

# IMPROVING PLANNING CAPABILITIES AT LONDON HEATHROW

Heathrow Airport Limited engaged with Copenhagen Optimization to create an assessment of the maturity of the planning of 15 different operational areas at London Heathrow. The assessment consisted of a combination of interviews and operational analyses. The planning of each operational area was rated on a scale from 1 to 5 within four planning dimensions – Methodology, Input Parameters, Performance Evaluation, and Systems. The focus was to accurately describe the current planning scheme and building on this, to identify options for improving the planning and execution. Initiatives were presented aimed at closing the identified gaps allowing London Heathrow to significantly improve their planning capabilities. The combination of an in-depth understanding of the operation and the ability to clearly communicate the findings were drivers of producing a high quality assessment.



“Copenhagen Optimization’s assessment has helped to inform and validate our approach to developing our planning capabilities at Heathrow. The recommendations have shaped a business case to enhance our planning capabilities which will support the realisation of significant benefits in terms of both the Passenger Experience and efficiencies for Heathrow and its operating partners.”

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

**Heathrow**



## THE RESULTS

- Delivered an objective and transparent overview of the maturity of the capabilities of the various planning departments
- Identified significant opportunities for postponing investments and reducing OPEX through quantified deep dive operational analyses
- Identified several initiatives with a large impact requiring only a low effort
- Established a roadmap for improving the planning of London Heathrow



COPENHAGEN OPTIMIZATION