



## passenger security screening: integrating change

Over the past 5 years we have seen the introduction of new liquids screening regulations, ETD and body scanning technologies and, most recently, the emergence of computed tomography (CT) security equipment. These are in addition to the changes that individual airports choose to make in the interest of performance and customer service.

With new legislation and equipment come new processes, work methods and instructions to passengers and, as a result, changes in how an operation performs. o&i consulting has broad experience of helping airport operators to identify and develop effective solutions and successfully integrate change in live passenger screening environments.

### our offering: integrating change

---

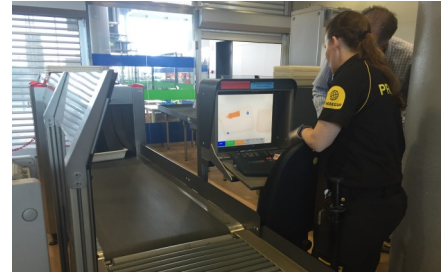
- Demand surveys: set up and management to determine current volumes, baseline future volumes and quantify the impact of change
- Waste analysis and modelling of screening operations
- Research of new legislation, process requirements or new equipment and identification of options
- Process development to incorporate change: new regulation, equipment, communications or work methods, with a focus on creating an efficient and effective end-to-end process
- Equipment and process testing and trialling: off-line and in live operation; including intensive trialling of short-listed options
- Trial performance measurement, analysis, scenario modelling and reporting to inform procurement decisions
- Identification of equipment, including combinations of technologies, appropriate to client needs and operation
- Equipment procurement and selection support
- Development of training documents and training support to ensure clear communication of change, including train the trainer
- Phased process and equipment implementation planning and management, providing live operational support
- Post-implementation review and support

# integrating process and equipment change project experience

## Heathrow: ETD equipment replacement

In anticipation of regulatory changes in 2020, our team identified the optimum type and amount of ETD equipment required by Heathrow and supported the implementation of the selected technology airport-wide.

The project included conducting a series of offline and live operational trials of available ETD technology to determine an appropriate solution for the airport. Following the procurement process, o&i consulting managed the development of security processes around the new equipment and training materials to support these, as well as working with the operator to integrate the new solution in live operation.

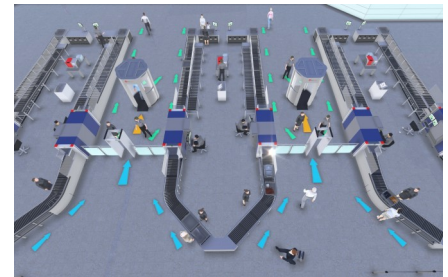


## Heathrow: LEDS technology solution

In preparation for changes in liquids screening legislation at airports, o&i consulting led a programme to identify and implement the optimum LEDS solution for Heathrow. Following an assessment of current volumes and the impact of forthcoming regulatory change for the airport, our team identified and trialled the available LEDS screening options in live operation. We worked with the airport to determine and procure the best equipment combination for its requirements.

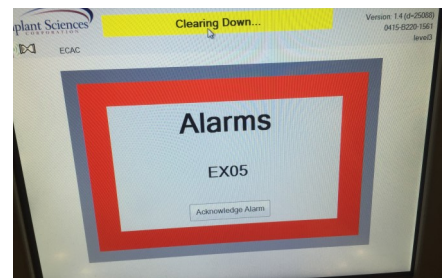


In conjunction with the security test, we developed an efficient screening process to incorporate the new equipment and implemented this airport-wide. Following the introduction of new procedures, the airport asked us to conduct a post-implementation review to identify opportunities to further improve performance.



## European Commission: LAGs carriage trials and study

As a result of a competitive tender process, o&i consulting led a study on how to optimise the screening of liquids, aerosols and gels at European airports and to assess the feasibility of lifting current restrictions on their carriage in cabin baggage. This involved a series of trials over the course of several months at 5 EU airports, evaluating LAGs carriage with a range of LEDS technologies including the new generation of CT screening equipment.



## Process and equipment change:

Other clients benefiting from our ability to identify and integrate change in a passenger screening environment include: Dublin, Gatwick, Manchester, Stansted and Sydney airports, Qantas Airways and various equipment manufacturers.

## about o&i consulting

o&i consulting is a niche operations consultancy, specialising in the aviation and logistics sectors. We apply industrial engineering and operational research skills to help our clients to fully understand their operation, improve the performance of their existing facilities, develop efficient new operations and create a positive customer experience.

David Calder  
Director, o&i consulting  
+44 (0)7990 572 895  
[davidcalder@oandiconsulting.com](mailto:davidcalder@oandiconsulting.com)

Nigel Marsh  
Director, o&i consulting  
+44 (0)7919 202 067  
[nigelmarsh@oandiconsulting.com](mailto:nigelmarsh@oandiconsulting.com)

[www.oandiconsulting.com](http://www.oandiconsulting.com)

