

Line of Business – target 2025

KLM	
Network Business Passenger Activity KLM	Score 2
AMG/DG	Operations Passenger Business
SPL/AA	Operations Control
SPL/AC	Ground Services
SPL/CI	Fleet Services
SPL/NH	Inflight Services
SPL/OA	Flight Operations
SPL/ZA	KLM Cityhopper
SPL/SA	Safety & Compliance Org.
SPL/AV	Security Services
AMS/XX	Operations Decision Support
SPL/OX	IMO Operations
AMS/LR	Schedule Development & Distribution
AMS/LA	Network
AMS/CX	Customer Experience
Engineering & Maintenance Business KLM	Score 3
SPL/TA	Engineering & Maintenance
Network Business Cargo Activity KLM	Score 3
SPL/FA	Cargo
Information Services IT KLM	Score 4
SPL/XA	Information Technology
KLM Airline / Corporate	Score 3
AMS/DA	KLM Airline
AMS/DL	Corporate Finance
AMS/HA	Human Resources
AMS/LN	Mainport Strategy
AMS/DO	Fleet Development & Aircraft Trading
AMS/DQ	Strategy, Sustainability & Transformation
AMS/DS	General Secretariat
AMS/DJ	Corporate Legal Services

AFKL	
Commercial AFKL	Score 4
AFKL PM ...	Commercial Marketing
AFKL PC ...	Commercial Sales
Engineering & Maintenance AFKL	Score 4
AFKL EM ...	Engineering & Maintenance
Cargo AFKL	Score 3
AFKL CA ...	Cargo
IT AFKL	Score 4
AFKL IT ...	Information Technology
Corporate AFKL	Score 4
AFKL CH	AFKL Group
AFKL DD	Sustainability
AFKL FI ...	Finance & Procurement
AFKL HR ...	Human resources
AFKL SG ...	Corporate
AFKL SP ...	Strategy & Innovation