



HungaroControl

Magyar Légiforgalmi Szolgálat Zrt.

PRESS RELEASE

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HungaroControl Service Quality and Customer Satisfaction Programme Launched

The purpose of the new professional programme is to undertake high-quality development in air navigation services.

With the co-operation of the key participants of air navigation industry, HungaroControl's new customer satisfaction and service improvement programme has been launched with the fundamental purpose of improving the services on the basis of feedback from various airlines. In addition to HungaroControl's experts, pilots from four large international airlines, including Lufthansa, Ryanair, Turkish Airlines and Wizzair, also participated in the inaugural event of the programme, the first Airline Workshop. At the professional workshops of the two-day conference held in late November 2013, the participants discussed technological innovations, workflow processes and procedures that serve the purposes of increasing aviation security and air navigation services.

Air traffic controllers, civil aviation pilots, air navigation security professionals and procedure designers participated in the first HC Service Quality and Customer Satisfaction Programme. The two-day inaugural conference of the new customer satisfaction and service improvement programme, trailblazing in Hungarian air navigation, was built around three main current topics. The first workshop tackled capacity and flexibility issues related to transit traffic in the high airspace, more specifically, the introduction of free route, among others, also touching upon the CPDLC (Controller–Pilot Datalink Communications) procedure mandatorily introduced in February 2015 pursuant to the European Commission's relevant regulation. The second workshop analysed the conditions of implementing constant landing and taking off, and the related innovations and regulations. The title of the third workshop was "Security, Efficiency and Environment Protection", within which the experts paid special attention to the measures aimed at achieving the most favourable airport movement routes and at cutting fuel consumption.

It is important for us to get appropriate feedback on the quality of our services from those who use them. We are convinced that the joint workshops can have a key role in the preparation of numerous solutions that may have a huge effect on the implementation of the European Commission's Single European Sky objective, said Kornél Szepessy, Chief Executive Officer of HungaroControl.

The conference participants also discussed professional training courses and the practicable forms of learning new methods of work. Based on the recommendations made at the workshops, within the framework of the HC Service Quality and Customer Satisfaction Programme the air navigation services offered by HungaroControl will be consciously developed in order to serve the company's customers, namely airlines, at the highest possible standard.



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On HungaroControl

Due to its state-of-the-art technology, cutting-edge developments and services, **HungaroControl** Pte. Ltd. Co. is one of the most accurate, most efficient and most reliable service providers in international aviation, and an active regional initiator and co-operating partner of the European Union's integration efforts under the Single European Sky. Last year HungaroControl launched several significant projects to improve its air navigation services, guarantee the safe management of the increasing air traffic, and promote the success of the integration undertaken by the European Union and about to take place soon.

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