



KLM Royal Dutch Airlines ETS MRV implementation

10 June 2009

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Step by step approach

- 1 Careful examination of templates**
- 2 Organize a project team**
- 3 Describe data flow overview**
- 4 Analyze your dataflow**
- 5 Adjust database content**
- 6 Write queries for reporting**
- 7 Testing queries for completeness**
- 8 Internal audit**
- 9 Delivery monitoring plans**

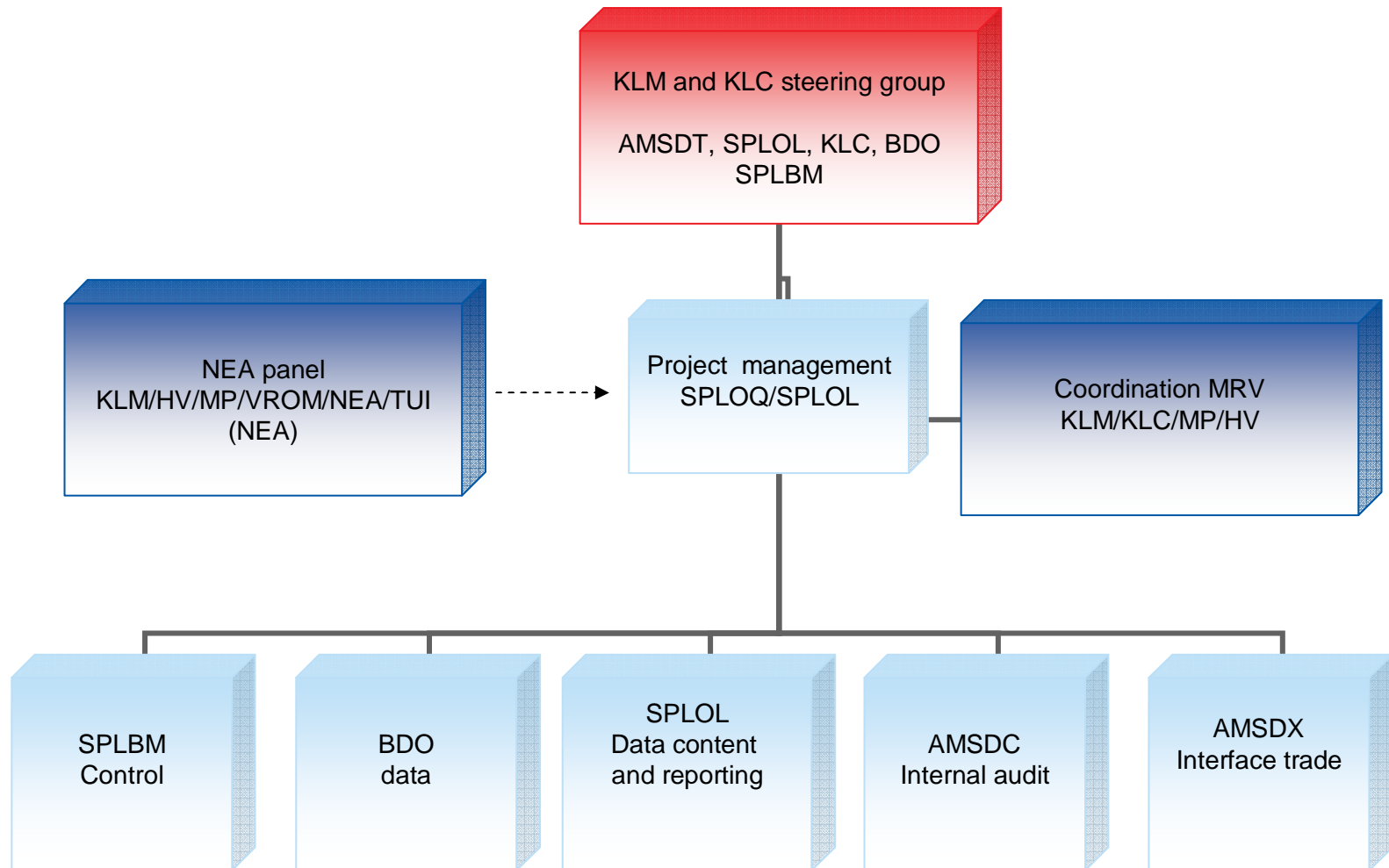
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1 Careful examination of templates

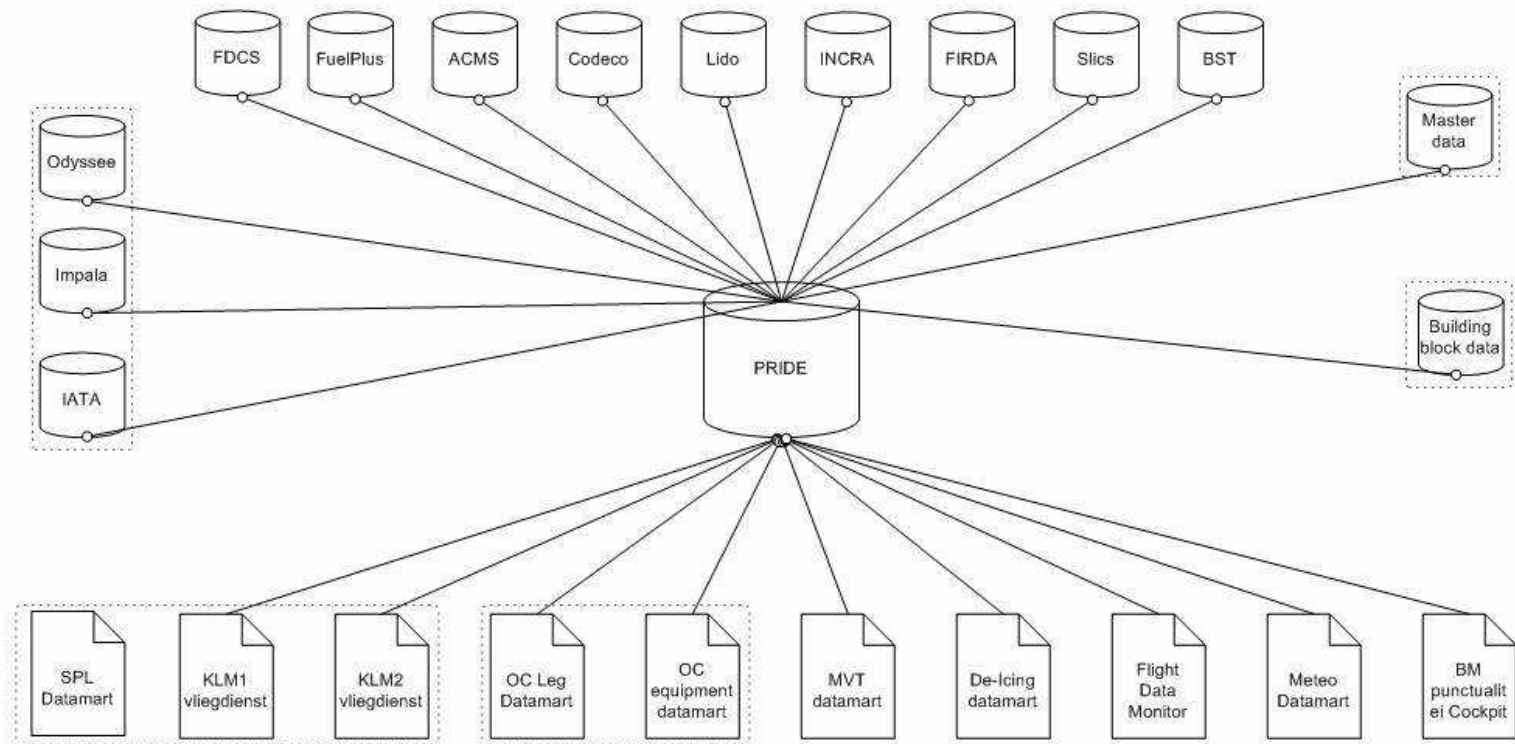
- Careful assessment of the last available TK and AE templates and try to complete them.*
- Find out if the information requested is available somewhere in the organization.
- When you still have a problem: contact NEA.

* every time repeated after release of new template

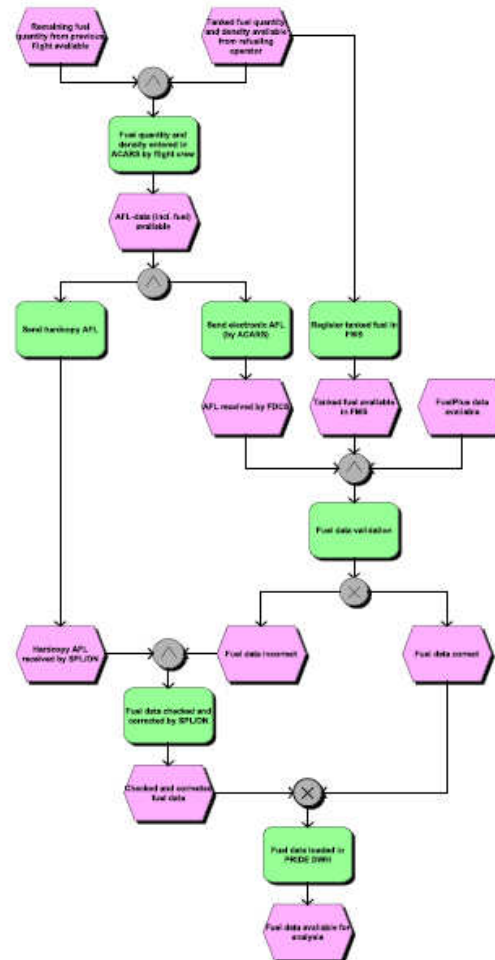
2 Organize a project team



3 Describe data collection system



4 Analyze your dataflow



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5 Adjust database content

International Flight to Not EU

NL Netherlands EU - KE Kenya Not EU

KL0565

EHAM-HKJK (AMS-NBO)

772 PH-BQO

26-Mar-09

Fuel before uplift

Fuel uplift

6 Write queries for reporting

Domestic per EU memberstate

From EU Memberstate – to memberstate

From EU memberstate – to 3rd country

From 3rd country – EU memberstate

Exempt training flights

Connect flight to previous flight

Fuel consumption per flight

Great Circle Distance

Actual Pax, Cargo flight

Number of flights per stretch

Etc

7 Testing queries for completeness

- All flights included?
- Strange flight numbers?
- Lease aircraft included?
- Missing (fuel)data?
- Etc etc
- Cross check till data completeness is proven

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8 Internal audit

- Check data flows
- Check processes and data integrity INCRA, SLS, Fuel+
- cross checks control/fuel slips
- Implement findings

Delivery monitoring plans

Completing Monitoring plan for TK and AE

Approval by KLM management

Delivery MPs to NEA before 31st of August 2009

And.....start monitoring

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Concluding...

Our approach was: just start as soon as possible.

So: Get started, get organized, get ready!