Disruption Management

CONTACT
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Disruptions of airlines’ operations pose a considerable cost to the airlines, and a major inconvenience to passengers.

When a flight is disrupted (e.g. cancelled, delayed, rescheduled or diverted en-route) a fast and efficient response to accommodate affected passengers is paramount. Airlines ability to react promptly and manage these situations in an effective manner depends on several variables: the nature of the disruption, the airlines capability to offer alternative options or the airports ability to accommodate stranded passengers. on ground or internet/mobile devices etc.

Rebooking, accommodating passengers, compensation, instant and effective communication, addressing customer satisfaction these are all topics that the IATA task force on disruption management deals with.

If you are a technology provider and/or deliver products and services to support an improved customer experience in disruption – please accept this invitation to join the Disruption Management Task Force (DMTF).

THE DISRUPTION MANAGEMENT TASK FORCE (DMTF)
With the DMTF you will be taking lead and:

▪ Share insights. Learn from others. Build a global knowledge database containing case studies, registered/available solutions, emerging trends etc.
▪ Engage with regulators to overcome the complexity (diversity) of consumer right policies related to disruption management.
▪ Support the development of new standards
▪ Design implementation guides and best practices – review existing material
▪ Identify best practices
▪ Support innovation and generate ideation exercise

TECHNOLOGY
The technology discussion will focus on three main areas (but not limited to):

▪ Proactive, timely and accurate communication
▪ Automation and self-service options
▪ Personalization and context-awareness
TRAINING and COMMUNICATION

The DMTF will be the perfect platform to:

▪ Deliver guidance on handling procedures and best practices in disruption management
▪ Develop training material for airline staff or service providers
▪ Deliver guidance on how to engage with the customer through proactive and timely communication using all relevant channels.

Additional Strategic Partnerships Benefits

Branding
▪ Recognition as a valuable supporter of IATA and the air transport industry
▪ Inclusion in the IATA Strategic Partnerships online directory
▪ Exclusive usage of the IATA Strategic Partnerships logo
▪ Promotion through the electronic quarterly newsletter, the Partner Brief, viewed by thousands of aviation industry contacts
▪ Monthly posting of Strategic Partners’ press releases on the IATA website

Industry Events & Exhibitions
Strategic Partners may, at discounted rates, exhibit at/or attend IATA’s Conferences & Exhibitions. Our events bring together key industry representatives for conferences, seminars and workshops, to discuss industry issues. Visit our Web site to stay informed of upcoming events.
https://www.iata.org/en/events/

Publications
Partners may purchase publications at a preferential rate.

Courses
Strategic Partners may attend, at a reduced fee, IATA training courses. Strategic Partners may receive 55% discount on the first 2 seats per year to any IATA classroom course (subject to availability).
https://www.iata.org/en/training/