

passenger screening operations

o&i consulting designs, plans and improves end-to-end airport passenger security screening operations. We help operators to create forward-thinking new operations, integrate change, and improve the performance of existing operations, while ensuring compliance with local and international regulations.

Our team works closely with client operations and management teams to understand their needs and determine their objectives, also spending time within existing operations for a complete understanding.

Taking an holistic view of the operation, we consider how every aspect of regulatory requirements, planning, process and layout design, equipment choices, work methods, and

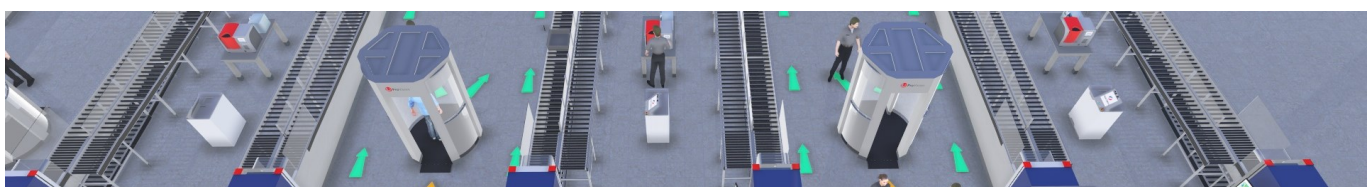
passenger interface affect operations performance and customer service. We take each of these factors into account when providing a fully compliant yet flexible and results driven solution.

At o&i consulting we have a strong appreciation of the importance of structured and effective training in a screening environment, to ensure consistent security, performance and service standards.

We place value on instilling routine performance measures and encouraging staff and management training when changes take place to maintain the standards set.

our offering: passenger security

- Process mapping
- Process design and improvement
- Layout design
- Equipment requirements
- Technology
- Passenger and item flow
- Work methods
- Communications
- Demand forecasting
- Facility and resource planning
- Training and mentoring
- Performance measuring / monitoring
- Operations management and front-line supervision
- Long-term planning
- Standardisation
- Implementation and post-implementation support



passenger security: project experience

Heathrow Airport: implementation of LAGs regulations

Survey, equipment trial, process design and implementation to prepare Heathrow Airport for the first phase of changes to legislation regarding the screening of LAGs. We worked with trainers and operations teams to provide training in the new screening equipment and associated processes.

After supporting the airport in the smooth delivery of these changes, we reviewed the impact of the new regulations. We provided Heathrow Airport with an understanding of how the new processes had changed throughput and alarm rates, and quantified the effects on the operation and customer service. Our work has identified modifications to improve the process and passenger experience.

Dublin Airport: passenger screening process optimisation

Dublin Airport engaged our team to optimise its existing passenger security screening process. We identified clear opportunities to improve operations performance and demonstrated their effect within the airport departure process. Prior to the implementation of the new EU security regulations, we also advised the airport company on taking a production approach to integrating the new requirements.

Qantas Airways: design of standardised process

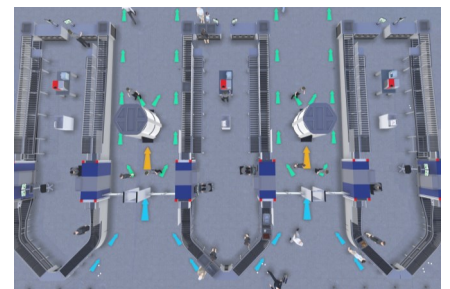
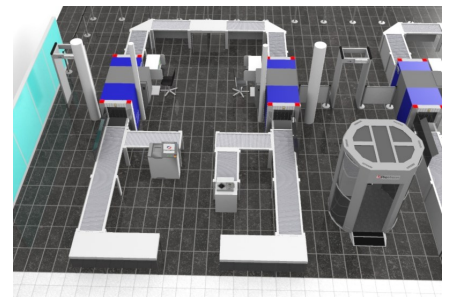
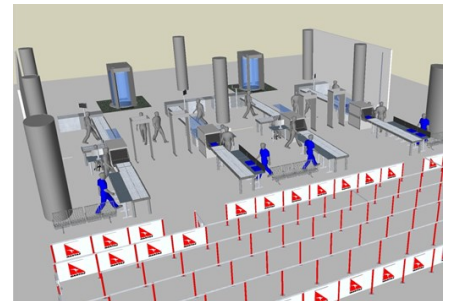
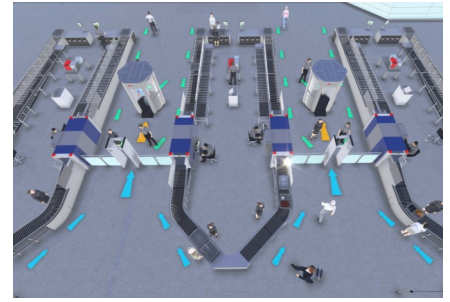
o&i consultants developed an improved passenger security screening layout and process for Qantas Airways' domestic terminal operations. The improved layout and process incorporated current and future processing and technology requirements. A key part of our work was ensuring that we delivered a standardised process that was transferrable between airport sites.

Heathrow Airport: process improvement manager

o&i consultant performed the role of interim performance improvement manager for Heathrow Airport at two terminals, focussing on the passenger security screening operation. The role involved developing and trialling of new processes and operational layouts designed to improve throughput rates and customer service, and working with operations teams and management to achieve improvement, while maintaining high levels of security compliance.

Other projects:

We have worked on security related projects for companies including: Copenhagen, Delhi, Edinburgh, Gatwick, Manchester, and Sydney airports; Danzka, ETRC, Network Rail, Sellex, and WDF. o&i consulting is also a framework supplier in the field of aviation security for the European Commission.



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