



CUSTOMER PROFILE

ROYAL SCHIPHOL: CONNECTING PEOPLE, PROCESSES, AND TECHNOLOGY FOR CONTINUOUS IMPROVEMENT

"CONNECTING YOUR WORLD"

Corporate mission statement | Schiphol Group

CHALLENGES

- ✓ Inability to generate reliable management data
- ✓ Lack of fact-based decision making
- ✓ Risk management and information security
- ✓ Resource inefficiencies
- ✓ Inability to respond quickly to changes

To continue offering the best quality to travelers and visitors to the airport, Royal Schiphol chose Mavim as an Enterprise Transformation Platform to institute a cycle of continuous improvement and asset management. Defining asset in the most broad sense of the word, Schiphol is working to improve and develop all relevant aspects of information regarding the following: finances, inspections, planning, documentation, maintenance, malfunctions, measurement, and location. Gaining reliable insight into all relevant aspects of an asset (made possible by Mavim) facilitates the effective development and management of those assets.

This insight allows all stakeholders to make informed decisions, thus improving overall business performance.

BENEFITS

- ✓ Insight into the impact of change
- ✓ Transparency towards stakeholders
- ✓ Cohesion between processes, tasks, rights, responsibilities, risks and controls
- ✓ Increased focus on organizational goals
- ✓ Improved information security

CONTINUOUS IMPROVEMENT

By connecting people, processes, and technology in the Mavim software, Schiphol is laying the foundation for continuous improvement. By managing all their asset data in Mavim, Schiphol has the ability to analyze which information supports what asset and they can be assured that the data they are using is both relevant and reliable.

This ensures that Schiphol is able to institute a cycle of fact-based decision making and continuous improvement.

FACTS & FIGURES



1.615

million net sales



71,1

million passengers



496.826

aircraft movements at Schiphol



ROYAL SCHIPHOL GROUP

ABOUT THE COMPANY

Royal Schiphol Group is an airport company with an important social mission. Royal Schiphol Group owns and operates Amsterdam Airport Schiphol, Rotterdam The Hague Airport and Lelystad Airport and has a majority stake in Eindhoven Airport. The group's airports create value for society and the economy, with safety as an essential factor. All Dutch airports of the Schiphol Group, together with international activities, contribute to the 'Why': Connecting your world.

By creating the most sustainable and high-quality airports in the world, with an excellent airport infrastructure and facilities for passengers and cargo, this company ensures the flourishing of international trade, tourism and knowledge exchange.

By ensuring optimal air connections for the Netherlands, Schiphol not only supports the economy, but also helps to promote values that the Netherlands is known for throughout the world, such as openness, tolerance and international orientation. They do this with the support of many partners within the aviation sector and beyond.



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