

“Proudly connecting Philadelphia with the World”



***ACI-NA Innovation @Airports
Presentation***

..my only real motivation is not to be hassled; that, and the fear of losing my job.....that will only make someone work just hard enough not to get fired.

-Office Space



Innovative Cultures are Positive

One of the most important aspects of an innovative culture is positivity

Freedom to experiment – Technology, Process, Service improvements

Only happens when you feel positive towards the organization

Teamwork and partnership building – Sense of Place

Try new things vs static and safe – See Something Say Something

Fail Fast – Fail is not a bad word!

Historically, Failing = Failure

Reduce fear of risk and idea sharing

How do we engage inside the airport?

Ensure full executive level buy in

Build a strong innovation program

Cross-functional and collaborative

Fix issues quickly, but strategically – Quick Wins!

Collect data and use analytics to drive better decision making

Integrate motivated students into the environment

Positive outcomes will lead to positive outlook – build faith!



How do we engage outside the airport?

Act as a partner in the innovation and start up community

Develop strong relationships with community organizations

- Leaders in Minority and Women in STEM programs

- Collaborative programs with High Schools through Ivy League

- Outreach to underprivileged students

Help build a better City and a stronger Community