

LVNL CUSTOMER SATISFACTION SURVEY 2018

PRODUCT QUALITY

The interviewees generally expressed a positive view when talking about the product LVNL delivers on a daily basis. LVNL takes its responsibility seriously and is a results-driven organization. LVNL's professionalism is valued by all interviewees and there were no concerns about safety issues. However, some interviewees wish for LVNL to take a stance in the debate on the future of aviation, and take more ownership on the subject of safety.

COMMUNITY AND PARTNERS

The interviewees noted that LVNL communicates effectively and has changed its mentality from 'you can't fly without us' to 'we are here for you'. Despite these changes, however, there is still room for improvement. The collaboration with LVNL is generally perceived as open, amicable, and pleasant. However, LVNL could be even more open in processes like e.g. route development, involving chain partners at an earlier stage. In this respect, stakeholders wish to work with regular points of contact, with more frequent contact moments. There are great opportunities to establish a dialog as equal partners in the layers below the Executive Committee in particular.

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AANBEVELINGEN KORT

BE GOOD AND SAY SO

LVNL should intensify proactive communication with the world; following the example of air traffic control organizations abroad, serving as an inspiration in this effort.

ACCELERATE THE CULTURE CHANGE

Eight steps were suggested to help LVNL implement and embed the culture change in the organization, moving ever-more towards a flexible and trustworthy partner.

PROFESSIONALIZE LOCAL COMMUNITY MANAGEMENT AND PUBLIC AFFAIRS

Integrate local community management into the department Strategy and Capacity Management and organize regular meetings at the Executive Committee and management team levels.

IDENTIFY RESPONSIBILITIES AND POINTS OF CONTACT AT THE OPERATIONAL LEVEL

Reinforce and intensify the Chief Pilots@LVNL events, and organize regular meetings with the airlines at the level below the executive management team.

WHERE POSSIBLE, REINFORCE CIVIL AND MILITARY COLLABORATION

Where possible, reinforce civil and military collaboration and integration, by demonstrating its advantages to stakeholders.

REINFORCE HOW LVNL IS POSITIONED AND PROFILED AT THE INTERNATIONAL LEVEL

Adopt a positive approach to the FABEC presidency, develop ties with the member states and EUROCONTROL, and aim for small achievements. Take clear standpoints and communicate your position.

7.1

The average score for the interviewees' general impression of LVNL is 7.1 out of 10.

In late 2018, an independent agency conducted 29 interviews with 40 executives, most of whom operated at management level.

40

2

LVNL (Air Traffic Control Netherlands) is committed to conducting a customer satisfaction survey every two to three years.

COMMUNITY MANAGEMENT AND PUBLIC AFFAIRS

The way in which German Air Traffic Control (Deutsche Flugsicherung) organized its stakeholder management could serve as a source of inspiration. In terms of public affairs, the interviewees identified numerous blind spots and missed opportunities. There should be greater focus on partnerships.

PROACTIVE COMMUNICATION

In general, LVNL could be more proactive in communicating what they are doing. In this respect, LVNL could rely on international best practices from other ANSPs that have taken this to the next level.

QUALITY OF SOLUTIONS

The interviewees expressed a concern that LVNL is taking too long to implement solutions. Procedures are unnecessarily rigid and bureaucratic. Stakeholders would like to be involved in changes at an earlier stage and recommend LVNL to rely more extensively on external knowledge and expertise.

RELATIONSHIP WITH AIRLINES

Airlines seek an open dialog with LVNL, both sides being equal. They value the Chief Pilots@LVNL project, but this could yield far more positive results. Airlines suggest to improve the reaction time when answering questions from pilots. They propose a user consultation with a wider perspective than Operational Schiphol Consultation, which should focus on operational issues such as efficiency and capacity at the operational level. In addition, LVNL should formulate a standpoint on relationship management for individual airlines. Furthermore, the reaction time in response to questions posed by airlines determines the success of the collaboration.

POSITIONING AND PROFILING

Many of the interviewees called for a more autonomous role for LVNL within the aviation sector, both in the Netherlands and internationally. LVNL could enhance its position and profile by adopting clear standpoints and taking on a coordinating role.



Samen luchtvaart mogelijk maken