

Quehenberger Air + Ocean again recorded an increase of more than 40 percent in 2022. "Reliable supply chains in the air and at sea were and remain very much in demand. Quehenberger always provides a back-up for these transport options in order to deliver quality even in the event of unexpected problems," says COO Klaus Hrazdira.

Fürstaller: "Digitisation became a competitive advantage!"

The strategy adopted in 2018 - focusing on the core business areas and their complete digitalisation - has contributed significantly to coping so successfully with the crisis years from 2020 onwards, Fürstaller said. The complete digitalisation of the supply chains now gives Quehenberger a competitive advantage. The customer service portal (QCCP) and a comparable platform for freight forwarders generate full transparency about orders in real time. This would accelerate processing and improve processes. Higher flexibility and greater customisability of the service are possible because know-how and resources have been built up in the IT area of the company, says Fürstaller. "Our services have been raised to a new level," said the CEO with satisfaction. The scepticism towards the greatest possible transparency between customers and logistics service providers is clearly decreasing because the advantages are recognised, the CEO noted.

Strong teams with more freedom of choice

This new operational strength forms the basis for the strong sales increases in 2021 and 2022: "The economic situation in the industry was a factor. But the decisive factor was our flexibility to keep the supply chains stable even in highly volatile conditions. Without digital tools, this would not have been possible." Fürstaller also mentioned the employees as another success factor: "During the crisis, we increased personal responsibility and encouraged the teams to make decisions quickly and independently in difficult situations. The investment in young, highly motivated teams, some with new job profiles, has paid off.

