

services: baggage

Reliable baggage operations that consistently deliver a high level of performance play a vital role in providing a seamless travel experience, achieving on-time performance, and reducing costs for operators. o&i consulting helps airports, airlines and ground handlers to maximise the performance of their inbound and outbound baggage operations.

Our core capabilities in this area include:

operations design and improvement

In creating efficient baggage flows, we recognise the importance of understanding the variables that contribute to demand and operational performance. We therefore consider the effects of the broader aviation environment, for example check-in and stand allocation when identifying improvement opportunities and developing solutions.

In addition to improving end-to-end baggage processes, we address baggage logistics such as equipment in use, movements and storage strategies. This way we can also ensure that best use is made of available space.

operations planning

o&i consulting applies its planning expertise to enable clients to fully understand their baggage operation and plan capacity and demand more effectively.

By modelling when bags reach check-in and when they are processed through check-in we are able to determine when and how much baggage make-up capacity, resource and equipment is required.

For inbound operations, this means understanding elements such as scheduled and expected arrival times, walk times, immigration processing rates and so on, to ensure reclaim facilities are optimised and available at the right time.



service overview: baggage

- End-to-end baggage process analysis and optimisation
- Analysis and design of baggage hall layout and storage strategies
- Baggage capacity and demand analysis and planning
- Baggage capacity optimisation
- Baggage make-up position planning and allocation improvement
- Baggage reclaim facilities planning and allocations
- Baggage operations and systems modelling
- Demand-driven allocation tools
- Baggage contingency planning

project experience: baggage

Our team has broad experience in designing, planning and improving baggage operations; examples of our work include:

British Airways

An o&i team member led the development and implementation of baggage handling processes for the carrier's Heathrow Airport Terminal 5 operation. He worked closely with operational management and trade unions to ensure processes were lean, robust and understood throughout the operations team.

Gatwick Airport

o&i consultants identified the cause of baggage hall congestion at a Gatwick Airport terminal and proposed a set of actions and methods to optimise the operation. Recommendations included improvements in ULD logistics, alternative facility allocation methods and integrated check-in and baggage production facilities planning.

International Airport

We completed a baggage handling system demand and capacity study at a major international terminal to ensure future planned BHS developments are appropriate in terms of both scale and timing. A key element of this project was the development of a capacity modelling tool, with user guide, to assess BHS constraints and pinch-points and enable the airport company to conduct future capacity assessments.

Following this project, we identified and recommended a set of baggage handling system process and capacity improvements.

Other baggage projects have included:

- BAA: Study of baggage make-up capacity and recommendations to reduce congestion at a LHR terminal
- Durban Airport: Baggage operations modelling
- European Investment Bank: Baggage expertise and analysis of cost and functionality to support a funding decision.
- IATA: baggage operational readiness review in preparation for the opening of Terminal 3 at Sheremetyevo Airport
- Sydney Airport: Baggage reclaim allocation tool, and baggage contingency planning



o&i consulting

o&i consulting's team applies operational research and industrial engineering skills and its aviation and distribution industry experience to design, plan and improve airport, airline, air cargo, parcel delivery and logistics operations.

We help clients to get the best out of their existing facilities, develop efficient new operations and create a positive customer experience.

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