EUROCONTROL

Customer Service

Workshop for the development of Operational skills for the transition from AIS to AIM for Civil Aviation Authorities (CAA) and Air Navigation Service Providers
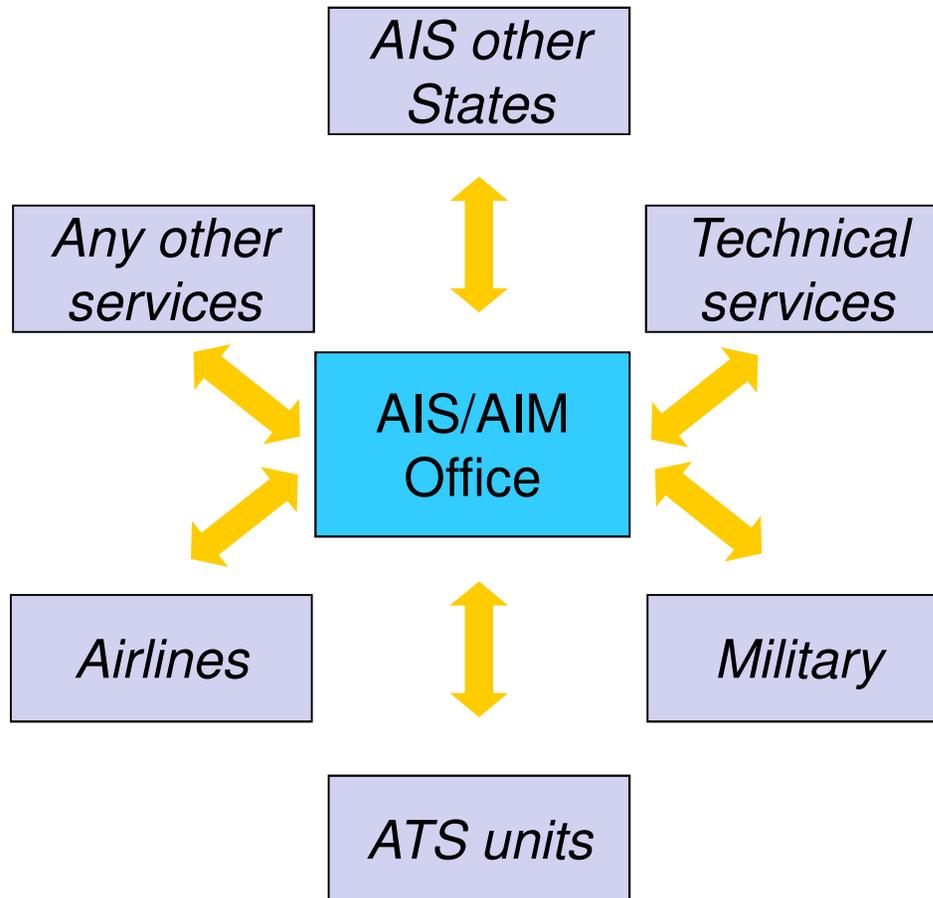
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Dakar

Gaston Liegeois

Directorate Network Manager

gaston.liegeois@eurocontrol.int

Customer Service
Liaison of AIS with other services

	AIS other States	
Any other services	↕	Technical services
↖ ↙	AIS/AIM Office	↗ ↘
Airlines	↕	Military
	ATS units	

AIS/AIM office is sharing and gathering information

AIS/AIM office shall establish and maintain a direct and continuous liaison with other aviation departments

Customers of an AIS/AIM office fall into different categories:
- Professional or not
- Frequent or infrequent users

AIS/AIM office must anticipate the level of service and familiarity of the customers and the specific needs associated

Classification: DCC : Green

Customer Service
Responsibilities and function of an AIS

AIS/AIM
Main functions

Ensure that the data is available for users

- To receive and/or originate, collate or assemble, edit, format, publish, store and distribute aeronautical information and data concerning the entire territory of the state including any area outside of the territory that the State is responsible for providing air traffic services.
- To obtain information to provide pre-flight information services and to provide in-flight information regarding data from other states and other sources as needed

Customer Service
Responsibilities and function of an AIS

AIS/AIM
Main functions

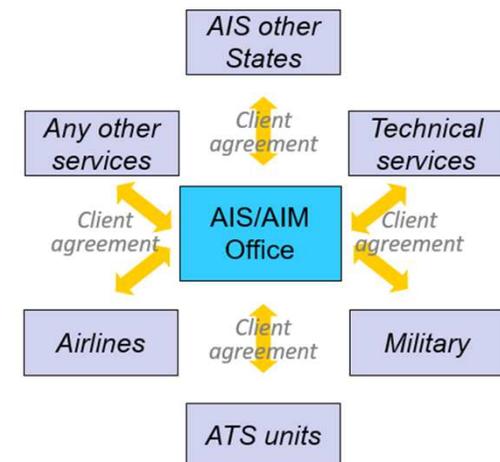Ensure that the data is available for users

Provide pre-flight data

- To make available all information needed by users, including information from other States for the safety, regularity, or efficiency of air navigation
- To ensure all information and data is available in suitable forms for the operational requirements of those involved in flight operations, including flight crew, flight planning, and flight simulators

Customer Service
Set-up relationships

- Maintenance of a catalogue of different services and associated migration scenarios to provide the most cost effective solution for the client

- Set-up of a technical and operational migration process

- Set-up of Client agreements describing:
  - Technical and operational services
  - License to use Data (AIS and Client)
  - Clients Obligations and responsibilities
  - AIS Office obligations and responsibilities
  - Charging (if any)
  - Normal legal elements
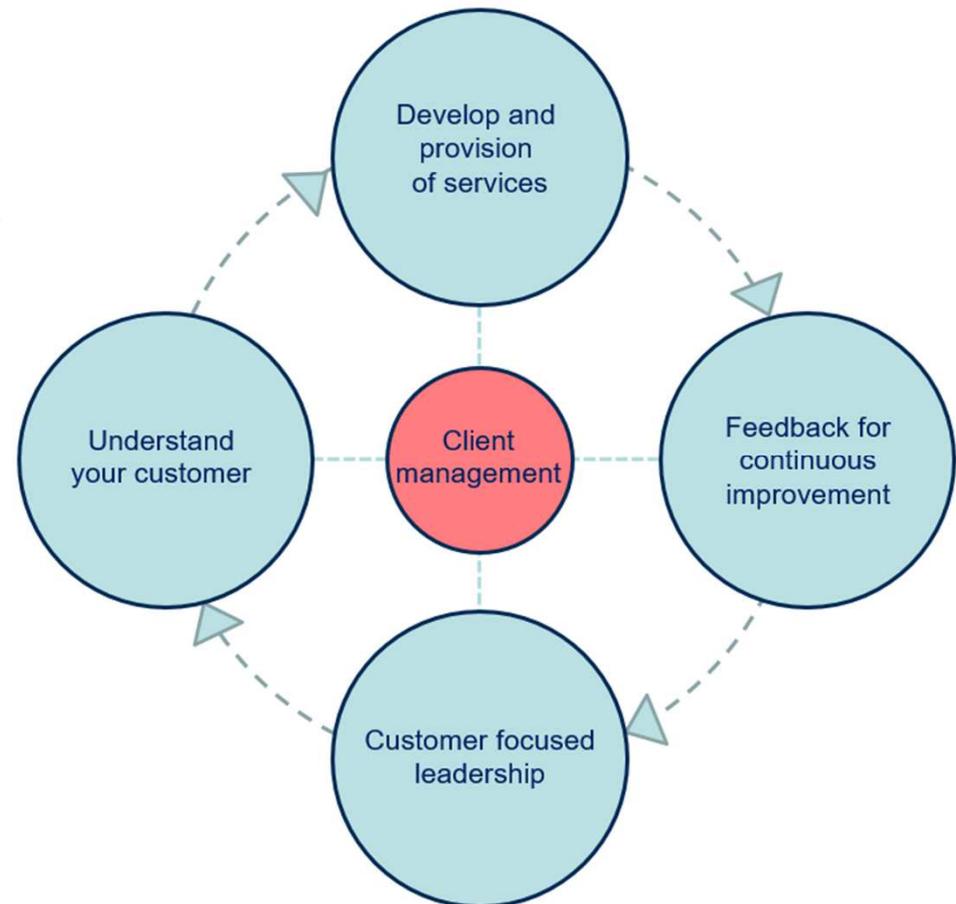   - Confidentiality, termination, amendments, etc.
  - Etc.

AIS other States

Any other services

Client agreement

Technical services

Client agreement

AIS/AIM Office

Client agreement

Airlines

Client agreement

Military

ATS units

Customer Service
Manage relationship with customers

- The AIS/AIM office should consider a way that the needs of the various customers are collected and understood

- The AIS/AIM objectives are to provide the best service possible

Develop and provision of services

Understand your customer

Client management

Feedback for continuous improvement

Customer focused leadership

Customer Service
Manage relationship with customers

- Client management shall follow a standardised process and approach that will allow to:
  - Improve client recognition of AIS/AIM office performances
  - Secure AIS/AIM office services interests within the client community by working closely with them
  - Inform users about new developments and opportunities regarding AIS/AIM services
  - Advise on technology, operational and regulatory changes
  - Understand the experience and expectations of customers, and to integrate it in AIS/AIM office vision and strategy
  - Collection of clients feedbacks as input to the evolution of the different services

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