



[From the ADM Management & Reduction Project to the ADM User Group](#)

Over time, the Airline and Agent community have expressed their respective concerns to IATA about the administrative costs and challenges when managing ADMs.

In 2016 the Passenger Agency Conference Steering Group (PSG) endorsed the ADM Management & Reduction Project to work on reducing ADMs by fixing problems in the ticketing supply chain. During this three-year project, a group of experts was formed: The ADM User Group, with the mission of understanding the root causes of ADMs and finding solutions based on data and collective industry expertise.

The ADM User Group continues its mission by exploring new ways to establish global standards and procedures as the ADM operations evolve.