



services: delivering end-to-end operations

o&i consulting realises major operational developments in aviation. We help operators through complex, large-scale planning phases, through design, development and trialling stages, and ultimately the delivery of live operations. We have supported aviation clients in commissioning new facilities, and in preparing and realising operations for special events.



event-driven operations planning, design, implementation and management

Our skills in realising major, end-to-end projects are well demonstrated in the delivery of airport operations for the Olympic Games. This major sporting event is a unique experience for an airport, and requires well planned and executed operational and logistics developments, that are thoroughly tested and robust in time for a fixed deadline.

A key challenge for airports posed by The Games is managing the surges in passenger and baggage demand on peak days, in particular the main departure days. The emphasis is on absolute preparedness to avoid a negative impact on the operation.

This requires advanced planning, an understanding of preparing for such events, and coordinated project management by a consistent and reliable team. It means addressing all aspects of

the operation, providing accurate capacity and resource planning, smooth processes and active management, robust security procedures, good passenger preparation and effective communication strategies for the end-to-end processes.

o&i consulting supported Sydney International Airport in 2000, Athens International Airport in 2004, and London Heathrow Airport in 2012 in the lead up to and during the Olympic Games in their respective Host Cities. We provided the airport companies with arrivals and departures logistics advice; operations planning, improvement and design expertise; process implementation and operations management skills.

Please see inside for an overview of our full skill set.

special event operations delivery

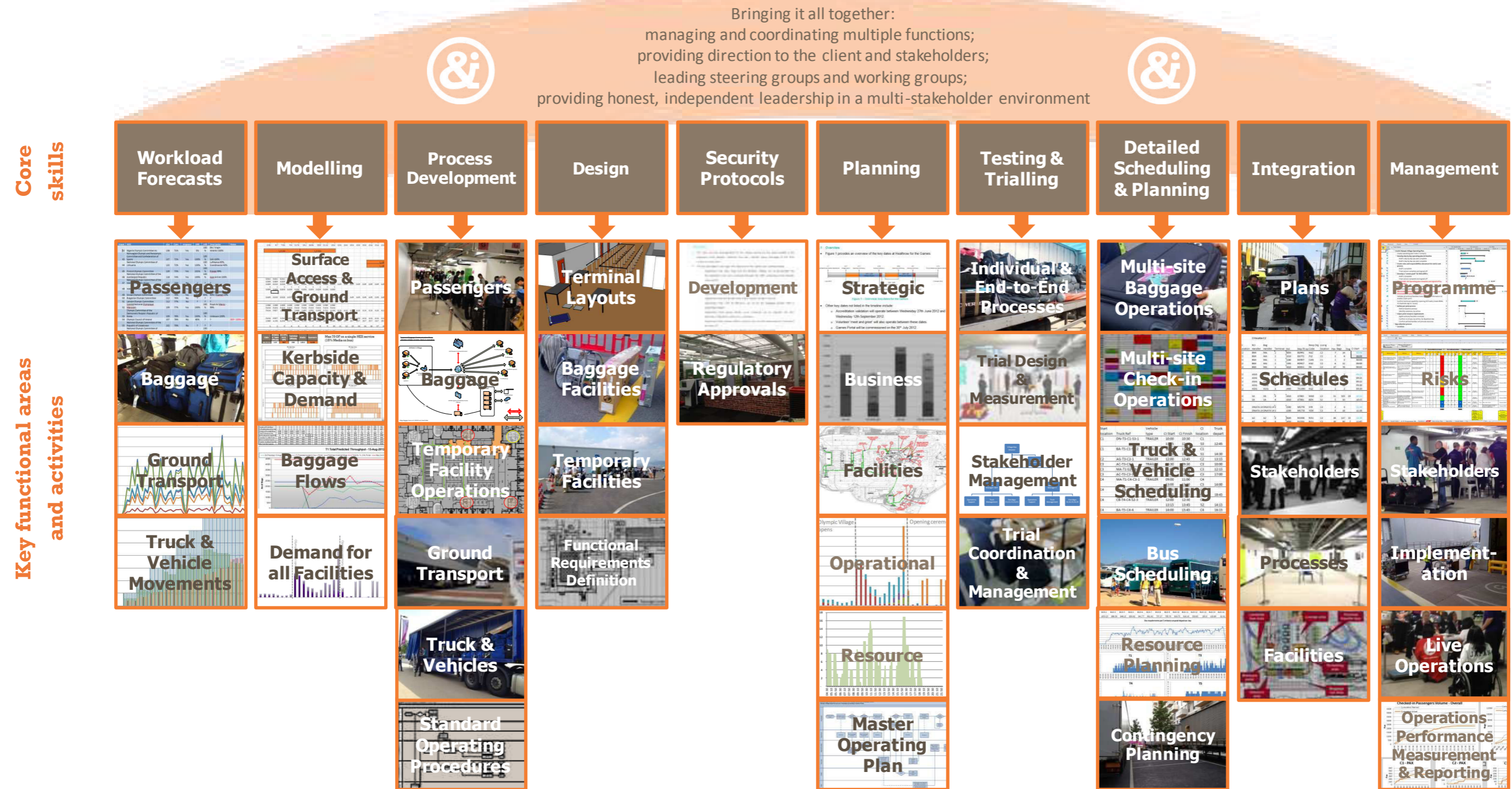
o&i consulting was involved in the preparation and delivery of airport operations for the 2012 Olympics. This project demonstrates our broad skill set, and how we successfully employ this expertise to benefit clients in large projects.

The challenge: To ensure a hub airport was fully prepared for a major logistical event that had an immovable deadline, and involved complex airport change.

o&i consulting played a leading role throughout, from the forecasting and planning stage to the delivery of the live operation on the specified dates.

Our team was commissioned by the airport operator to provide event-driven planning on the largest scale, operations implementation expertise and operations management skills, and its expertise in supporting other airports during similar events.

o&i consulting delivers end-to-end operational change



From planning and process design for a large-scale logistical challenge to implementation and execution of the plan and processes in live operation: o&i consulting's team led, carried out and brought together each of the above areas to complete this complex end-to-end project, and enable the airport operator to deliver the live operation, successfully, impressively and on-time.

project experience: operations delivery

Examples of our work include:

Athens International Airport

o&i consultants provided operations planning and process optimisation expertise to prepare Athens Airport for an increase in passenger and baggage demand during the 2004 Olympic Games. Our role included developing the off-airport processing concept which managed the movement of large teams of athletes and their baggage from the Olympic Village to the airport on the peak day after the closing ceremony. Successful delivery of the concept involved working with the village management team, ATHOC logistics, Greek Police and security services, and NOCs.



British Airways

Members of our team provided operations design and implementation, and transition leadership expertise to British Airways in its move to Terminal 5, Heathrow Airport. We developed and implemented lean, re-engineered ramp and baggage handling processes in the existing operation to ensure teams were ready for the move. In terms of transition, our role involved setting up, and managing all testing, proving trials, migration (GSE, aircraft, office moves) and staff training and terminal familiarisation (7,000 staff) for all BA customer service and ramp operations.

Heathrow Airport

o&i consulting provided operations planning, design, and operations management services to Heathrow Airport in the period leading up to and through the 2012 Olympic Games.

Our team worked in partnership with the airport company, becoming fully integrated into its Olympic and Paralympic Planning team. We worked with multiple airport, airline and ground handler stakeholders as well as LOCOG to develop and test new baggage and passenger operating processes and create detailed operating plans for both the temporary Games Terminal and the Athletes' Village Remote Check-in Operations. We also took on key roles in managing these operations.



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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