

\$3M Savings Delivered for a Global Cruise Line

Travel and Hospitality - US



About the Client

The client is the world's largest cruise line HC based in California with a 232K passenger capacity. It operates through 700 ports with \$4,229M in revenue.



Challenge

- A high travel cancellation of ~35%
- A high travel spend of ~ \$100M annually
- Inaccurate scheduling rotation/last-minute changes leading to crew dissatisfaction



Solution Deployed

E2E multi-disciplinary process mapping

- Process diagnostics using Lean principles
- Review of current metrics

Data Analytics

- Analyzed crew scheduling drivers and success rates
- Analyzed travel cancellation drivers
- Hypothesis testing on change impact

Actionable Recommendations

- Optimize scheduling window
- Process and policy changes



Impact

- **10%** reduction in travel cancellations
- **~ \$3M** reduction in travel spend
- **Improved** crew satisfaction