



## EXECUTIVE REVIEW

### Home Reservation Kit Results

**MARCH 1, 2017**

Since the initiation of the Home Reservation program, there has been a tremendous amount of traction in the collaboration between our teams to evolve and grow the program.

As Westjet continues to grow, more opportunities to enable a home-based workforce have emerged. This shift has presented the opportunity for WestJet to create careers for people in different geographies, but also different positions to work from home.

#### KEY 2016 IMPROVEMENTS

- **Redesign of Asset Tracking Procedure resulting in increased asset level visibility, reporting and trend management**
- **WestJet Training program within team, enabling higher redundancy and eliminating risk of transition or coverage**
- **Doubling of dedicated warehouse space to accommodate increased HomeRes volumes and requirements**
- **Onboarding of new Eastern Call Centre and support of Eastern Agents and Various Kit Types**

The successful capture and tracking of asset information was a key measure of success while initiating the program. As this deliverable has been solidified, the program has been expanded in scope and volume with tremendous adoption across multiple business units.

This is driving an increased view of *what's out there* and delivering enough information to start to build a cohesive asset management strategy to enable each and every home user.



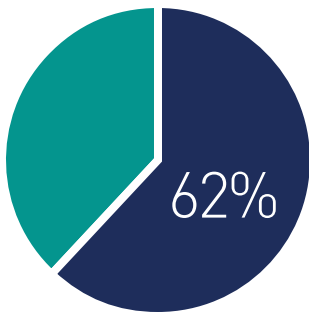
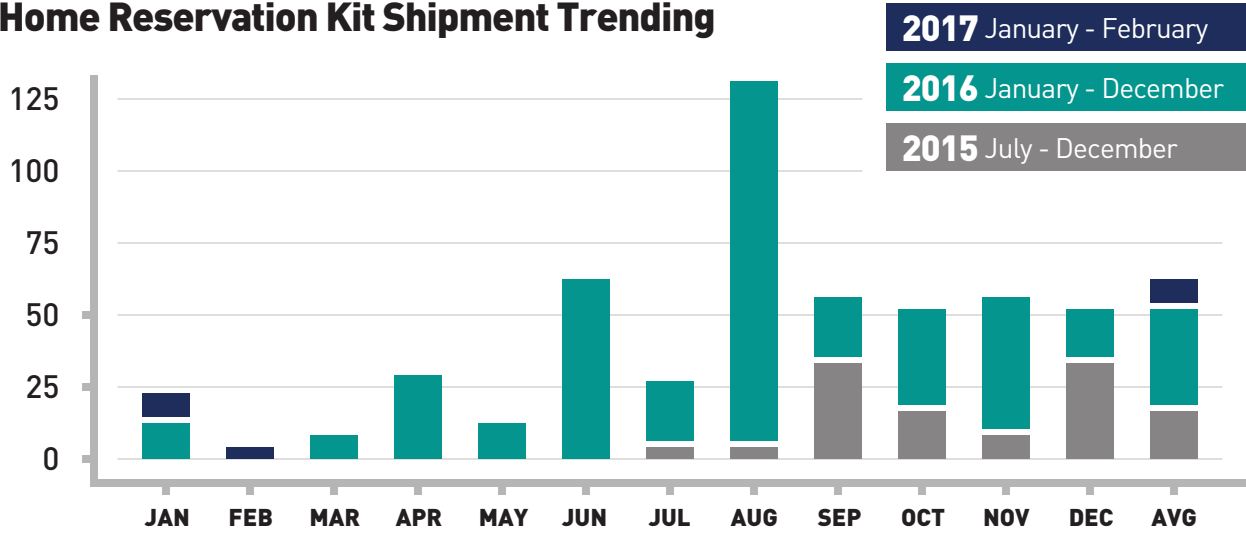
**Since 2015,**  
the Home  
Reservation Kit  
program has  
expanded to  
include support in  
**3 cities** and  
**5 different**  
user configurations



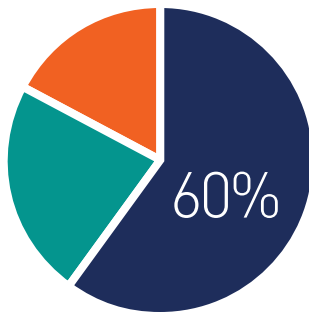
Kit Shipment Volume  
increased **398%**  
year over year in 2016



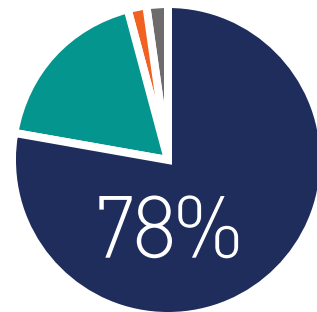
### Home Reservation Kit Shipment Trending



Asset Information  
**■ CAPTURED & MANAGED**  
**■ UNCAPTURED**



Request Tracking  
**■ BREAK / FIX REQUEST**  
**■ TRAINING**  
**■ RTW**



Current Kit Inventory  
**■ SHIPPED / DEPLOYED**  
**■ WBM STOCK**  
**■ DAMAGED STOCK**  
**■ IN TRANSIT / RETURN**



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