CANSO ESTABLISHES NEW GROUPS

Improving customer relations in the Middle East

The Civil Air Navigation Services Organisation (CANSO), the global voice of ATM, has established a Middle East Air Navigation Service Providers (ANSP), Airspace User and Stakeholder Engagement Workgroup (MEAUSE) as part of a commitment to improve customer relations and implement best practices in customer relationship management.

Members of CANSO’s Middle East Region established the MEAUSE Workgroup at the Association’s first regional ANSP and Airspace User Conference, which was hosted by the Civil Aviation Regulatory Commission of Jordan on 3rd and 4th November.

A range of high-level industry stakeholders attended the event, including ANSPs and Civil Aviation Authorities (CAAs), airlines, airports, aircraft manufacturers and industry suppliers, military representatives, and IATA.

Salem Jahdli, CANSO Director Middle East Affairs commented, “Customer consultation is vital for the provision of safe, efficient air navigation services, and is a key pillar of our Middle East High Level Strategy. By establishing the Middle East ANSP, Airspace User and Stakeholder Engagement Workgroup, CANSO’s Middle East Members and industry partners have taken the first steps in sharing information, improving understanding, and harmonising future plans. The Workgroup will provide a platform to discuss priority issues at both regional and national level, and work together to implement best practice in the region. In doing so, participants will play an important role in helping the region to achieve its ‘RED SEA’ Vision to Realise, Enhance and Develop Seamless Efficient Airspace.”

The Conference concluded with a declaration on ANSPs’ and stakeholders’ commitment to improving customer relations, and an outline of the key activities of the MEAUSE Workgroup. These include:

- Establishing a mechanism for Airspace User and Stakeholder consultation for the Middle East and facilitating the continuous engagement of Airspace Users and Stakeholders when developing the region’s future plan
- Tailoring CANSO Customer Relationship Management guidance material for use by ANSPs in the Middle East region
• Gathering data and conducting analyses of ANSPs’, Airspace Users’ and stakeholders’ future requirements and plans
• Co-ordinating MEAUSE activities with other CANSO Middle East Workgroups as part of a work plan, ensuring they meet agreed requirements

Mr Jahdli added, “We call on all Middle East ANSPs, airports, airlines, suppliers and military authorities in the region to join together to address the challenges we all face in delivering the safe, efficient airspace needed to secure the prosperous future of Middle East aviation.”

The MEAUSE Workgroup will convene in Cairo in mid-December to review Terms of Reference and prepare a Work plan. Proposals for ANSP, Airspace User and Stakeholder engagement will be presented to the 3rd CANSO Middle East conference in Abu Dhabi, in January 2011 and a 2nd ANSP, Airspace User and Stakeholders’ Conference will be held in the last quarter of 2011, kindly hosted by the Jordanian Air Traffic Controllers’ Association in Amman, to further develop regional co-operation and understanding.