Key Performance Indicators
KPI`s

KPI Review

- KPIs are quantitative means of measuring current/past performance, expected future performance as well as actual progress in achieving performance objectives. For Air Navigation Services, they provide information to be reviewed by States on service performance and support decision-making for operational improvements.

- KPIs are key fundamentals that provide information regarding actions taken, systems implemented, and so on. An action allows objective measurement of performance over time for a specific objective.

- With the new version of the Global Air Navigation Plan (GANP), 23 different KPIs were defined.

Currently

- Many States/ANSPs are currently gathering metrics that fulfil the KPI requirements. Which States/ANSPs and what KPIs.

- Identify the Data Source (Data Providers)- Determine where the necessary data for each KPI will come from.

- Data collection methods- Choose the appropriate methods for collecting data. It could be automated through software systems, manual data entry, sensors, surveys, or a combination of these.

- Data Validation-Implement data validation checks to ensure the accuracy and consistency of collected data.

- Define Metadata-Establish and agree the Metadata tables.

Develop System for Maintaining Data

- Data integration- Integrate data from different sources into a centralized system or database. This ensures consistency and allows for easier analysis.

- Data quality assurance- Regularly audit and validate the data collection process to identify and address any issues promptly.

- Automate Collection: Automate data collection where possible to reduce manual errors and ensure data is collected consistently over time.

- Define Data Collection Schedule: Set a clear schedule for data collection, specifying how often and when data will be collected.

Develop System for Maintaining Data

- Training and Awareness: Train personnel responsible for data collection on the importance of accurate and consistent data. Make them aware of the KPI definitions and the proper data collection process.

- Monitor and Review: Continuously monitor the data collection process. Regularly review the collected data to identify trends, anomalies, and potential improvements.

- Feedback Loop: Establish a feedback loop where issues with data collection can be reported and addressed promptly.

- Reporting and Visualization: Use tools and systems to visualize and report KPI data in a clear and understandable format for stakeholders.

Develop System for Maintaining Data

- Benchmarking: Compare collected KPIs against industry benchmarks or internal targets to assess performance.

- Continuous Improvement: Regularly refine the data collection process based on lessons learned and feedback. Continuously improve the accuracy and efficiency of data collection.

- Data Security and Privacy: Ensure that data collection adheres to relevant data security and privacy regulations.

- Stakeholder Communication: Communicate KPI progress and results to relevant stakeholders, fostering transparency and accountability.

What next

✈ We are called to provide metrics on KPI´s that have a large influence on our operations. We must determine those KPI´s that are most important and begin collecting them.

✈ Create A group to investigate and resolve these questions.

Apples and Oranges