

services: check-in

o&i consultants have an international track-record of assisting international airports, airlines and ground handling clients in creating efficient check-in operations. Their clients have included Budapest, Dublin, Manchester, Melbourne and Sydney airports, bmi, easyJet, and Qatar Aviation Services. Clients benefit from the ability to optimise passenger throughput and capacity, reduce congestion and waiting times, reduce operating costs and improve the passenger airline / airport experience.

Our core capabilities in this area include:

operations design and improvement

In order to develop a check-in layout and process to meet client needs, we take time to thoroughly understand current operational issues, current and future requirements and demand for check-in modes and airline products. This research enables us to provide the appropriate balance of traditional and modern check-in modes for that operation and a design that achieves a logical and efficient end-to-end passenger flow to the mode of their choice. We address layouts, processes, work methods and wayfinding.

operations planning

o&i consulting performs demand-driven check-in desk planning and allocation, and resource planning for entire airport terminals, carriers and ground handling operations. To best align capacity with demand, our planning solutions consider carrier requirements, e.g. planning to service standards; mix of check-in methods and product types; airport requirements; handler requests; links to baggage screening and build requirements.

As part of our operations planning offering, we complete scenario planning, analysis and modelling for aviation operators. This enables clients to understand passenger and baggage flow and the impact of check-in demand on dependent processes such as baggage screening and make-up, emigration and passenger security.



service overview

- End-to-end check-in process analysis and optimisation
- Check-in transaction process analysis and optimisation
- Check-in capacity optimisation
- Passenger flow analysis and process design
- Check-in facilities layout planning and design
- Queue structure design and queue management strategies
- Demand analysis, for all check-in methods
- Facilities requirements planning
- Demand-driven check-in desk planning and allocation
- Demand-driven resource planning
- Implementation of processes, layouts and product and technology changes

introduction to 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.

Our core capabilities are:

operations planning

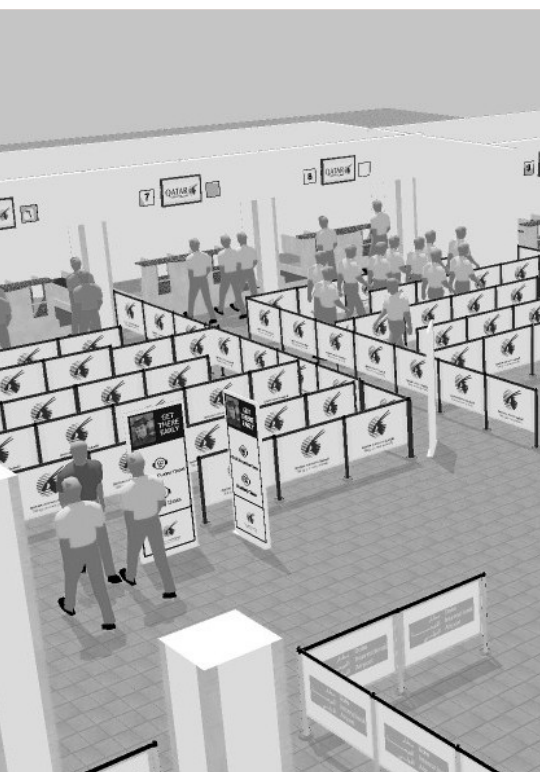
- capacity and demand analysis
- capacity planning
- passenger, baggage, cargo and parcel flow modelling
- rostering and resource allocations
- allocation planning
- gate allocations
- forecasting
- operations planning for special events e.g. Olympic Games
- contingency planning

operations improvement

- capacity and demand analysis, planning and improvement
- productivity analysis and improvement
- process (re)engineering
- rostering and resource allocations
- flow management
- facilities layout (re)design
- queue design and management
- solution implementation
- process and procedure training

operations design

- conceptual design for passenger, baggage, cargo, parcel and logistics facilities
- detailed design
- process design and re-engineering
- facilities requirements and layout



contact us

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