



IATA AHM 804

System for

Performance Measurement of Service Delivery Standards



The IATA AHM 804 system is globally certified to measure service delivery at station level. The purpose of this system is to:

- Establish an IATA approved industry framework for performance measurement of service delivery standards related to aircraft ground handling services.
- Enable Ground Service Providers (GSP) to measure their performance and quality against standards agreed with their customers;
- Enable the purchaser of ground handling services to receive continuous feedback on agreed key performance indicators;
- Evaluate the performance of a GSP at a given station on an ongoing basis.

This simple and efficient quality measurement and control system provides the GSP the intelligence to lower costs, improve efficiency and enhance performance levels with no additional manpower.

IATA AHM804 System for Performance Measurement of Service Delivery Standards is entirely focused in uncovering weaknesses and building on strengths. It allows for building and maintaining consistency in the short term, whilst providing a platform for continuous improvement in the longer term. The GSP agrees with the customer airlines which activities are to be measured and the standards that should be achieved. AHM804 tracks failures in meeting the agreed standards during continuous monitoring.

It is critical that the staff involved in the use of the system, believe in it. It is of utmost importance that the employees buy into the system to make it work. This is a key part of the implementation process that is lead by IATA.

The Process

The GSP and its customers agree on which activities are to be measured, set the standards and target achievement levels through a series of carefully constructed interface meetings. The handling company then monitors performance and delivers measured results. The results are then reviewed by both parties and improvements are made. Preventive and corrective action is taken. The system is designed to be introduced into the normal working activities of the staff. This requires no extra resources and very little documentation. Feedback from the staff has shown that the system has helped them to focus on the most important elements of the operation, helping them perform do their jobs more efficiently and effectively. Staff have also praised enhanced communication that is stimulated through the use of the system.

Onsite, the consultants will perform a thorough observation of the handling processes and provide recommendations in their final report. In the course of the five (5) days on site, the consultants will undertake the Airport Handling Quality Audit.

Your Benefits

- IATA certification;
- The Consultants time/schedule is flexible and may be arranged so that the company has the most benefit from the visit;
- IATA's support and advice for a minimum of six months after implementation;
- No specialised software need be used. Simple system consisting of customized check sheets and control sheets;
- No additional resource is needed. Check sheets will be completed by the handling company's own staff;
- Bridges the gap between Operational and Commercial departments;
- The system works as a stand-alone or in conjunction with other systems such as TQM and ISO;
- Establishes positives and negative trends;
- Enhances safety culture;
- Sets a culture of quality awareness;
- Achieves consistency;
- Continuous feedback of results to the management, staff and customer.

Requirements:

- Commitment to qualitative, safe and efficient operation;
- Two pilot customers: it is very important that representatives of the two pilot customers be present to obtain the customer's perception of your services. If no Service Level Agreement (SLA) already exists between the handling company and the pilot customers, an agreement on the services to be measured and the targets will be developed during the implementation;
- A project coordinator;
- Company information, background.

The Report

An official report will be provided to handling company within an agreed time frame. This report will contain review, observations, recommendations and system implementation.

Frequently Asked Questions

Q. What results can be expected from participants?

A. The system is designed to provide measurement of service levels agreed between the GSP and the carrier. The system uses check sheets, developed and agreed by handling company management, staff and customer, to confirm delivery of the agreed service level. The check

sheets are completed by the staff as they undertake their work. AHM804 tracks failures in meeting the agreed standards during continuous monitoring.

Q. What are the consultant's expenses?

A. Expenses expected to be covered by the client for the Consultant are air and ground transportation, accommodation, meals and reasonable out of pocket expenses.

Q. how long does the process take at one location?

A. Generally five days for each location are planned, however the size of the operation may require an adjustment of time or additional consultants. Each implementation is customised to the needs of the client. An example implementation schedule:

Day 1 - Overview of the operation for familiarisation, presentation to Handler's management and pilot customers, meeting with handler's managers to discuss objectives.

Day 2 - Meetings with pilot customer's representatives to discuss areas to be measured. We recommend two pilot customers be selected by the handler for initial implementation.

Day 3 - Meeting with handler's staff to introduce the system and discuss areas to be measured.

Day 4 - Preparation of draft check sheets. Presentation of draft check sheets to customer's representatives.

Day 5 - Finalisation of check sheets, preparation of monitoring spreadsheets and implementation planning.

Q. How long has AHM 804 certification been in existence?

A. The system has now been running since 1997, the first year was a pilot scheme, prior to approval at IGHC meeting in 1998.

Q. What customers are currently certified?

- AAS Airport Services
- Aéroports de Paris
- A S E - Aero Services Egypt
- AirPart GmbH
- Airport Terminal Services, Inc. (ATS)
- Asia Airfreight Terminal
- Aviapartner
- Bahrain Airport Services
- Cathay Pacific Airways
- Celebi Ground Handling Inc.
- Changi International Airport Services (CIAS)
- China Airlines
- Dnata
- Dnata Switzerland AG
- EgyptAir Ground Services (EGS)
- Entebbe Handling Services Ltd. (ENHAS)
- Flightcare Espana
- Groupe Europe Handling
- Hamburg Airport Ground Handling
- Hong Kong Air Cargo Terminal (HACTL)
- Hong Kong Airport Services (HAS)
- Intercargo
- Jardine Aviation Services
- Korea Airport Service
- Korean Air
- Kuwait Airways
- Laufer Aviation - GHI
- SEA Handling s.p.a
- Senegal Handling Services
- Shanghai Airlines
- Taoyuan International Airport Services (TIAS)
- TanSonNhat International Airport Ground Services

Q. How does this differ from ISO certification or a TQM/QI processing philosophy?

A. It is designed by our industry for our industry. This system works as a stand alone or in conjunction with systems such as TQM and ISO. This system concentrates on the measurement of service standards against agreed benchmarks at the point of delivery. It provides a mechanism for regular or continuous feedback of results to the management, the staff and the customer (which is readily understandable). The system is tailor made to each of your customers at each location. The staff is involved in the development of the process and therefore buys into it. We find that it develops with use; the check-sheets can, and will, be easily changed as everyone becomes familiar with the process and areas for more focused attention become apparent.

Q. Why choose IATA to implement this system?

A. The IATA team has hands on experience of implementing this system around the world. This coupled with their in depth knowledge of the standard setting processes and ground operations best practice, enables them to take an analytical view of the processes your company uses. Obviously infrastructure differs at all airports. The consultants will offer advice on the best way to proceed.

Q. Are there any special requirements for the GSP to implement the system?

A commitment to a qualitative, safe and efficient operation! There are no special requirements, however in order to obtain the maximum benefit from the system, it is expected that the GSP have two pilot customers and a Service Level Agreement should be in place.

The Cost

The cost to obtain AHM804 certification will be tailored to your operations, plus expenses of the consultant. Expenses include (but are not limited to) roundtrip airfare (Confirmed space, J/CL), accommodation, meals, ground transportation, communications and reasonable out of pocket expenses.

The cost includes all preparations, implementation material, check-sheets, monitoring spreadsheets, charts, comprehensive report and recommendations.

The IATA certification for each station is for a two year period and re-certification is required every **two (2) years**. Re-certification, if the system is in proper use, is a formality that will be conducted remotely and will cost USD 1500 per year and per station.