

# AIRPORTS AUTHORITY OF INDIA

## PRESS RELEASE

### **AAI hosts first ever Domestic Airport Lab at Chaudhary Charan Singh International, Airport Lucknow.**

**New Delhi–July, 28<sup>th</sup> 2016:**A two days Domestic Airport Lab on “Improving Customer Satisfaction by optimizing resources” has been inaugurated on 27.07.2016 by Mr. Anuj Aggarwal, Member (Human Resources), Airports Authority of India at Chaudhary Charan Singh International, airport, Lucknow.

The primary purpose of this Airport Lab is to bring International Airport Professionals (IAPs) of AAI together to share expertise on specific best practices in various areas of customer satisfaction in a face-to-face setting. AAI has trained around 100 executives in the area of Airport Management to match expectations of the global Aviation Industry. These executives are designated as International Airport Professionals (IAPs) after successfully completing Airport Management Professional Accreditation Programme (AMPAP), a joint program of Airport Council International (ACI) and International Civil Aviation Organization (ICAO). This is a one year program and has been completed by senior airport executives over a period of last 4 years.

Mr. Aggarwal also inaugurated a dedicated web forum (IAP Community@AAI) for these IAPs on this occasion. When an airport experiences an ongoing issue which would benefit from the analysis and input of other community peers, it can be put on this web forum to trouble shoot the issue. This, in part, serves the airport which benefits from the perspective of a diverse team of airport professionals. The idea is to utilize the collective wisdom and rich experience of these airport professional to find innovative solutions.

Speaking on the occasion Mr. Aggarwal said “This problem solving lab is an AAI initiative to utilize the expertise of International Airport Professionals of AAI and I expect that the IAPs will be able to come out with innovative solutions to further improve the services to passengers at par with global standards at Lucknow Airport using their experiences”. He further added that IAPs web forum is an excellent initiative to address ongoing issues at various airport by collaborating with the IAP community in real time environment.

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Mr. Anuj Aggarwal, Member (Human Resources), Airports Authority of India (Centre) along with senior officers participating in Domestic Airport Lab “Improving Customer Satisfaction by optimizing resources” held at Chaudhary Charan Singh International, Airport Lucknow.