

services: passenger operations

We measure, design, plan and improve passenger operations; our skills and services include:

check-in

- demand analysis
- facilities requirements planning
- demand-driven desk and resource planning and allocation
- end-to-end process and queue design and optimisation
- check-in capacity optimisation
- check-in facilities layout design

passenger screening

- end-to-end process optimisation and throughput increase
- queue management and structure design
- continuous improvement strategies
- demonstration of improved screening processes and planning techniques
- demand-based lane allocation
- transfer of skills, tools and knowledge

boarding, gates, stands

- automated boarding process design
- automated boarding technology selection
- negotiating and agreeing processes and technologies with stakeholders
- trialling boarding processes
- gate allocations
- stand planning and capacity increase

arrivals operations

- end-to-end process optimisation from chocks-on to kerb
- end-to-end capacity and demand planning and management
- queue design and management
- immigration facility planning
- baggage reclaim allocation planning

cabin services

- product and process analysis
- delivery procedures and process improvement
- resource planning and roster patterns
- establishing and implementing crew performance measures



our credentials

o&i consulting enables its clients to optimise passenger throughput and capacity, reduce congestion and waiting times, reduce operating costs, and improve customer service and the passenger airline / airport experience. Our team has achieved this for international airports, airlines and ground handling agents.

Examples of our work in creating efficient passenger operations include:

- demand-driven check-in desk planning and resulting efficiencies for scheduled, charter and low-cost airlines and handling agents at Gatwick Airport
- passenger screening process improvement for Dublin Airport
- automated boarding process design and trial for BAA
- apron strategy, capacity benchmarking and stand planning for Sydney Airport
- arrivals process study and capacity improvement for London City Airport
- cabin services study for a large UK airline

introduction to o&i consulting

o&i consulting applies operational research and industrial engineering skills and its aviation and distribution industry experience to measure, 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
- stand planning
- 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
- introduction of new technologies e.g. automated boarding

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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