



AIRPORTS COUNCIL
INTERNATIONAL

APOC Peer Review

APOC Exchange

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APOC Peer Review

The Peer Review for Airport Operations Centres (APOC) is a new service for ACI EUROPE members.

HOW DOES IT WORK?

At the request of a member airport, a group of experts conducts a peer review of that airport's APOC and provides **expert recommendations** based on **lessons learned** and **best practice**.

The primary objective is to share information, leading to **an improvement of the APOC** and potentially to identify means by which the APOC may move to **the next stage of development**. This in turn leads towards ACI EUROPE's Ground Coordinator concept.

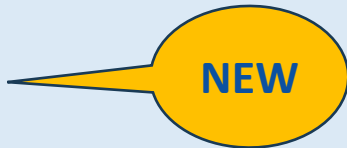
Airports undergoing this peer review will benefit from the expertise of other APOC managers/experts as well as ACI EUROPE staff, which can then be drawn upon in the future development of the APOC.

The peer review isn't an audit, it's a **goal driven exercise tailored to the client**. So the airport clearly identifies the aim of the APOC Peer Review, and the result of the best practice sharing is targeted to tangible results for the requesting airport.

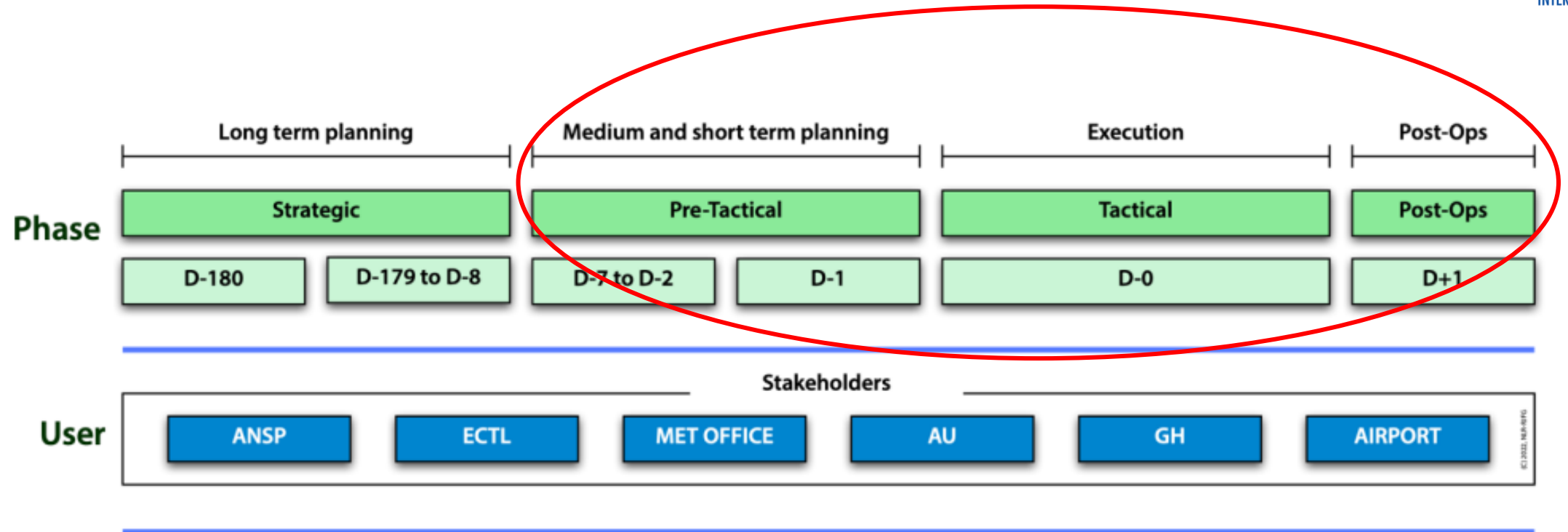
APOC Rationale

- ☐ Improves **situational awareness**
- ☐ Enables **enhanced planning**
- ☐ Improves **predictability**
- ☐ Enables **sharing of collected data** (local and with NM)
- ☐ Allows optimising **airport performance**
- ☐ Allows optimising **network performance**
- ☐ Allows for **cost reductions** due to streamlined processes
- ☐ Improves **passenger experience** (predictability)

APOC (& links to AOP)

APOC	AOP
<p>Coordination arrangement at an airport, whereby :</p> <ul style="list-style-type: none"> ✓ Operational stakeholders (actors) collaborate ✓ for the effective/efficient establishment and execution of ✓ an agreed operational plan ✓ In a structured manner with agreed processes ✓ either through physical or virtual interaction or a combination thereof <p>The APOC is the prime interface between the Airport and the Network Manager Operations Centre (NMOC).</p>	<p>A consolidated rolling airport operational plan containing :</p> <ul style="list-style-type: none"> ✓ All necessary data ✓ Contextual information ✓ Scenarios ✓ KPIs ✓ 4 Performance Services  <p>To enable decision making in a collaborative manner.</p>
APOC = PROCESS	AOP = PRODUCT

APOC Timeline



Figuur 1: AOP Planningsfasen en ketenpartijen (Bron: NLR).

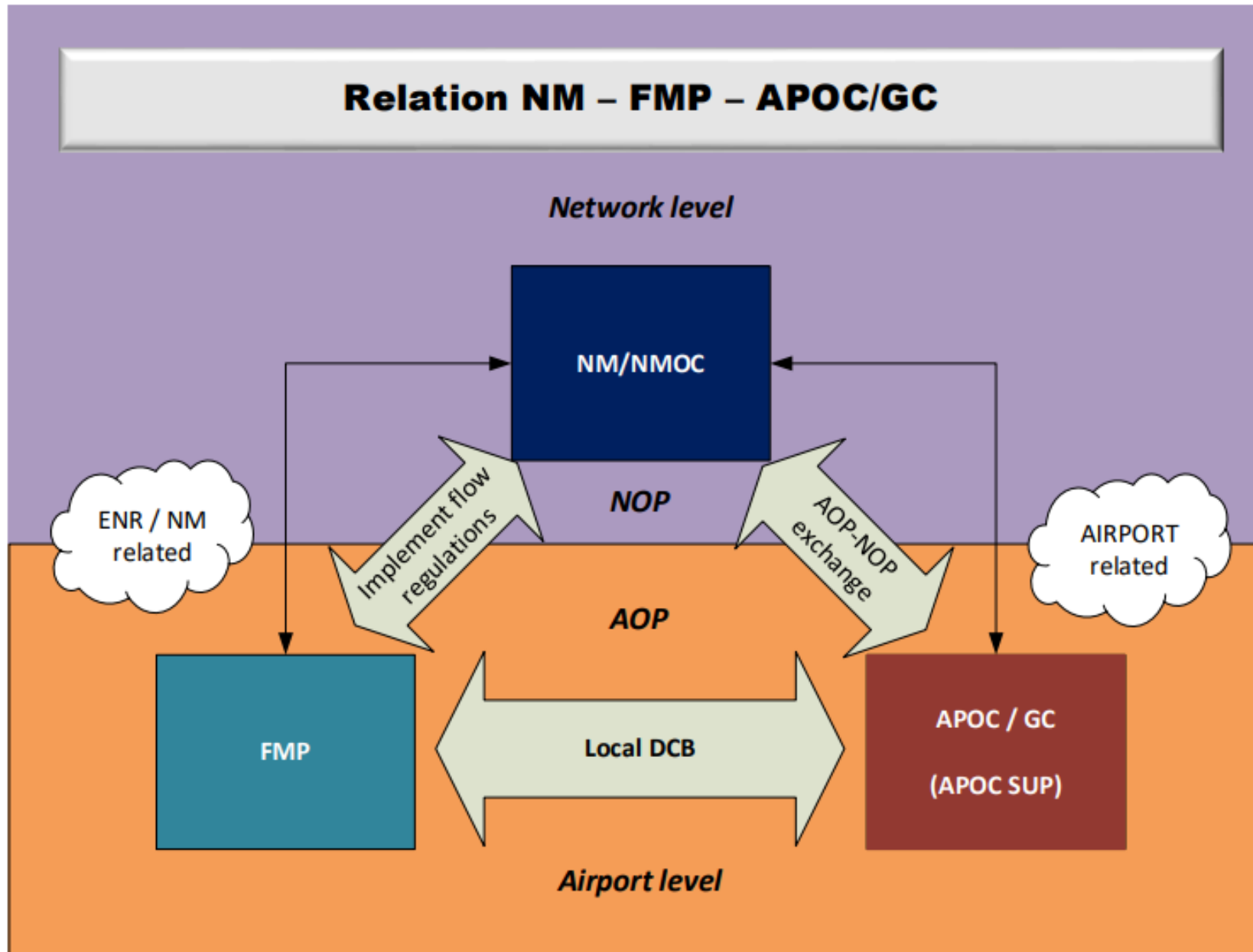
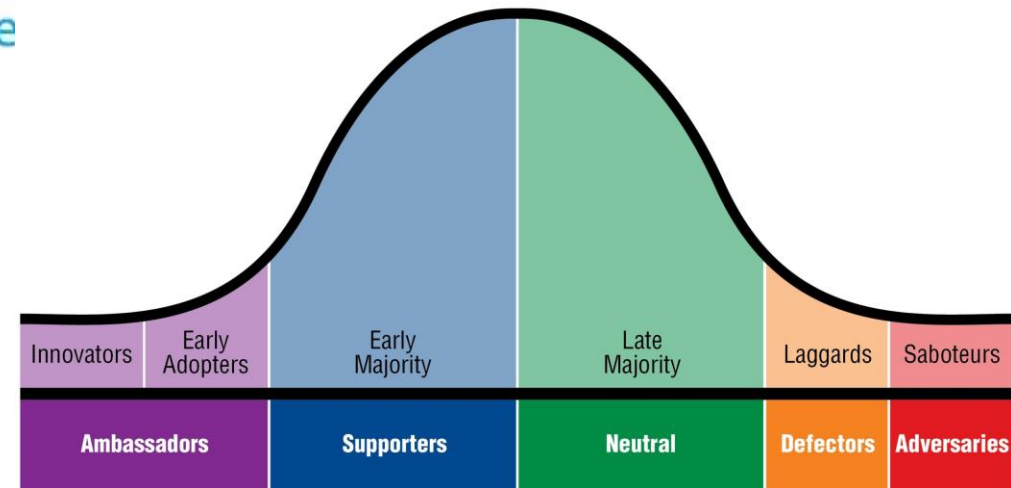


Figure 4: Relation NM-FMP-APOC/GC

Main APOC dashboard



Transformation strategy



APOC PEER REVIEW - TOPICS

Typical agenda points:

- ☐ APOC Peer Review Objectives
- ☐ Presentation host airport
- ☐ APOC Organisation, Roles & Responsibilities
- ☐ APOC Scope
- ☐ Process & Procedures
- ☐ Systems & Tools
- ☐ APOC site visit
- ☐ Airport Performance (AOP)
- ☐ Communications, Reporting
- ☐ Stakeholder Management
- ☐ Way Forward (Next Steps)

APOC PEER REVIEW - REPORTING

After the APOC Peer Review, the host airport will receive a concise APOC PR report (summary) focused around 3 areas :

1) Observations

2) Recommendations

3) Next Steps



CONTACT

If you are interested in learning more about the APOC Peer Review, or wish to request that a Peer Review take place at your airport, do not hesitate to contact:



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