



ANA Policy Mission, Vision and Goals

POLICY

ANA offers its customers services that meet and exceed their expectations. Our technical and administrative services and processes are designed to prevent deviations by ensuring there are no significant unexpected event.

The Director, Management, and the entire ANA commit to supporting and resourcing all aspects of the safety, security, quality and environment management system of ANA. Our goal is to create and foster clear strategic objectives and set performance indicators and targets and strive for continuous improvement of our services. It applies to ANA's organization as a whole and it focuses on the effects that risk and opportunities can have on the achievement of ANA strategic and operational objectives. ANA recognizes that risk management is an integral part of both sound management practice and good corporate governance as it improves decision making, enhances outcomes, and reinforces management accountability.

Safety, security, quality and the environment are our first priorities.

MISSION

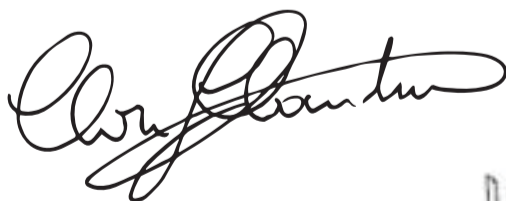
ANA's mission is to provide a safe, efficient, continuous and environmentally friendly flow of traffic in the national and delegated airspaces and on the aerodrome.

VISION

ANA's vision is to be recognized as a competent and well-performing ANSP and aerodrome service provider that meets and exceeds all local, regional and European performance targets and stakeholder requirements.

GOALS

- To maintain and further improve our performance in operational, technical support and enabling service areas: in regard to safety, cost-efficiency, quality, security, environment and capacity.
- To ensure the security of personnel, facilities and data by establishing a security management system maintaining adequate security levels.
- To provide and maintain a healthy and safe working environment for personnel, contractors, suppliers and visitors.
- To further develop our support and service provision in the aeronautical, aerodrome infrastructure development, technical and meteorological areas for our users and other stakeholders.
- To improve the dialogue with, and be recognized for our services, deliverables and contributions by all stakeholders.
- To comply with all applicable legislation and requirements, meet all applicable standards and consider best practices.



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