

Flexible Workforce Planning for the Capital Airport

Aviation Services Network Significantly Optimizes Staff Scheduling

An optimized workforce planning system that considers employee working conditions is critical—especially in times of skilled labor shortages. For passenger and operations service providers, finding the balance between efficient resource deployment and employee satisfaction is essential. To achieve this, Aviation Services Network GmbH has implemented the Aviation Resource Management System (RMS) from EPG (Ehrhardt Partner Group) to manage its workforce planning processes in line with seasonal flight schedule changes. Specifically designed for the dynamic requirements of ground handling and cargo operations, RMS enables precise, flight event-driven shift management at Berlin Brandenburg Airport (BER).

Seasonal demand fluctuations, sudden schedule changes, and a highly regulated environment—ground handlers in aviation face a complex set of variables in workforce planning and scheduling. At the same time, day-to-day operations are often physically demanding, labor-intensive, and involve irregular hours. To address these challenges while ensuring employee satisfaction, regulatory compliance, and reliable staffing, Aviation Services Network GmbH relies on RMS by EPG. The system controls all aspects of workforce planning, manages shift and duty scheduling, tracks absences and vacation time, and allows for flexible responses to changes. It also supports the enforcement of service level agreements and process definitions, which are critical when working with Lufthansa Group's partner airlines.

Tailored and Efficient

"RMS is specifically designed for the demands of flight event-based shift operations," explains Michael Lewalter, Managing Director at Aviation Services Network. "Operational planning is difficult to predict in advance and often presents last-minute surprises. This is why we see the high level of customization offered by RMS as one of its biggest advantages over other tools. With other systems, even minor changes often trigger lengthy change requests and complex reprogramming."

Boosting Employee Motivation Through Self-Service Features

Through the RMS application, daily tasks are digitally assigned to employees. Once a task is accepted and started, dispatchers have full visibility into the handling process and can intervene as needed. When changes occur in the daily flight schedule, tasks can be easily reassigned. The system also issues automated alerts when necessary, such as in the case of staffing shortages.

With the RMS Mobile app, individual employees can actively participate in the scheduling process by submitting their shift preferences directly through the app—making it easier for planners to accommodate individual needs. Each employee receives a personalized daily schedule, including a list of upcoming tasks. “We view shift planning as a key factor in employee satisfaction,” Lewalter continues. “It must reconcile operational efficiency with employee preferences and needs. RMS enables a system-supported, highly intuitive approach to achieving this balance.”

Reputable References for a Careful Selection Process

The rollout of RMS at Berlin’s capital airport followed an extensive evaluation process, which included a site visit to reference customer and implementation partner AHS (Aviation Handling Services) at Munich Airport (MUC). During the pilot project at BER, integrating the seasonal flight schedules proved to be particularly complex. “Due to the large volume of information, data formats, and system languages, seamless integration of flight schedules always requires special attention,” explains René Merkens, Director Sales Logistics Solutions at EPG. “Thanks to the modular and highly adaptable structure of RMS, we were able to customize the existing solution to allow for simple import of flight schedules into our system going forward.”

Following successful implementation, approximately 130 employees are now working with RMS at Berlin Brandenburg Airport.

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