

Case Study **Gatwick Airport - Handover Management Customer Acceptance**

Customer Background :

Gatwick Airport is among the top 10 busiest airports in Europe. As part of the EU regulation No 2320/2002 to meet Standard 2 Level of Hold Baggage Screening (HBS) for explosive detection, major baggage system upgrades were required within the airport. Due to the complexity of the plant upgrade, support was required to manage the delivery and handover of all associated projects into operation.

Challenges :



SML was appointed as handover manager, acting on behalf of the airport to ensure the successful delivery of the plant upgrade. SML's remit varied greatly as each project had their own terms, conditions, and personnel so separate approaches had to be developed. There was also misalignment with the clients expectations and project scope.

Solution :



- Monitored project completion from programme level
- Implemented advanced stakeholder management approach - key to handover success
- Other items delivered was defect resolution, training requirements & delivery, documentation completion & delivery, software delivery and maintenance integration.

Business Impact :



- Met EU regulation No. 2320/2002
- Gained customer acceptance of the systems we were involved in and ensured that the contractors delivered everything that was necessary to support and maintain the systems they had supplied.

Customer Feedback:



“SML’s approach to handover management is rigorous and tenacious. They gained an understanding of what needs to be delivered and then structured efficient processes and systems to deliver the right results. They adapted their style to meet the situation, being collaborative and pragmatic when required but also able to demand results from others if required.”

Asset Integration Manager