

# Wellington

CASE STUDY

# Airport

From manual friction  
to real-time  
compliance clarity  
with OneReg



# The Story

Wellington Airport - an essential gateway for domestic and international travel, prides itself on operational excellence and compliance.

In 2023, Wellington Airport partnered with OneReg to modernise safety reporting, simplify data management, and give leaders faster, clearer insight across day-of-operations activities.



**5.5m**  
passengers annually



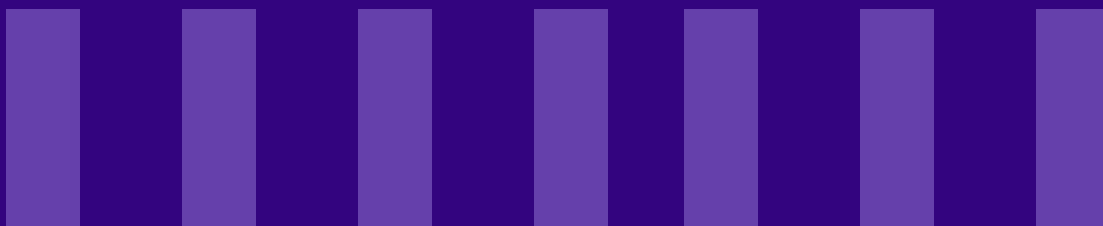


# The Challenge



Despite a strong culture of safety, everyday workflows created friction that slowed decisions and blurred visibility.

- **Cumbersome data management:** Lookup forms weren't sortable, key fields were hard to compare, and actions were buried in free-text, making trend detection and follow-up work harder than it should be.
- **Occurrence & wildlife reporting gaps:** Field reporting needed to be more accurate and intuitive; wildlife heat-map polygons sometimes rendered inconsistently, weakening hotspot analysis.
- **UI & navigation pain points:** Back-button behaviour and long scrolling disrupted task flow, while caching quirks occasionally led to incorrect manager displays in the org hierarchy.
- **Controls & oversight needs:** Teams wanted clear visual signals when incidents arose, a way to manage subtasks without spawning new forms, more effective risk register usage, and greater visibility into status/release information.



# The Approach

## Choosing a platform built for airport operations

Working with Chris Fox, Manager Safety & Quality Assurance at Wellington Airport, OneReg delivered targeted improvements through co-design, Quarterly Business Reviews (QBRs), and data group sessions - focusing on compliance clarity and everyday usability.

### ➤ Data clarity and structure

Introduced sortable lookup forms and re-framed actions into structured tables, replacing free-text with fields that can be filtered, compared and trended.

Refreshed comparative graphs so leaders and supervisors can scan for patterns faster.

### ➤ Occurrence and Wildlife reporting

Streamlined field friendly reporting flows to lift accuracy and ease-of-use.

Fixed polygon rendering on wildlife heat maps to reliably surface hotspots.

### ➤ Dashboards and controls

Added intuitive colour cues (e.g., red for incident increases) to make trends unmistakable.

Enabled checklists for subtasks, reducing form sprawl and keeping work in one place.

Strengthened the risk register and surfaced status/release information for better change awareness

### ➤ User experience and access

Resolved navigation/scrolling glitches and addressed hierarchy display issues

Rolled out Single Sign-On (Active Directory) to simplify and secure access at scale

“We built from the field up. Shift feedback shaped every tweak so improvements landed smoothly and stuck.”





# Implementation Journey

Delivery was paced to the airport's operating rhythm.

Configuration and testing cycles involved operational and shift teams, ensuring changes matched real-world use.

Joint QBRs kept priorities aligned, while data-group meetings validated that dashboards, fields, and graphs reflected how teams actually investigate, action, and close the loop.

“The user-friendly interface and proactive support from the OneReg team have been invaluable. We can now manage our data more effectively and ensure ongoing compliance with ease. This has only strengthened as we've rolled OneReg out to our shift teams - the key reporters of safety data. 🎧”

Chris Fox, Manager Safety & Quality Assurance

# The Results

With OneReg in place, Wellington Airport now works from a clearer, shared view of safety and operations - without adding process burden.

- Sharper visibility of safety metrics and trends, with comparisons and colour cues that draw attention to what's changed
- Easier, more accurate field reporting, improving timeliness and confidence in the data
- Assurance on daily execution, with clearer tracking that operational tasks are completed and followed through
- Stronger findings management across audits, investigations, and change management - so issues move from detection to closure faster
- Whole of organisation participation, extending beyond operations to corporate teams and senior leaders, lifting engagement in the safety system and closing the loop on observations





“ OneReg has  
transformed our  
operational efficiency  
and compliance  
management. ”



# Confidence built into Compliance



## About OneReg

Our vision is to reimagine compliance not as a regulatory burden, but as an embedded part of everyday operations.

OneReg enables aviation operators and regulators to work from a shared source of truth. Compliance becomes a live, dynamic ecosystem – where insights flow in real time, decisions are informed by high-quality data, and safety becomes the natural outcome of smarter systems.

With OneReg, compliance isn't a checkbox – it's a state of being that reduces the time, complexity, and human resource cost of staying safe and compliant. The result is safer, smarter, more sustainable aviation.