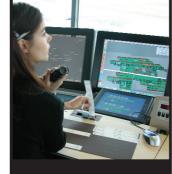Procedures and teamwork are key

# About VOLUME 4

**THIS Volume concentrates on the airside capacity enhancement activities specific to air traffic control operations.**

The importance of having a continuous and frank dialogue between aircraft operators, the airport operator and air traffic control is highlighted.

ATC operating procedures are reviewed with a fresh look at their potential to enhance airside capacity.

A separate section is devoted to the complicated interaction between airports and the airspace around them.

The need to consider the interaction of nearby airports is elaborated, as this scenario is increasingly common in Europe.

A new concept, tower resource management is introduced and explained in the light of the well known concept of cockpit resource management.

ATC performance management, enabling efficiency improvements, to unlock latent capacity is also included in this section.

In all cases, the need to focus on the performance of the whole operation rather than that of individuals is highlighted.

Awareness raising and capacity study recommendations conclude this Volume.