



Change Management in AirAsia

23 April 2018





Overview of AirAsia Group

-  **9** AOCs
-  **21** Hubs
-  **130+** Destinations
-  **200+** Routes
-  **200+** Aircraft
-  **20,000+** Employees



AirAsia International Destinations

MAPS NOT TO SCALE AND ARE JUST A GRAPHIC REPRESENTATION. MAPS DO NOT REFLECT THE OPINION OF THE PUBLISHER WITH REGARDS TO THE LEGAL OR GEOGRAPHICAL STATUS OF ANY COUNTRY/TERRITORY DEPICTED. MAPS AS AT SEPTEMBER 1, 2017.



AirAsia Domestic Destinations



Fly to over 130 destinations across Asia and Asia-Pacific with Skytrax World's Best Low-Cost Airline, 2009-2017.

AirAsia Hubs



Fly to over 130 destinations across Asia and Asia-Pacific with Skytrax World's Best Low-Cost Airline, 2009-2017.

AirAsia Hubs



Change Management in AirAsia

- Our Management of Change (MOC) process resides within SMS
- A formal safety risk assessment is conducted for any significant change such as:
 - Introduction of new technology or equipment;
 - Changes in the operating environment;
 - Changes in key personnel;
 - Significant changes in staffing levels;
 - Changes in safety regulatory requirements;
 - Significant restructuring of the organization; and
 - Physical changes (a new facility, a new base, aerodrome layout changes etc.).
- Any hazards and risks that may arise will be accorded appropriate mitigation actions to ensure that the risks are acceptable to AirAsia.



Application Example

New destination hazard & risk areas:

- Airport
- Airspace & Enroute
- Environment
- Ground Support
- Safety – Accident & Incident History
- Local Cultures / Practices
- Roster
- Flight Procedures & Areas of Operation

- Aircraft Performance
- Security
- Political
- Health



2001

We started here...



2018

We are still expanding...



Conclusion

- Change management allows us to anticipate and plan accordingly
- Identifying hazards and risks associated to change will allow mitigations to be taken
- All analysis feeds back to SMS
- MOC findings are shared with the Civil Aviation Authority

**Improving Safety Performance
through effective
Change Management**



Questions?



THANK YOU