



Case Study



Skyguide Swiss Air Navigation Services Ltd is Europe's specialist in providing air navigation services for busy and complex airspace areas. Skyguide operates in the public interest and on behalf of the Swiss Confederation to ensure the safe, smooth and economic monitoring and management of air traffic in Switzerland's airspace and in adjacent airspace areas in neighboring countries that are delegated to its control.

Heavy changes in the Swiss regulatory requirements for licensing Air Traffic Controllers enhanced Skyguide's desire to implement a standard software system that would keep record of qualifications in a centralized way.

"First, we were looking for a mere Compliance Management System, however, we then realized that MINT has to offer a lot more. We had found a market-proven software to manage and standardize the whole Training Planning Process".

Skyguide chose MINT TMS for its Superior Functionality

Swiss Air Navigation Service Provider manages Compliance and Training Planning with the most powerful system on the market

With his background in Pilot Training, Toni Gähwiler, Manager Operational Training and New Training Technologies at Skyguide can tell that ATCO licensing and qualification tracking is even more complex than for flight crews. So he was all the more amazed to find a system in the market that covered already a high percentage of the very specific and complex requirements of Air Traffic Control Training – **MINT TMS**.

It did not take long to make the decision in favor of MINT, as the company fulfilled Skyguide's other expectations, too. A straight-forward implementation process was as decisive as engaging a mid-size supplier with an excellent after sales service and short response times. "MINT's customer service is characterized through people who personally care for our enquiries", Gähwiler points out.

Project and Change Management – Step by Step

Skyguide splitted the implementation of **MINT TMS** into two projects. The focus lies on consistent and quality data for compliant record keeping followed by training planning at a later stage. However, the Federal Office of Civil Aviation (FOCA) has been involved in the project right from the start and has officially approved the Compliance Management setup. On a mid-term scale, Skyguide works on rendering the qualification process into a completely paperless one.

Step 1 - Standard Software for Individual Use

"The principle underlying **MINT TMS** is invaluable for us. We can depict our organization and qualification characteristics in a tree structure and assign individual properties. The user defines the system and we do not need to involve MINT in any programming", Gähwiler describes the flexibility provided by the software.

Once the data were gapless and consistent, Skyguide defined rules and dependencies among the qualifications. The system can check if all prerequisites are fulfilled before a certain authorization is granted. The potential for human error is heavily reduced as it is not the individual any more who enters every tiny little piece of information", emphasizes the winner of the European E-Learning Award 2009. "Also, when a user makes some changes, all related data are updated automatically."

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Step 2 – More Convenience in Training Management

For the Training Planning, Skyguide will start with the Training Center in Zurich which implies designing the curricula of 100 different courses. With **MINT TMS** Release 5.8, Skyguide was provided with a functionality allowing instructors to enter their availability from home over their **MyMint** Internet account. Finally, training signoff will automatically update license expiry dates and save a lot of manual steps. “Real time data” is the buzzword for Toni Gähwiler.

The 3 Magic Letters: R O I

Above all, the workflows and automated features of **MINT TMS** save a lot of time that was formerly invested into manual processes. “We feel the improvement in quality and processes as **MINT TMS** brings facts and figures to the surface that had simply not been visible before. This finally means that users can take a lot more from the data pool and spend their time now on reports and strategically important evaluations which lead to reliable and consistent planning and new quality levels in our training offerings”.

“Mr. Gähwiler, what are the K.O. factors that make MINT TMS superior to any competition?”

- ▶ The Compliance Management part of **MINT TMS** can automatically feed the Training part and vice versa, e.g. automatic training- or assessment need list production (baseline for training management)
- ▶ **MINT TMS** is very flexible: a change of a rule has immediate effect and all dependencies are recalculated within a very short time
- ▶ Customizing or adapting the system to specific needs (setup and changes of the regulatory framework) is possible and can be handled by on-site experts, e.g. complex currency-, continuation training cycles, proficiency check cycles etc.
- ▶ All inputs to the database can be automatically checked, e.g. prerequisites, logical checks etc., so that data input quality can be easily improved
- ▶ Automatic trigger mail distribution and complex workflow setups are easy to implement or adapt according to the needs of the quality manager or new work processes
- ▶ The visualization of compliance issues or other data is self-explanatory and very helpful for compliance experts
- ▶ The creation of forms, lists and other customized printouts is easily done. Therefore, the communication between compliance and training management or the regulator is improved
- ▶ Cost benefit relation is very good



For more information about **MINT TMS** at Skyguide, please do not hesitate to contact:



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