



APOC Peer Review

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

HOW DOES IT WORK?

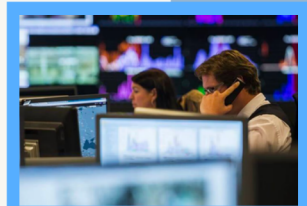
At the request of a member airport, a group of experts conducts a peer review of that airport's APOC and provides **expert recommendations** based on **lessons learned** and **best practice**.

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.

The APOC is a platform / operational structure which pro-actively manages the performances of present and short-term airport operations, giving relevant airport stakeholders a common operational overview of the airport, and allowing them to communicate, coordinate and collaboratively decide on their progress. The peer review is intended to assess how an airport's APOC is achieving these goals, and how the airport's own goals for its APOC can be reached.





MAKING IT HAPPEN

- ACI EUROPE manages the APOC Peer Review as a service to its members. Any member airport with an APOC can make a request to ACI EUROPE for an APOC Peer Review.
- Before the APOC Peer Review, ACI EUROPE will scope the project with the airport to have a good understanding of the APOC set-up and what is expected from the review team.
- The peer review team is usually made up of 2 or 3 persons from different airports with relevant experience, an ACI EUROPE staff member who heads the team, and a Network Manager/APOC deployment expert from EUROCONTROL.
- The team will work in situ at the airport for around 2 days.
- Within around two weeks, the team will provide a Peer Review Report of their observations and recommendations.



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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