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CENTRIK THE STAR OF ISLE OF MAN AIRPORT'S NEW TRANSPARENT APPROACH TO OPERATIONAL MANAGEMENT

Centrik has helped transform the operational management of Isle of Man Airport, increasing efficiency, improving transparency and enhancing its disciplined reporting procedures.

The airport – which sees around 30,000 aircraft movements and one million passengers per year – needed a robust management system capable of delivering a step change across every aspect of its operation, including for all safety, compliance, risk, training and document control, finding only Centrik capable of delivering what was required.

Dr. Jeremy Spake, Deputy Airport Director, Isle of Man Airport, says: “Within an incredibly short space of time we’ve seen a huge shift in culture at the airport thanks to Centrik. It has enabled us to introduce an enhanced level of reporting discipline and implement much tougher procedures – it’s been a total game changer.”

Centrik’s cloud-based, fully-integrated modular design provides airport staff with a clear, current, concise overview of all pertinent operational information, updated in real time and accessible via any desktop browser or mobile device.

The system has removed overly-complicated documentation procedures, cutting out a host of disparate systems used both internally and by external contractors, including airport security and ground handling agents. This has eradicated inefficient paper trails and email chains, as well as making evidencing operational processes for the regulator quick and easy.

“The additional functionality we can now call on, like being able to provide the regulator with access to our Centrik dashboard, makes a massive difference to our day-to-day

operations. When completing our latest full aerodrome audit, for example, the regulator was delighted with how robust the system was and the level of transparency it provided – we couldn't be happier with how seamlessly the process worked," adds Spake.

Centrik has also enabled the airport to radically change its approach to emergency incident notifications, providing a way to centralise the process and remove the previous time-consuming and potentially costly chain of calls between relevant departments. Now, an alert is automatically sent to the team via text, email and phone, meaning the appropriate response can be instantly actioned, tracked and evidenced.

In addition, the airport can now manage all aspects of its safety, risk, compliance, training workflows and meetings through one single source. The system is able to provide relevant members of staff with a comprehensive overview of all tasks, reports and findings, creating visible heatmaps and KPIs that can be used to quickly and easily demonstrate how all regulatory compliance requirements are being met.

The main gateway to the Isle of Man, its airport is serviced by six regular airlines providing a vital transport hub for the island.

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Notes to editor:

Centrik provides complete operational management systems for the aviation, military, maritime and banking sectors, and helps ensure regulatory compliance. Born from the civil aviation sector, Centrik currently has more than 28,000 users working in some of the most highly regulated and safety critical industries in the world.



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