

CREATING A KPI FRAMEWORK FOR THE AIRPORT OPERATIONS CENTER AT LONDON HEATHROW

Heathrow Airport Limited (HAL) engaged with Copenhagen Optimization to create a KPI framework supporting the Airport Operations Center (APOC). The KPI framework allows HAL to commence a journey towards improved performance evaluation in real-time. A subset of KPIs have been prioritized based on their importance for the operation as well as their availability in terms of data. The scope of the KPI framework has been the full passenger journey thereby supporting the Heathrow vision of “Happy passenger travelling on time with their bags”. When fully implemented, the KPIs allow for easy recognition of good and bad days as well as identification of root causes in real-time in the APOC. The root cause identification support the operational managers to take the right corrective actions.



“Developing the KPI hierarchies has provided us with a structured approach to enhancing our development of operational reports and dashboards, which will support a number of our continuous improvement initiatives.”

- Tom Garside
Head of Integrated Planning and
Performance, Airport Operations

Heathrow



THE PROJECT

- Identified 353 KPIs across 15 different operational areas
- The KPI framework serves as the base for selecting KPIs relevant for the Airport Operations Center
- Strengthens communication between internal as well as external stakeholders when evaluating performance
- Input from the main operational areas on their current KPI structure



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