

# Future Roadmap UM Service

## Long-Term Goals: Strategic Growth

- Utilize Feedback for Continuous Improvement
- Unified Check-In Desk
- All-Digital UM Journey
- Global Standardization of UM Processes
- Junior Jet Lounge Expansion

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Long-Term Goals (18-36 Months)

## Medium-Term Goals: Implementation and Expansion

### Implementation and Expansion

- Implement Redesigned UM Necklace Wallet
- Upgrade Junior Jet Lounge
- Feedback Collection System

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Medium-Term Goals (6-18 Months)

## Short-Term Goals: Research and Testing

### Research and Testing

- Launch enhanced website
- Upgrade redesign and test new UM wallet
- Implement AFS UM desk redesign
- Staff training program rollout

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Short-Term Goals (0-6 Months)

