Airport Management: from Profession to Career

NGAP – Next Generation of Aviation Professionals
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safety and security

economic vitality

environmental responsibility

customer service excellence
Updated forecast predicts 3% - 4% growth in 2010
Global air traffic has historically outpaced economic growth, quickly overcoming any economic shocks and recessions.

Historical World Traffic (RTKs & RPKs) and GDP Growth
Indexed: Base: 1970 = 100

- Oil Crises
- U.S. Deregulation
- Recession
- 1st Gulf War
- Asian Crises
- SARS, 2nd Gulf War
- Sept. 11

Source: IATA Economics Briefing, December, 2008; Airline Monitor, July, 2008; Boeing and International Monetary Fund (“IMF”) World Economic Outlook, October 2008.
Airports are subject to ...
... airline liberalisation
... deregulation
... increasing competition

Airports have evolved from ...
... simple infrastructure providers
... to a diversity of ownership models
New technologies improve operational performance
We have not resolved all the issues yet...

...but we are moving in the right direction

Environmental Responsibility
Serving the customer
8 million airport related jobs worldwide
Demand
- Historical data
- Peaks and throughs
- Forecasting shows growth
Where skilled labour will come from in 20 years

Shift in the key working age groups (age 15-59) across the world in the next 20 years

Source: Accenture research
Building the need for consistency

The sense of urgency is present as Human Resources needs are changing:

- The minimum requirements for airports to be successful have evolved and will continue to evolve;
- The skill mix of airports has evolved to multiple competencies for individuals, with a need for accreditation at different levels;
- Airports are creating a new business model of the airport city, where aviation is not the only main player;

Creating an airport career, no longer a profession
Competency adoption Business Model

Standards
Regulatory bodies to maintain industry standards

Adoption
Industry to act on goals and target setting with timeline for adoption

Plan
Industry to identify competency training methodologies to align

Check
Regulatory bodies, states and Industry to maintain KPI system and performance management

Act
Implementation
Industry to identify competency training methodologies to align Implementation plans worldwide

Do
Building the Master Project Plan

Mobilization

Implementation

Support

Increased efficiencies

Industry and world needs
Connecting people and markets, providing employment, contributing to economic growth…

Airports are committed to make that happen