

Airport Organizational Development and Setup

The overall purpose of this study was to determine the best possible organizational structure and management system for Erbil International Airport (EIA). TH Airport Consulting was contracted to assess EIA's current practices as well as to recommend an improved organization, a reporting and QM system to meet international standards.

Services

- Assessment/analysis of current organizational structure and management practice at EIA
- Design and implementation of a confidential staff survey
- Interviews and group discussions with a representative sample of staff across departments
- Management workshop to develop EIA's mission, vision, and core values
- Update of certification requirement SOPs
- Development of a plan for culture change tailored to the needs of departments
- Development of a Quality Management Manual

Period of Services:
2022 – 2023

