

Supporting
European
Aviation



PARTNERING
FOR OPERATIONAL EXCELLENCE



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European
Aviation



The Way Forward

Major indications from Stakeholders towards an Excellence Programme

DAY 2 @13:30



NETWORK
MANAGER





- Take crisis as an opportunity to change and benefit from momentum to improve
- Stability in network avoids nervousness
- Punctuality is key; all Stakeholders agree that passenger experience should be the focus
- Operational leadership and technology in support
- Predictability reduces volatility; investment from all Stakeholders (AOs, ANSPs, Airports, NM etc) will pay off in the end.
- Buffering costs to compensate for spare aircraft kept on ground, extended rotation time
- Scalability – ensures operations efficiency independently of growth
- Pragmatism and stepped approach:
 - Clear programme for next 5 years incrementally deployed from 2020
- Involvement in iNM and OPS excellence programme - NM with all Stakeholders – Requirements to meet users needs
- NM ensuring communication and transparency for all partners
- **This a team game !!!!**