

Stephen Hagenstein  
Director, Logistics Modeling & Analytics



May 4, 2021

JOSEPH WOLSKI  
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Audit Resolution – Peak Season Air Transportation (Report 20-215-R21),  
Recommendation #1

Representatives of the Office of the Inspector General (OIG) and management held an audit resolution meeting on May 4, 2021, to discuss management's disagreement with Recommendation #1 as stated in the February 16, 2021, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to Recommendation #1, which reads as follows from the February 25, 2021, audit report:

**Recommendation #1**

We recommend the **Vice President, Logistics**, in coordination with the **Vice President, Sales**, develop and implement a joint strategy to assess and project market trends to forecast Peak Season volume by lane more accurately.

The recommendation status will be changed to "Agreed" in both the OIG's and management's tracking systems.

In order to close the recommendation management has agreed to take the following actions:

Collaborate with Enterprise Analytics (EA) to improve the forecast accuracy. Test alternative forecast methodology and implement if results show improvement over current process.

Target Implementation Date: 6/1/2021

**Responsible Official:** Director, Logistics Modeling and Analytics

Sincerely,

Stephen Hagenstein

Stephen  
Hagenstein

Digitally signed by  
Stephen Hagenstein  
Date: 2021.05.06 11:40:01  
-04'00'