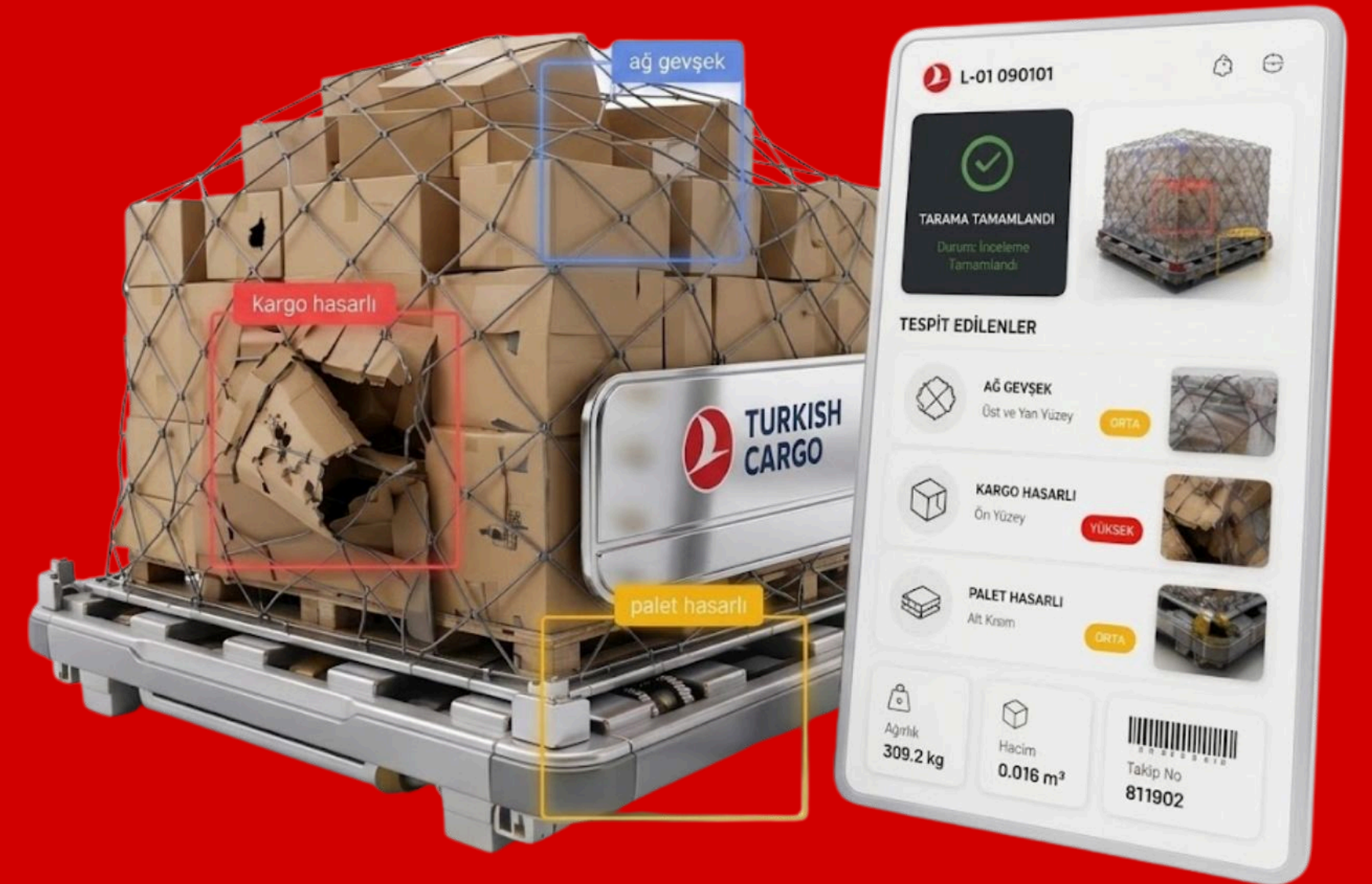


Analysis and Classification of Disruptions in Cargo Pallet Operations

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OPERATIONAL CONTEXT



In HUB operations, where pallet preparation processes are carried out under high daily tonnage and heavy transfer traffic, the rapid and accurate identification of disruptions is critical for operational continuity, flight performance, and cargo safety.

In the current situation, disruptions are detected by field teams through visual checks during operations, photographed, and manually classified before being reported to relevant departments. These reports play a crucial role in analyzing process-related issues, directing responsible teams, reducing recurring operational errors, and sustaining service quality.



How Does The Cargo Pallet Disruption Detection And Classification Process Work?

In HUB cargo operations, disruptions in inbound international cargo are visually detected and classified, then communicated to relevant departments for reporting in their performance records, followed by root cause analysis to prevent recurrence. This process generally follows these steps:

- Pallets arriving from abroad at the HUB station are checked on-site by operations teams in the field.
- Disruptions such as damaged cargo, overturned pallets, packaging damage, improper loading are detected, photographed, and the images are forwarded to the relevant operations teams.
- The type of disruption is manually reviewed and classified by operations teams.
- The responsible unit is determined according to the category of the disruption. Action requests are sent to relevant units via email, operations screen, phone, or messaging groups.
- Disruption records are reported and used in relevant performance evaluation processes.

How Might We Canvas

Who?

who are the stakeholders that get effected?

HUB Operations, GHA Teams, Warehouse and Ramp Operations Units, Operational Performance Monitoring Teams

What?

what is the problem that needs to be solved?

Manual classification of detected cargo disruptions and routing them to relevant units causes high labor demand, time loss, and increased risk of human error.

Why?

why is this problem worth solving?

Manual processes negatively affect operational performance and costs by causing delays, inconsistencies, and workforce inefficiency.

How?

how can this problem be eliminated?

With data-driven approaches that will enable disruptions to be detected and classified more quickly, consistently, and scalably.

Challenge:

How might we ensure that pallet and cargo damages occurring during cargo handling operations are detected accurately, quickly, and consistently classified, and that timely actions are taken?