

WHY GOOD CUSTOMER SERVICE IS GOOD FOR SECURITY



JOHNNIE MÜLLER
SECURITY DIRECTOR, COPENHAGEN AIRPORTS

ICAO
SYMPOSIUM ON
INNOVATION IN
AVIATION
SECURITY

SERVICE AND EFFICIENCY

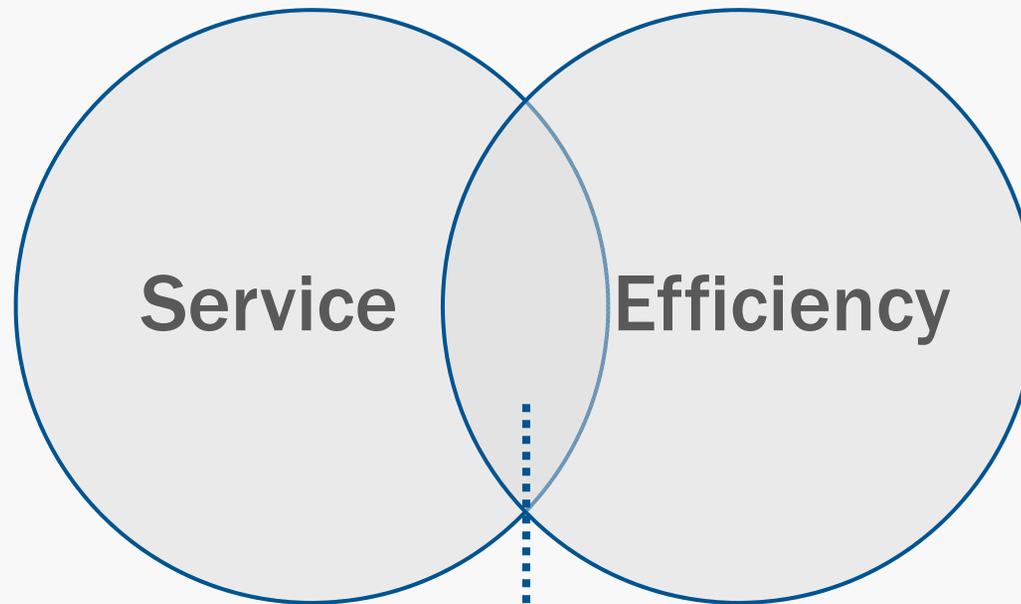
Increased complexity in Security throughout the years



Approach with focus on Service and Efficiency



SERVICE AND EFFICIENCY – OUR HYPOTHESIS



Less stress for passengers and employees

= better Security!

- Employees can be fully focused on their task – clear, simple procedures
- Relaxed passengers makes gives more time to focus on unusual behaviour

SERVICE – WHAT WE DID

Focus on our employees and managers

Together we create satisfaction, motivation, pride and accountability

Initiatives:

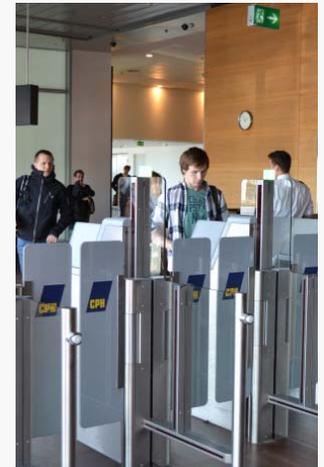
- Next Step – further development of managers
- Service as part of the recruitment concept
- Specific service training for all security staff
- Security Service Concept – 3-2-1
- Scandinavian employee goods with competitive salary and training
- Focus on the working environment at the check points and break rooms (daylight, space, acoustics, materials, ergonomics)



EFFICIENCY – WHAT WE DID

Focus on our operations and processes

- Implementing LEAN processes
- Benchmarking
- Smart implementation (first followers)
- Systematically develop procedures with an eye for improvement
- First class environment for passengers



RESULTS

- Passed latest EU Inspections in 2012 and 2013
- Security Quality Management System shows high quality levels
- Employee Satisfaction rates high (participation of 93% in the latest survey)
- Passenger Satisfaction rates high (based on more than 100.000 passenger interviews per year)
- Best Airport Security Processing – Skytrax Awards 2013 & 2014
- Awarded Europe’s Most Efficient Airport 9 times in the past 11 years



Q & A

