WHEN EVERYTHING IS ON TIME, YOU ARE ON TIME.

Nobody likes to be late. So how can we reduce delays?

Airlines are part of an interdependent aviation system which has to work like clockwork to get passengers to their destinations safely and on time. Airlines need to play their part. But any approach to address delays should involve everyone in the picture – airlines, airports, air traffic management, governments and passengers themselves – so that, together, we can improve on-time performance, and when delays do happen, ensure that passengers are properly cared for.

For more information, visit www.iata.org/consumer