

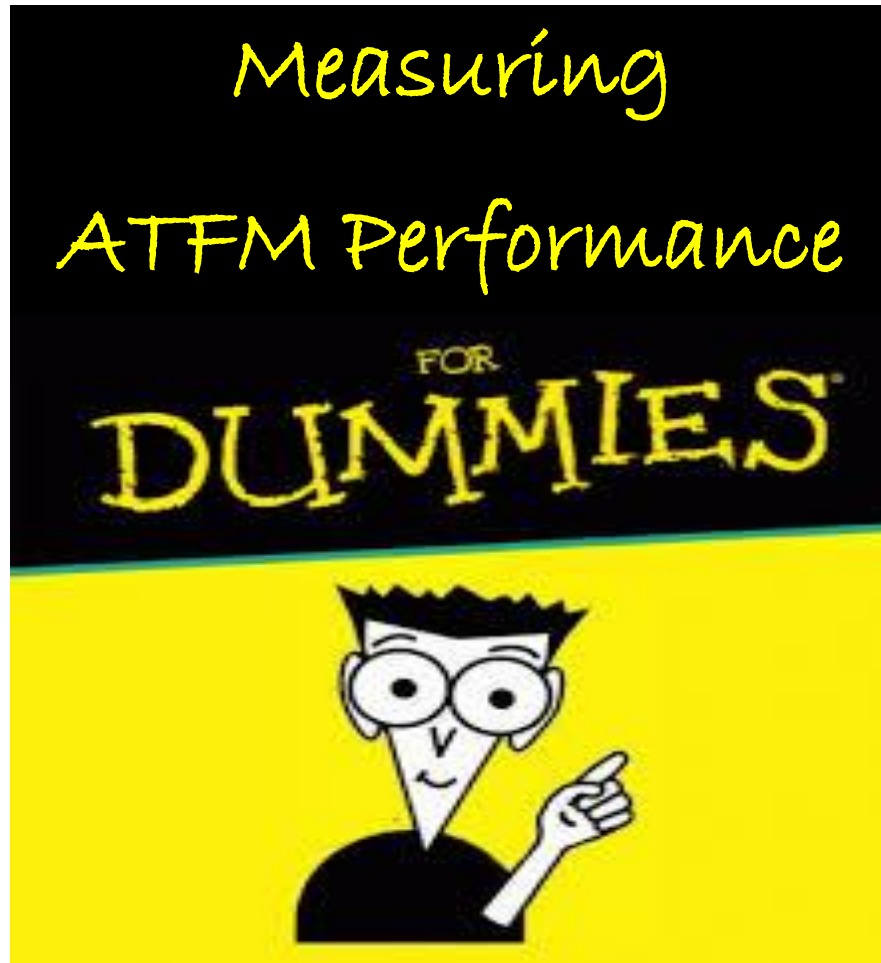


Measuring ATFM Performance

ICAO ATFM Symposium

Paddy Goodall
Network Manager

My introduction to measuring performance



What are we trying to get from metrics



The human element

How effective are we in planning and executing?

What did we plan to do?



What did we actually do?

What assumptions did we use?
Are these assumptions valid?



Did these assumptions eventuate?
Do we have a blind-spot?

What do we have control of?



What did we have control of?
How did we respond?
Did we make the right calls?

Current issues in reporting

- Difficult to isolate how different factors are impacting on performance
- Reporting of tactical factors not streamlined
- Ad-hoc post-operational analysis
- Lack of common descriptors to describe events

Getting value

- Keep it simple
 - Five or six Key Performance Indicators
- Actionable insights
- Spend the time in post-operational analysis