

Operational Excellence at Sea

Sailing Smarter

Maximizing Revenue and improving
Efficiency in Ferry & Port Operations

Athens, October 7th 2026

Mantec International AB
Bent Hansen



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Statements from customers and industry professionals:

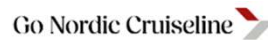
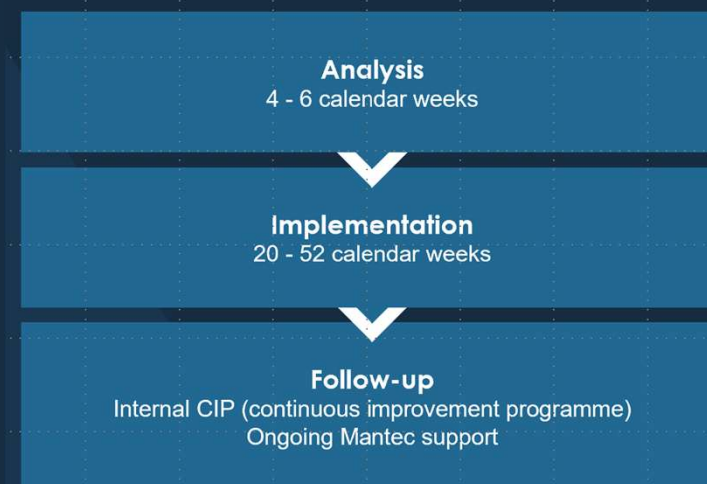
- **“We are already operating efficiently, but are we fully capturing the revenue potential of every voyage?”**
- **“Small gains in onboard revenue and cost efficiency, repeated across every sailing, translate into significant bottom-line impact.”**
- **“Every voyage is an opportunity to either capture value, or leave it behind.”**
- **“Elevating passenger and freight ferry operations through smarter revenue and cost strategies”**
- **“We need to embrace AI, automation and use of data in general. It is an untapped asset we!”**
- **“Unlocking revenue potential while building lean, efficient operations at sea”**
- **“Turning operational improvements into measurable financial results”**

**“Operational excellence is no longer a support function,
it is a primary driver of growth and competitive advantage”**

We are implementers

Facts sheet

- One of the leading **implementation firms** in the Nordics
- Operations across Europe, the US, Asia and China
- Established in **1997**
- More than **150 seasoned** operational experts
- More than **600** successful implementation projects
- Clients achieved significant, measurable **profitability gains**
- Consistently delivered ROI of **200%+**



Ship management

Objective: Cost efficient ship operations

- Crew planning – flexible manning
- Fuel consumption
- Predictive and preventive maintenance
- Spare parts and inventories
- System utilisation
- Dry dock – planning, manning and execution
- Fleet availability



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Commercial excellence

Objective: The best customer experience and higher profits

- Use data, systems and AI to plan and manage operations
 - Increase passenger numbers and freight volumes
 - Maximise spend and margin per passenger
 - Use these insights to plan crew resources efficiently
- Consistent Management Operating System (MOS)
- Pricing strategy
- Adapt concepts to the exact passenger mix
- Focus daily management on revenue and margins
- Focus on the customer journey, from first contact to disembarkation
- People management: training, development, recruitment and retention



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Port and terminal operations / infrastructure

Objective: Optimal use of assets through an agile and flexible operation

- Optimise facilities and available space using data, simulations and facts rather than assumptions or old habits
- Effective use of systems, including data and automation
- Equipment utilisation and availability
- Staffing levels across operations
- Reduced turnaround times
- Improved quality, with less damage and fewer shipment shortages
- Management Operating System (MOS)
- Roles and responsibilities (RACI)
- Improved safety throughout the operation
- Employee satisfaction, sick leave and staff turnover



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The opportunity is there!

- It all starts with a need or a desire to seek inspiration from outside
- Analyse and assess whether there is a strong business case
- Prioritise the key areas to focus on
- Involve and engage people in implementation to sustain improvements
- Lay the foundation for a culture of continuous improvement
- Measure and document results, and remember to celebrate success
- Continue the journey independently!



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Thank You

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