



Agenda Item 2: Global and regional civil aviation requirements and challenges

**Recommended Key Performance Indicators for Measuring
ANSP Operational Performance**

(Presented by CANSO)

SUMMARY

This working paper provides information regarding CANSO's document on Recommended KPI.

1. Introduction

1.1 CANSO published the Recommended Key Performance Indicators for Measuring Air Navigation Services Providers Operational Performance document.

1.2 This paper is a publication of the Civil Air Navigation Services Organization (CANSO) and developed by the Operational Performance Workgroup (OPWG) of the CANSO Operational Standing Committee (OSC).

1.3 The document was created based on a thorough review of current practices of CANSO Members as well as the various literature and documents related to ATM performance and measurement.

1.4 This will enable air navigation service providers (ANSPs) to identify areas for improvement and take action to improve performance as well as communicate to stakeholders how actions can affect the performance of the system.

2 Discussion

2.1 The KPIs will also help ANSPs measure the actual benefits of implementing various Aviation System Block Upgrade (ASBU) modules.

2.2 This report specifies 21 operational KPIs that allow ANSPs to track targeted areas of their systems.

2.3 CANSO recommends that ANSPs select those measures and KPIs that are most appropriate for their level of maturity and the resources they can devote to managing and tracking the selected KPIs. This means in practice that most ANSPs will not implement all the measures. However, it is not necessary to track all KPIs to be effective.

2.4 Therefore, this report recommends that ANSPs limit the use of KPIs to those that provide the best indication of what an ANSP can influence as well as the best indication of how flight efficiency can be improved for the operators.

2.5 In examining current practice, the document, therefore, recommends that ANSPs focus on assessing two primary goals: first, managing demand and capacity to maximise the use of available capacity; and second, providing the most efficient trajectories possible while meeting safety and capacity utilisation objectives.

2.6 The KPI document can be found by entering the following link: <https://www.canso.org/recommended-key-performance-indicators-measuring-ansp-operational-performance>.

3 Suggested actions

3.1 The meeting is invited to:

- a) Take note of the information contained in this working paper; and
- b) Considering utilizing the document as guidance and best practice material within your organization.

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