

Improving departure process performance for a major Middle Eastern Airport



Project description

Problem

- Sub-optimal performance of the main terminal check-in area at a large Middle Eastern Airport; this had an effect on subsequent production areas within the departure process

Methodology

- Demand and process analysis
- Capacity and demand modelling
- Process re-engineering
- Layout redesign: inc. 3D scale diagram

Solution

- Existing process issues were identified and revised processes and facility layouts developed through identifying root causes of the capacity issues and collecting robust data used in the subsequent computer modelling and solution development.

Project description cont.

Benefits

- Designed to enable quick implementation
- Modelling demonstrated ability to make significant improvements to the performance of the departure process.
- Ability to create a controlled passenger flow with ability to provide high levels of customer service

Similar o&i consultant experience

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 Doha International Airport
 Dublin Airport
 Exeter Airport
 Gatwick Airport
 Manchester Airport
 Thomsonfly

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