# DFS World Webinars Vol. 2 01 June 2021

Covid recovery: from crisis mode to innovative growth Andreas Pötzsch **DFS Aviation Services GmbH** 

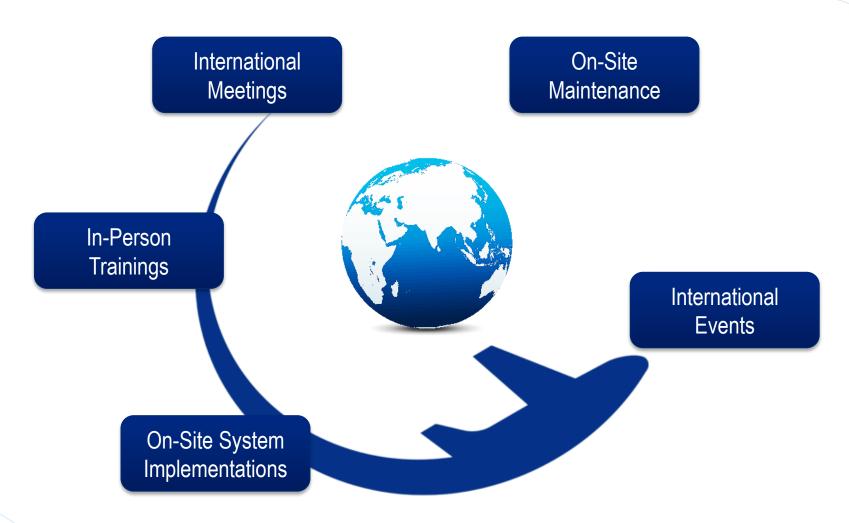








### **Pre-Pandemic**





Crisis Management becomes part of daily business



Flexibility in managing ATC operations at regional airports by adapting to customer needs



Establishing a remote working environment to continue system development and testing



Focusing on web products to support ANSP operations



Moving from traditional in-person trainings to developing online courses

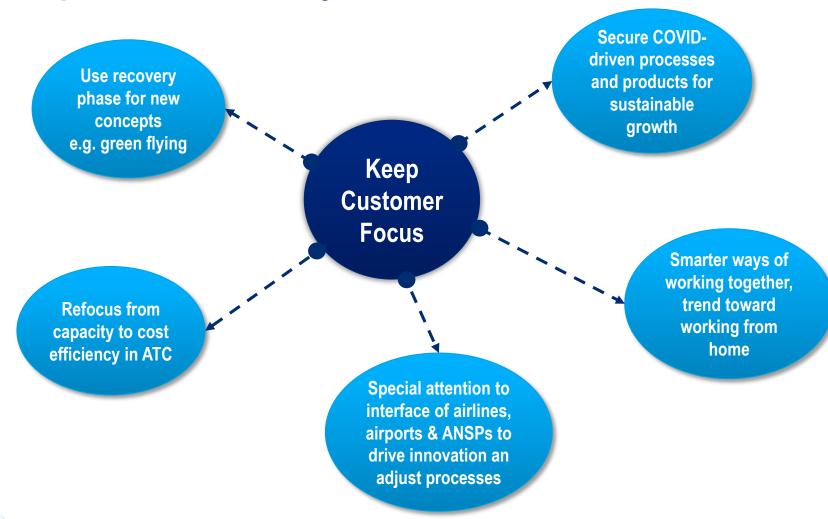


Using ATCO Simulator training to maintain proficiency in low-traffic

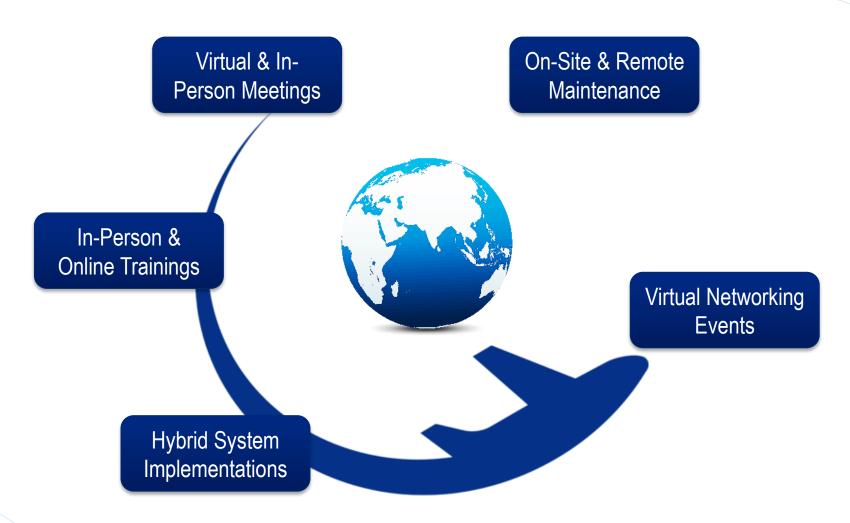
#### **DFS World Webinars Vol. 2**

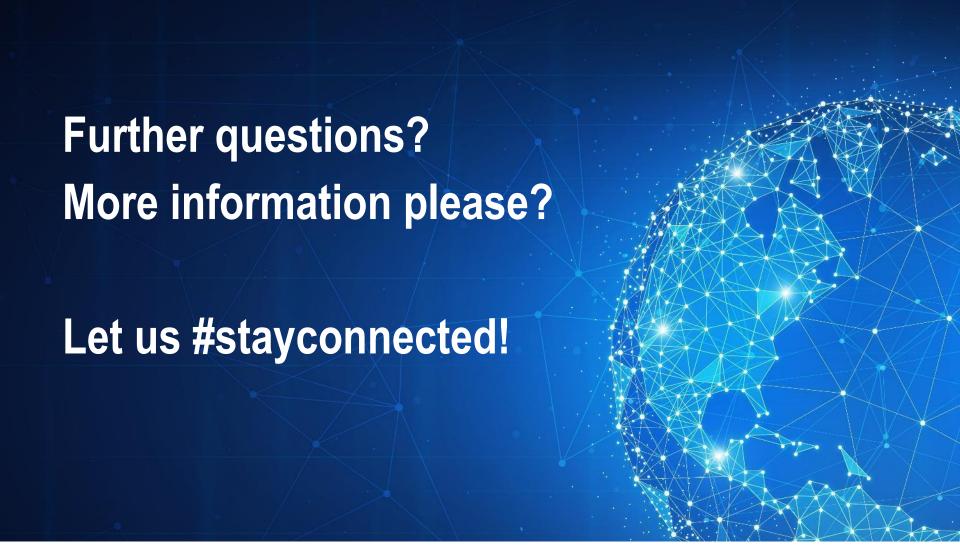
COVID RECOVERY: FROM CRISIS MODE TO INNOVATIVE GROWTH

# **Post-pandemic recovery**



### **Post-Pandemic**





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#### **Measures taken**

Established a **core team** to handle pandemic response

Adapted to the **needs** of **individual** regional airports

### **Key to Success**

**Communication** 



#### **Outcome**

Measures implemented resulted in **below average** number of **infections** 

Found customised solutions that were awarded with the **best Covid-19 response** 

#### Measures taken

Developed **individualised solutions** with customers to initiate and continue projects

Continuously reassessing the **needs** of ANSP **customers** 

### **Key to Success**

Technologies at hand and new concepts



#### **Outcome**

Established a **remote working** environment for system development and testing

Focus on **web products** and the investment in further developments

#### Measures taken

Moved from traditional inperson trainings to **online trainings** 

Found new ways to uphold ATCO proficiency in lowtraffic

### **Key to Success**

Reconceptionalised Training



#### **Outcome**

Developed a **new course portfolio** and more online training options

Successfully used the DAS **360° simulator** to deliver the first check-out