

AGIFORS : Crew Management Study Group Conference



Elske Reyers : cockpit crew - manpower planning
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Overview

- KLM
 - what happened last year
- Cockpit Crew
 - what happened last year
 - plans for the coming year
- Cabin Crew
 - vision of Planning and Assignment department
 - what happened last year
 - plans for the coming year

KLM : What happened last year

- Baseline operation
 - No recruitment of new pilots and cabin attendants
 - Major impact on network development resulting in many manpower planning scenarios
- Breaking up with Alitalia
 - Affected network development

Cockpit Crew : What happened last year

- Projects
 - Introducing Mixed Flying B737 Present & Next Generation
 - New Labour Agreement for 18 months (sept 2000 - Mar 2002)
 - Optimization long haul planning & scheduling standby capacity

Cockpit Crew : Plans for the coming year

- **Projects**
 - New long haul regulation
 - Evaluation short haul regulation
 - Introduction B737-900
- **Recruitment/Training**
 - 29 new pilots
 - 0 new flight engineers
 - 123 conversion trainings
- **Fleet**
 - 4 new B737-900

Cabin Crew : Vision Planning and Assignment Dpt.

- Cabin crew makes its own roster within a pre-determined operational, financial and social framework.
- Planning and Assignment department facilitates this process in a reliable, cost-conscious and customer-friendly way.
 - examples of consequences :
 - » automatic assignment of flight and time-off requests
 - » intranet application for holiday exchanges
 - » implementing an integrated planning, assignment and maintenance system

Cabin Crew : What happened last year

- Projects

- Improvement of the reachability of the assignment department (phone, email)
- Development of a new algorithm for the assignment of holidays (see also: “Vacation Planning Algorithm of KLM Cabin Attendants”, presented at Agifors 40th Annual Symposium, 2000)
- Pre-study by Carmen for an integrated planning, assignment and maintenance system

Cabin Crew : Plans for the coming year



- Interface crew pairing and assignment system for automatic upload of schedules
- Data warehouse system including end-user applications to improve management information for controlling and planning purposes
- New pairing rules for Europe flights
- New pairing system for Intercontinental flights

- Implementing improved holiday assignment algorithm
- Intranet application for holiday-exchanges

- New assignment rules for Standby-duties
- New assignment rules for Christmas and New Years eve
- Automatic assignment for time-off and flight requests
- Finalizing study for an assignment system