



What does success look like?

Adrienne Gibbs, Development Manager

To represent, lead and serve the airline industry

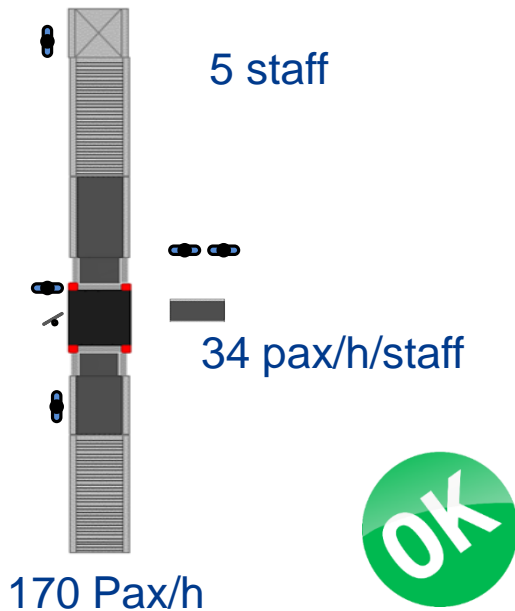


What have we learned?

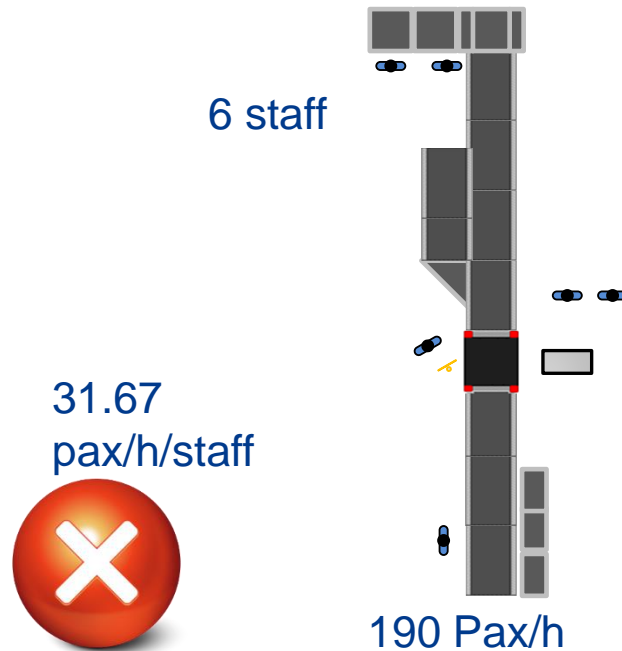
1. Copy and Paste does not work
2. Innovation should not be done in isolation
3. It is no longer just about throughput and wait time

Throughput or Staff Efficiency ?

A

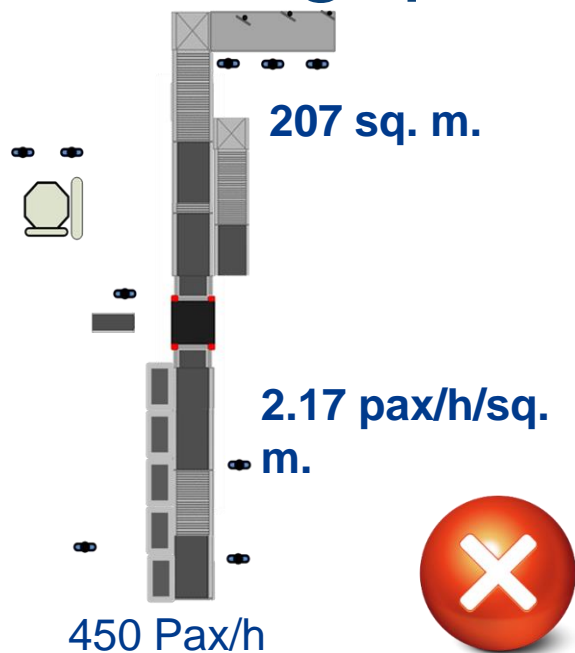


B

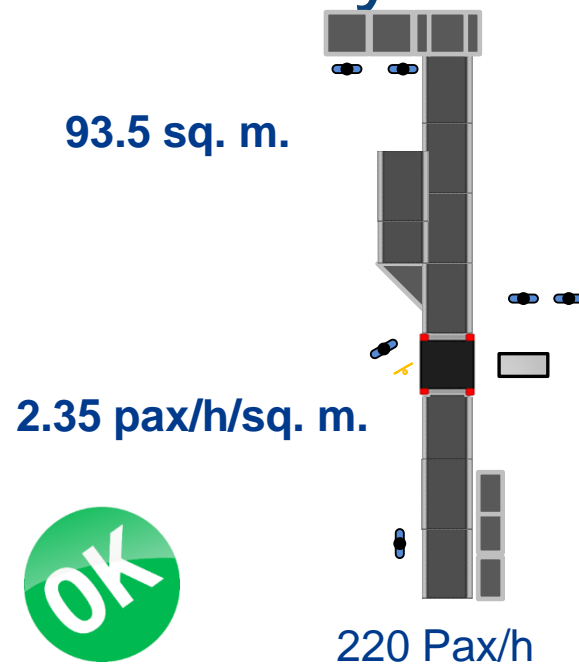


Throughput or Surface Efficiency ?

A



B



Staff efficiency or Surface Efficiency?

	Checkpoint A	Checkpoint B
Number of lanes	2	4
Sustainable lane throughput	400 pax/hour	200 pax/hour
Sustainable throughput per entire checkpoint	800 pax/hour	800 pax/hour
Checkpoint footprint	260 sq. m.	288 sq. m.
Staff per lane	10	4.5
Staff efficiency	40 pax/staff/hour	44.44 pax/staff/hour
Surface efficiency	3.08 pax/sq. m./hour	2.77 pax/sq. m./hour



Set your objectives!

Wait Time or Total Transaction Time?



What to consider:

- Staff Efficiency
- Surface Efficiency
- Sustainable Throughput per Lane
- Sustainable Throughput per Checkpoint
- Total Transaction Time (wait + processing)