

Service Offer



Process Efficiency Consultancy
and Team Coaching

Focus Areas

Outcome of combined process consulting & coaching

Increase amount of passengers

Improve Customer Delight

Reduce Escalations

Fluent processes less queuing times

Higher Revenue per Client

Methodology

The process consultancy provides recommendations and a SOR (Strength – Opportunities – Recommendation) analysis to strengthen the teams and individuals to perform and help to solve problems or identify issues which are in the way of reaching airport goals consistently

The project success is dependent on open discussion and involvement of as many people as practically possible, especially across interdependent departments

Benefits

of the combined process consultancy and Team Coaching

Achieve – Short term benefits

- Fewer missed connections
- Reduced delays and enhanced resource management
- Higher quality of flight information for passengers
- No wasted time waiting aircraft to arrive or being ready for start up
- More money spend in airports by each passengers
- Less queuing time for passengers
- Less customers complaints

Track – Long term benefits

- Increase of MTOW = maximum take-off weight and of passengers
- Reduced loss of luggage

Methodology

Assessment and Implementing of the changes

1. Agree on the target KPI's to specify and measure the goals, agree on the priorities to focus on.

2. Perform an assessment, identify new ideas and best practices with the teams

3. Agree on a way forward on the assessment report to implement changes

4. Execute team and executive coaching sessions and establish process changes

5. Track – Review the target KPI's to monitor the achievements of the change

References

„Iris has delivered high value services to clients to help us successfully deliver Opex Reduction projects. Iris has taken ownership and led the people and process orientated tasks and workstreams to successful conclusion whilst maintaining full compliance to the overall projects goals and methodology. We highly recommend Iris to other clients who require process re-engineering projects in the Telco domains. She is able to quickly win trust of employees and utilise this fully yet sensitively within a project goal. Many thanks, Neil” April 9, 2008

Top qualities: Great Results, Personable, High Integrity

Neil Thorley hired Iris as a Business Consultant in 2008

“Iris is very professional and sympathetic person that really can cope with different people. It was really pleasure to see her in action with our customers. I think she is one of the best what she is doing. It is pleasure to know her.”

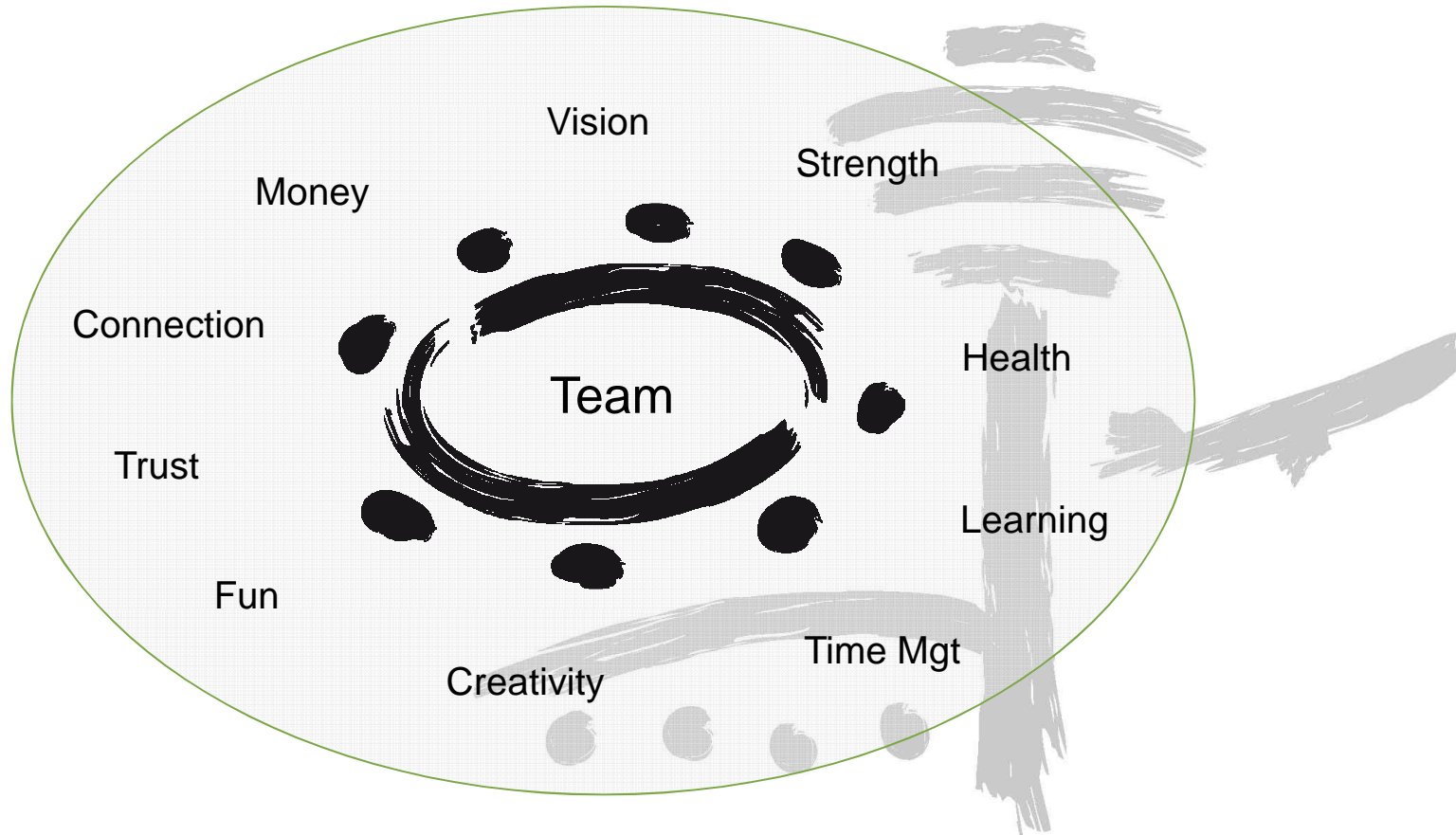
May 14, 2008

Kari Stenman, Senior Solutions Manager, Nokia Siemens networks

“ With her excellent social skills, Iris managed a process change project for me. She handled the project by focussing on people and teams and steered the different minds by asking questions and listening to the answers. It was really amazing for me to see, how she energised the people and the team to find their own solutions, when she moderated the discussions. I really would like to work with Iris in future projects.” May 2010

Ralf Paas , Vice President - System Integration, T-Mobile International (business partner)

Winning together





Thank you...

... for reading this document



Iris Clermont

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