



CANSO Workshop on Global Benchmarking

25 March 2019

Singapore

Objective:

The aim of the workshop is to introduce the CANSO Global Air Navigation Services Performance Report to ANSPs who are keen to join CANSO benchmarking activities. The CANSO Global Air Navigation Services Performance Report provides an annual global overview of air navigation service provider (ANSP) performance. It compares key financial and productivity indicators from participating ANSPs, highlighting global performance trends and identifying gaps. The report therefore provides a basis for collective improvement, enabling ANSPs and their stakeholders to make informed decisions when pursuing increased cost-effectiveness and productivity, without impacting safety.

The forum will provide sessions for discussing findings of the report and how the results can be assessed and applied. Held concurrently with the GBWG/30 meeting, workshop participants will have the opportunity to share benchmarking experiences, applications, and related benefits with GBWG participants.

Workshop Facilitators:

Ms. Siree Vatanavigkit, Chair of CANSO GBWG (Global Benchmarking Workgroup).

Helios (TBC) and GBWG Member

PROGRAMME: 25 March 2019

0830-0900	Registration
0900-0920	Welcome by and Roundtable Introductions.
0920-0930	Objective and Overview of Workshop
0930-1000	Session 1: Introducing Global Air Navigation Services Performance Report

The session presents an overview of the scope and content of the report, past and present participants, evolution of the report, along with reporting period and publication schedule.

1000-1030	Session 2 – 2018 Key Findings and CANSO ANS Performance Framework Learn what the executive summary provide to readers and discuss how these global findings will assist ANSPs.
1030-1100	Coffee Break and Group Photo
1100-1230	Session 3: Diving into the KPIs This session will provide recommended strategies for reading results from the 8 KPI's currently provided in the 2018 report. It will answer questions on metric definitions, benchmarked statistics, trend analysis, exchange rates, and demonstrate how the metrics can be used.
1230-1330	Lunch
1330-1415	Session 4: Introducing GBWG Commencing GBWG/30 meeting and round table introduction. Sharing of GBWG activities and fun photos. Short presentations from GBWG members on use of data and report.
1415-1500	Session 5: Producing and Reporting KPIs This session will provide information on the raw data definitions and data sources. Participants will be paired with GBWG members to discuss and better understand raw data.
1500-1530	Coffee Break
1530-1600	Session 6: Submitting ANSP's data and reaping benefits This session will cover the basic and advanced data submission workbooks. Participants will also learn the benefits of participation through data sharing.
1600-1630	Session 7: Readers' expectations and future improvements Participants discuss potential readers of the reports and share their expectations for future improvements.
1630-1645	Workshop Summary and Next Steps for CANSO
1645-1700	Closing Remarks

NOTE: Workshop participants are invited to join the GBWG meeting on the following day (26 March, 2019) as observers. The meeting on 27 March however is closed and meant for GBWG members only.