

o&i consulting:

enabling operational excellence for the aviation and logistics sectors

o&i consulting helps transport and logistics organisations to optimise their operations. We are a niche consultancy that applies operational research and industrial engineering disciplines alongside in-depth sector knowledge and experience to help achieve operational excellence. Our work enables clients to get the best out of their existing operations and successfully integrate change such as new technologies, regulations and standards. For new facilities we design future-oriented processes to ensure clients maximise their investment.

The o&i team takes a fact-based approach to identifying constraints and improvement opportunities, seeking to fully understand client operations and requirements prior to solution development. Our solutions are practical and bespoke to the environment in question, and, where requested, tested and trialled in live operation. As a result clients are able to optimise operations performance and asset utilisation, reduce costs, improve customer service and consistently meet service standards. Our work is underpinned by a collaborative approach that engages all relevant stakeholders from an early stage.

The nature of the projects we conduct varies considerably. For example, we work with operators to develop and improve end-to-end processes; engineering companies and architects to determine the capacity and operational design of new facilities; operations management to identify short-term remedial solutions for issues that require a 'quick fix'; as well as offering independent advice and specific operational knowledge to clients across the sector. o&i consulting works with airports, airlines, ground handlers, rail operators, logistics providers, engineering and architecture companies and industry authorities and associations worldwide.

<p>operations design</p>	<p>operations improvement</p>	<p>operations planning and modelling</p>
<p>operations assessments & studies</p>		<p>special event logistics</p>
	<p>flow design and management</p>	
<p>capacity and productivity improvement</p>	<p>bespoke, fact-based solutions</p>	<p>live operational trials and implementation</p>

international experience and reference projects

o&i consulting has a broad portfolio of international aviation and logistics experience, as illustrated in the map below. With a strong reputation for an independent perspective, in-depth operations knowledge and the ability to identify and implement quick wins as well as deliver expert advice to development projects, we have an impressive history of long-term clients and repeat business.

project examples

ETD technology replacement

o&i consulting supported the airport-wide replacement of ETD technology at Heathrow. Our role included research, testing, trialling and selection of equipment; process design; training document development and implementation.

Logistics operations design and concept proving trial

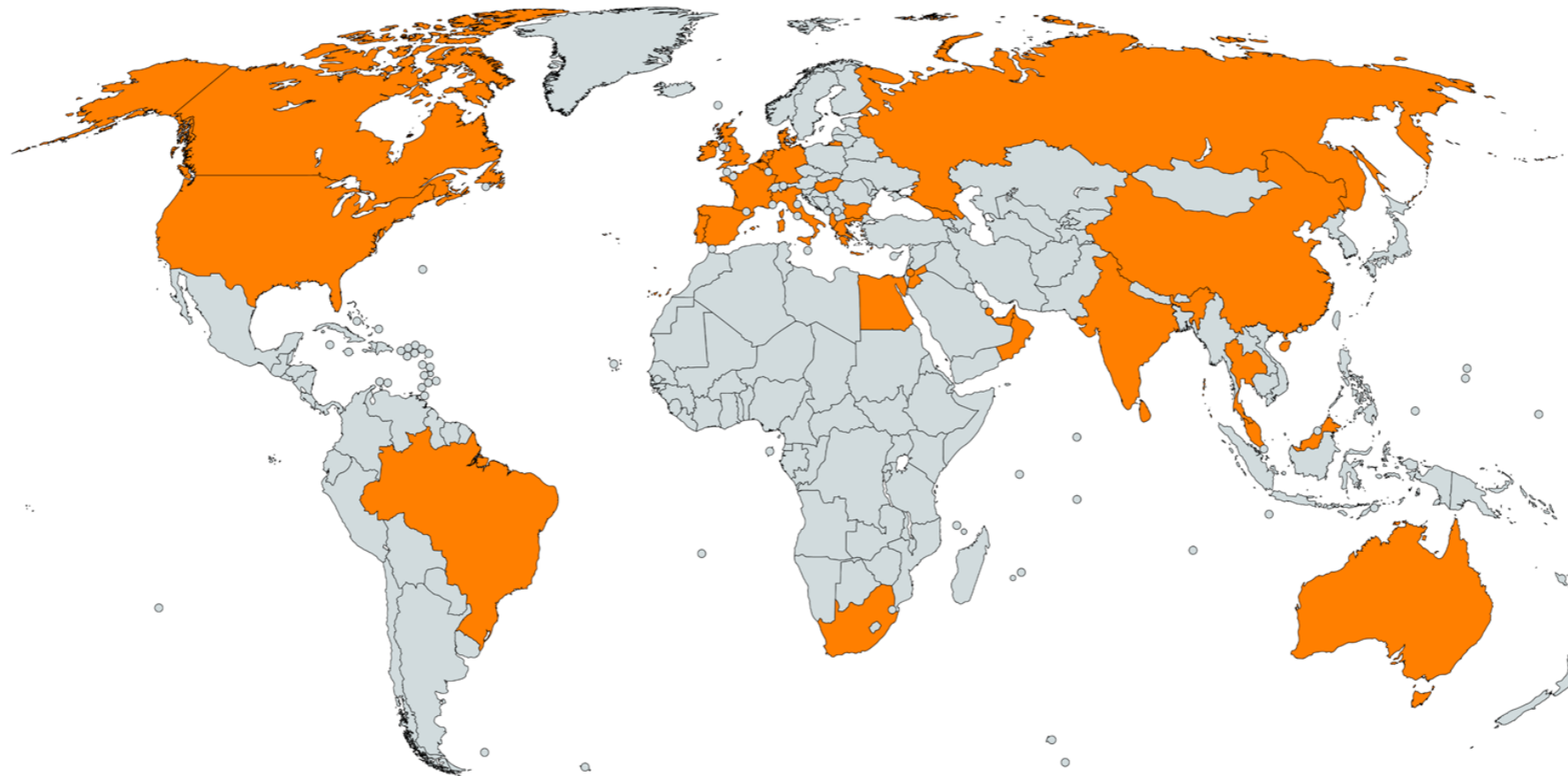
We assessed, quantified and trialled the effects of structural changes on goods-in waste-away logistics operations for High Speed 1 at St Pancras station. The trial successfully proved that a managed logistics process would provide adequate capacity to handle peak demand.

Airport security studies for the European Commission

The European Commission has engaged o&i on a number of occasions to conduct specialist aviation security operations and industry focussed studies. These projects have assessed and made recommendations regarding landside security measures and passenger flow improvement, the benefits of One Stop Security arrangements, and liquids carriage in cabin baggage.

Airport capacity analysis for the FIFA World Cup 2022

Providing operational research expertise, we performed airport operations analysis to deliver a clear understanding of the capacity requirements to handle passenger and baggage volumes at Hamad International Airport during the FIFA World Cup 2022.



project examples

Goods-in waste-away logistics

In collaboration with Jacobs, we developed a goods-in waste-away logistics management strategy for the Terminal 2 transformation programme at Manchester Airport. Our role included capacity and demand assessment, facility requirements, and process and layout design.

Airport operations design for London 2012 Olympics traffic

Commissioned to deliver operations planning, design and implementation in preparation for the Olympics 2012, we worked with the airport, airlines, handlers as well as LOGOC and NOCs during the 18 months leading up to the event. Heathrow was able to successfully handle all passenger traffic including the high demand created on peak day operations.

Package facility capacity

o&i consulting conducted a lean assessment of processes at Asendia's Air Conveyance Unit (ACU). Our work identified opportunities and recommended strategies to improve efficiency and make better use of capacity in the ACU.

Terminal 5 process improvement support

Supporting the T5+ programme team, o&i consulting has assessed departure, transfer and arrival processes at Terminal 5, Heathrow to identify process improvement opportunities. As part of our role, we have helped the operator to realise additional capacity while minimising capital expenditure





our offering

operations planning

o&i consulting takes a holistic approach to operations analysis. We develop analytical tools and models to enable operations planning and analysis, and to investigate the effects of different scenarios. Our analysts have significant experience of appropriately structuring relevant data to plan aviation and logistics operations. Our skills include:

- Capacity and demand planning
- Allocation, resource planning and rostering
- Resilience and contingency planning
- Operations planning for sporting events

operations design

With a hands-on approach to operations solutions, we map existing processes and determine the effects of potential changes, rules and regulations, aspired service and experience. Our designs are practical and efficient. They are future-oriented and flexible, taking commercial requirements into consideration as well as operational. Our skills include:

- Process mapping and design
- Concept and detailed design
- Spatial planning and layout design
- Facilities and equipment requirements

operations improvement

o&i consulting enables clients to understand existing operations, constraints and areas of underperformance as well as opportunities for improvement. Our team redesigns processes and layouts, trialling change in live operation, to determine its impact, and provide realistic and achievable solutions for the client operation. Our capabilities include:

- Process reengineering and optimisation
- Capacity, throughput and productivity improvement
- Flow and queue design and management
- Solution testing, trialling and implementation

operations assessments and studies

Our team performs and manages transport operations surveys and pan-European sector studies. We conduct end-to-end studies, from design to reporting, or individual elements of the process as required. Conducting live and online surveys, we place value in delivering a detailed set of appropriate and usable results. Our offering includes:

- Establishing data requirements and collection methods
- Identifying and sourcing historical data and information
- Data structuring, analysis and modelling
- Identification and reporting of trends, opportunities etc

contact o&i consulting

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

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

www.oandiconsulting.com

