

# Successfully Navigating the Travel and Hospitality Industry

Improving employee satisfaction while reducing travel spend and cancellations for one of the world's largest cruise lines



## The client

This US-based client is one of the world's largest cruise lines, providing travelers around the globe with exciting itineraries.



## Business challenge

The client needed to reduce its high travel cancellations and spend while overhauling its processes to improve employee satisfaction (E-SAT).



## Key actions and solutions implemented

- Ran process diagnostics based on Lean Six Sigma principles
- Evaluated key business metrics
- Analyzed crew scheduling drivers and success rates
- Evaluated travel cancellation drivers
- Tested hypothesis on change impact
- Optimized scheduling window
- Streamlined processes and policies



## Results

**10%**  
reduction  
in cancellations

**Reduction**  
in travel spend

**E-SAT**  
was elevated