



INTERNATIONAL OPERATIONS & MAINTENANCE CONFERENCE
IN THE ARAB COUNTRIES

UNDER THE THEME

"MANAGING MAINTENANCE WITHIN INDUSTRY 4.0"

CONICIDE WITH THE 16TH ARAB MAINTENANCE EXHIBITION

The Asset Management Journey of Copenhagen Airports

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A large, stylized graphic of the number "4.0" in white, set against a dark teal background. The background also features a faint image of a person in a blue uniform working on a piece of equipment.



The Asset Management Journey of Copenhagen Airports

“the coordinated activity of an organisation to realize value from assets”





Number of passengers in 2017

29.2
 million up 0.5% vs 2016

Inbound 39%

Outbound 42%

Transfer 19%

Female 47%

Male 53%

International 95%

Domestic 5%

Business 37%
Leisure 63%

Age composition

15-29 years 32%

30-49 years 43%

50-59 years 15%

60+ years 10%

2017
10
JULY

Busiest day in 2017

104,609
 passengers



Passengers by geography

- Denmark 35%
- Sweden 13%
- Norway 7%
- Germany 4%
- UK 8%
- Other Europe EU 16%
- Other Europe non-EU 3%
- Americas 9%
- Asia/Pacific 4%
- Middle East/Afri 1%



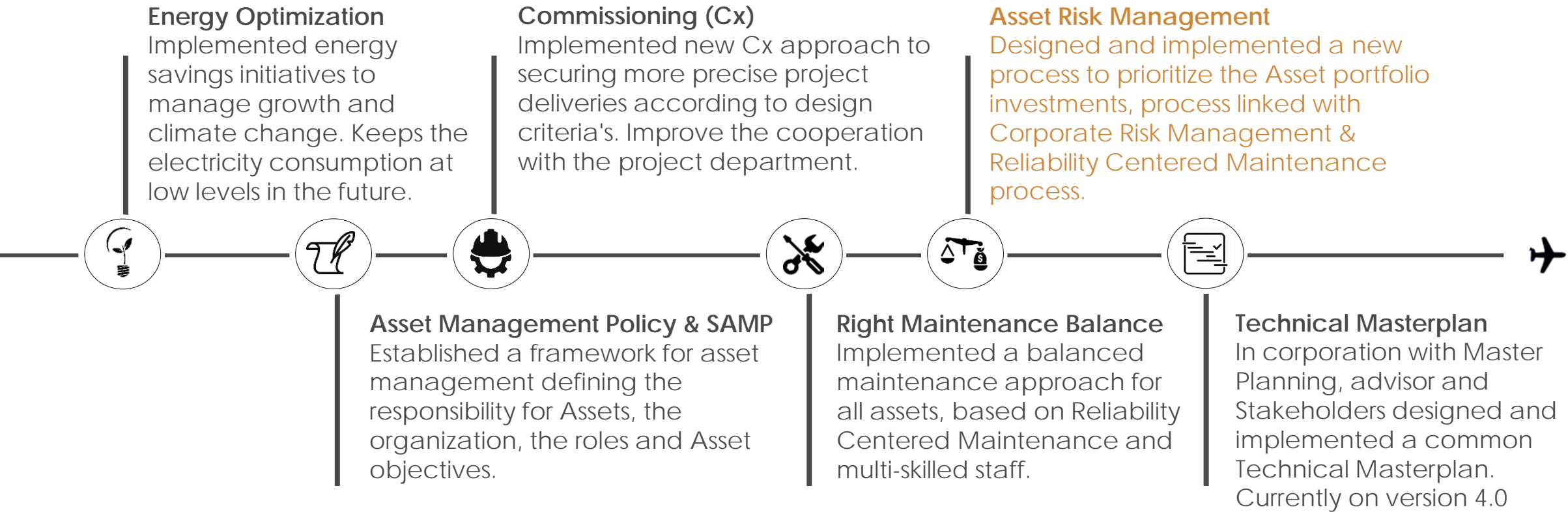
THE AIRPORT OF THE FUTURE WITH CAPACITY FOR 40 MILLION PASSENGERS A YEAR



CPH is investing DKK 20 billion in expanding the airport so that it has the capacity for more aircraft, more routes and new destinations for both leisure and business travellers.



Asset Management what have we achieved so far...

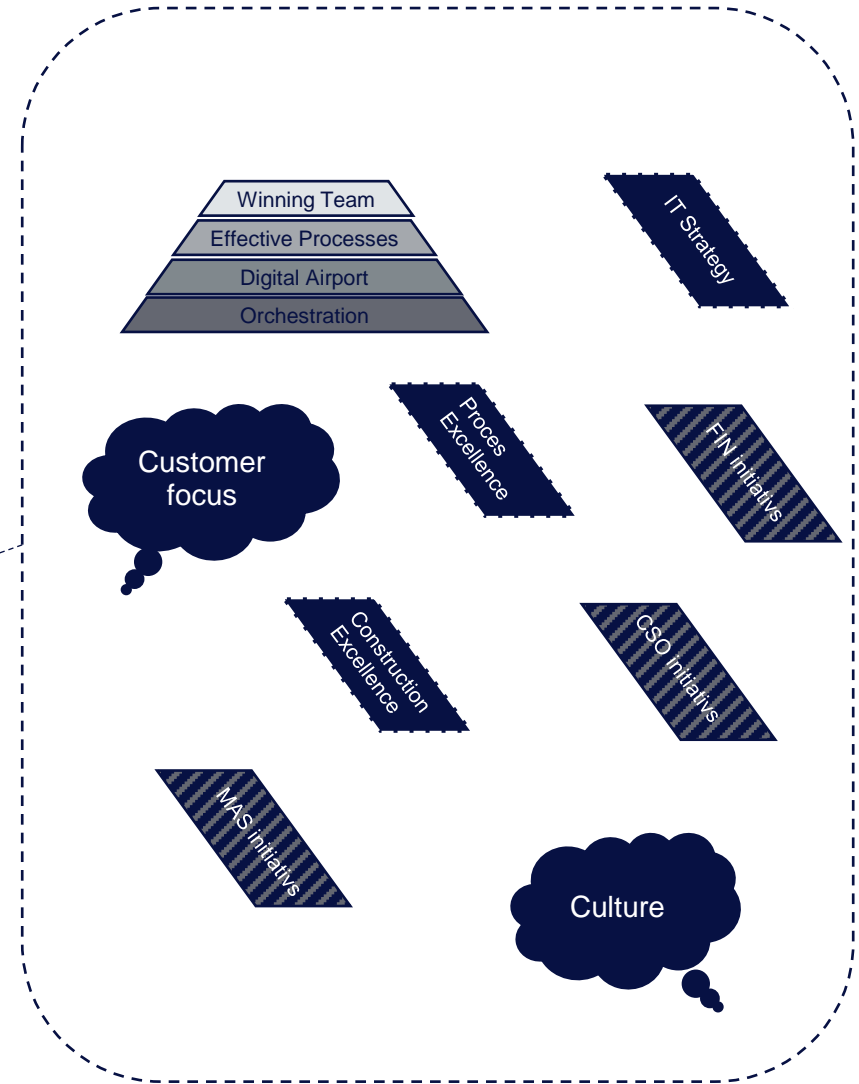
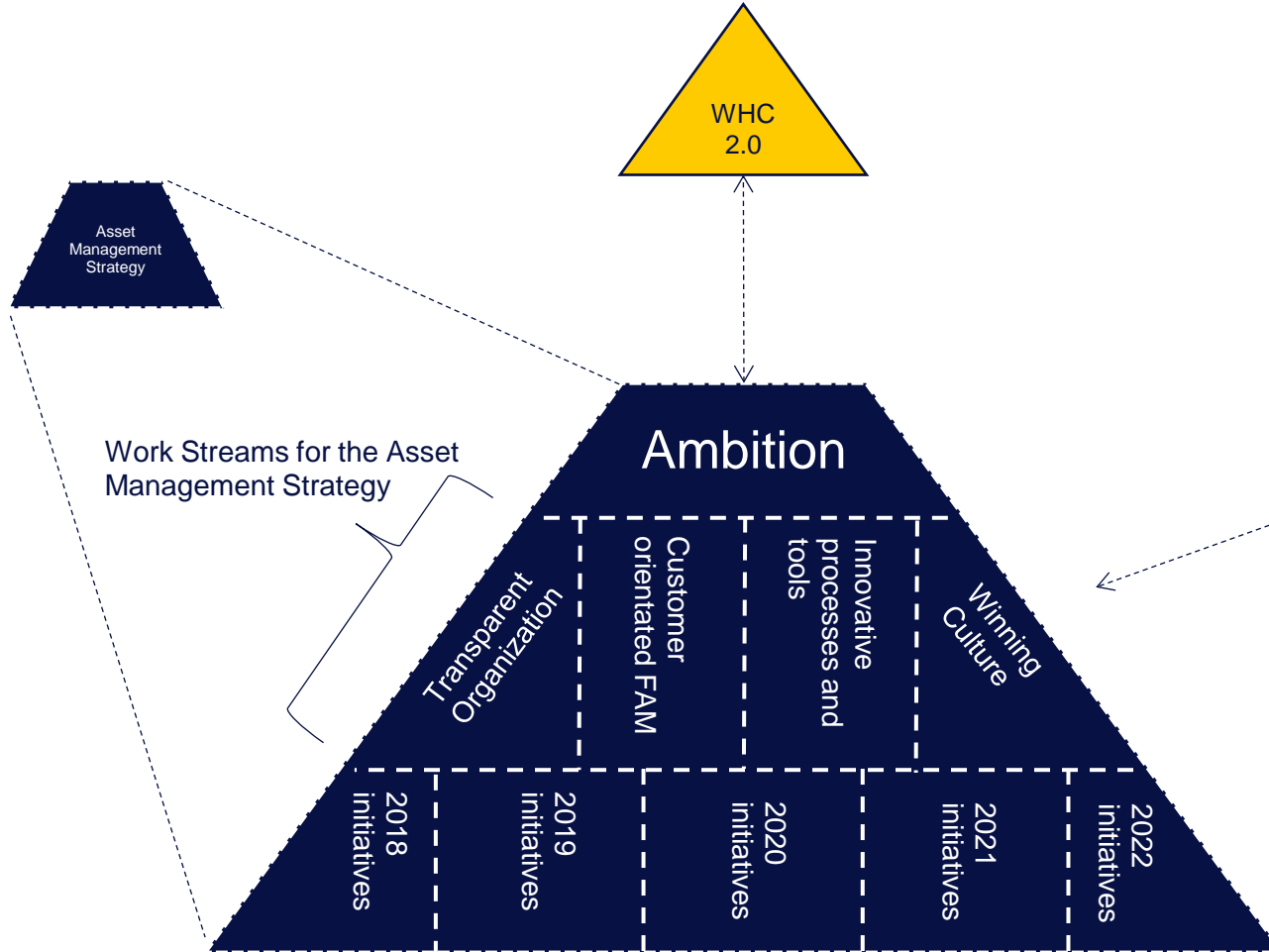


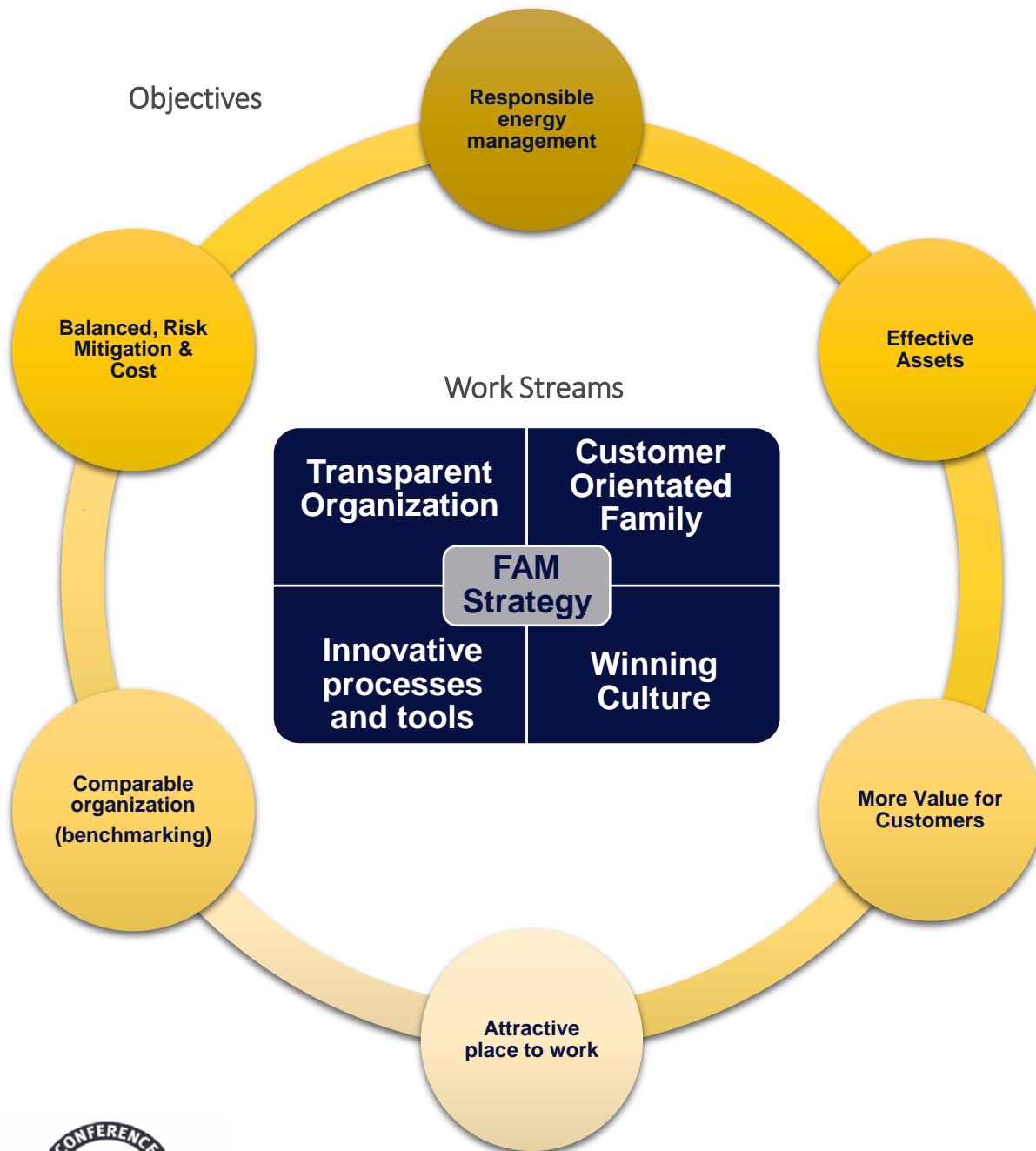
So are we good at Asset
Mangement now?

“the coordinated activity
of an organization to
realize value from assets”



Anatomy of the Asset Management strategy





Ambition

“Facility & Asset Management enables Copenhagen Airports, to become an Airport which is not seen before.

We will achieve our ambition, by creating a winning culture that include our customers, colleagues and Stakeholders.

The organization is fueled by transparency, innovative tools, and our ability to balance Service Level, Risk and Cost”

Transparent organization

We will create a transparent organization, where the link between our past and future is strong and clear for all colleagues and partners. We will plan for the future, while we are navigating in today`s operating challenges while in growth.

Innovative processes & tools.

We will create effective tools and processes based on today`s needs. We will bring in relevant new technology(e.g IOT, AI, Block chain) that can help us improve performance and process effectiveness.

Customer orientated FAM

We will establish a robust link between our customers needs and our services. Its important for us that its clear for our customers who their FAM partner is. We want to strengthen our communication with our customers and eventually be able react proactively.

Winning culture

We will map the competences within the business, and evolve into the organizations of the future and the competences needed.

We want to know what a winning team is and there plan to get here.

Conclusions / Learnings

- Don't get lost in the Technology, tools and processes focus on the people.
- Implement AM in accordance to your Corporate Strategy & Objectives.
- Change takes time double the expected.
 - Quote: HR partner Thomas
 - "2/3 of the energy goes in to the implementation of the change.
- Communicate double the expected.
- The value of AM is not the plan, framework or tools but in a cross-organizational state of mind.

