

# Turkish Airlines Digital Cabin Management System

Turkish Airlines digitized all flight paperwork for its cabin crew with Innova

Innova provided a one-stop solution for Turkish Airlines Digital Cabin Management System with all hardware and mobile and server-side applications.

Before, during and after flights, Chief Flight Attendants are responsible for a wealth of administrative tasks that are vital for the smooth running of cabin services, including keeping note of stock levels of critical items, filing various types of flight reports, completing orders for supplies, and filing paperwork to ensure suitable staffing levels.

Prior to the implementation of Digital Cabin Management System, all these functions were completed on paper records, which were then sent to Turkish Airline control centres and entered manually into a computer system. The paper-based system made it difficult to address important issues in good time, and made central monitoring tasks very complicated.

## A digital conversion at 30,000 feet

Following the successful implementation of the project's first phase, over 2,000 Chief Flight Attendants started to use iPads provided by Innova in order to allow them to file all necessary notifications to Turkish Airlines headquarters, including stock list for supplies, cabin sanitation feedback and cabin maintenance logs. All the tasks that were previously performed on paper have now been carried over to the digital platform and the data provided by Chief Cabin Attendants can now be monitored instantly on the airline's IT systems.

## Boosting efficiency and service quality

One of the key benefits of the project is that Digital Cabin Management System (digital cabin crew) has integrated disparate applications developed by different aviation industry manufacturers, thus enabling a flow of real-time information. Thanks to the application, which was specially developed with Turkish Airlines' needs in mind, it is now possible to view and share all documents digitally, as well as to obtain detailed and up-to-date reports.

## Infrastructure and mobile applications

Thanks to the digital cabin crew system, Turkish Airlines now uses an environmentally friendly approach, and is able to obtain cabin data much more quickly and efficiently. By eliminating the inefficient paperwork, flight attendants have been freed to concentrate on improving the quality of service offered to passengers since their operational workload has been significantly reduced. Moreover, the Digital Cabin Management System has also eliminated data loss, misplaced documents and delays caused by the inefficiency of the old manual approach, thus bringing about a much quicker and more reliable flow of information.

### Objectives

- Performing all in-flight processes on paper in digital platform
- Reduce the operational workload of cabin crew
- Efficient use at every processes of time
- Providing central monitoring and reporting convenience

### Benefits

- All in-cab transactions in Turkish Airlines have been digitized
- An average of 1 ton of paper was saved each month
- Time lost in in-flight control, registration and notification processes
- Turkish Airlines' existing applications services have been started using by cabin crew

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