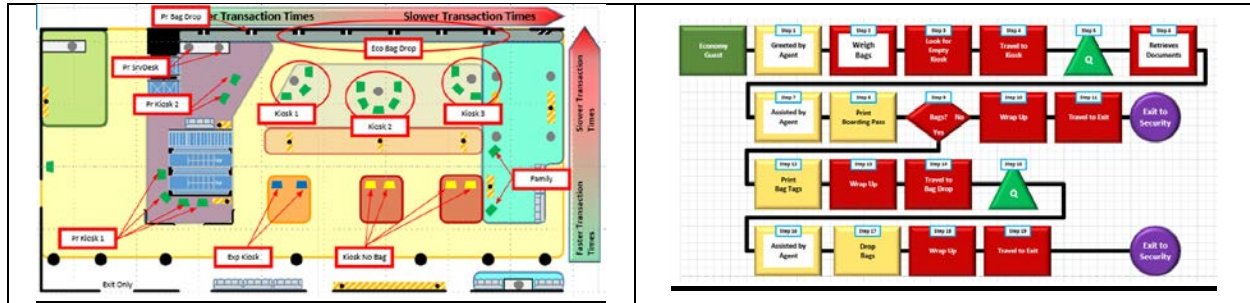




Virgin Australia Perth Airport Self Service Guest Check-In Process



Perth Airport Guest Check-In Lobby

Client Name: Virgin Australia
Date Started: January 2014

Date Completed: May 2014

The client is transitioning one of their airport terminals to a self-check-in and bag drop lobby. To support this effort, the client asked TransSolutions to develop a layout and service delivery model. The project required TransSolutions to work around several hard constraints, the number of bag drops, and the entrance/exit locations of the existing terminal.

This project combined core competencies of our Operation Excellence practice area. We used Lean Six Sigma tools to design the layout, service delivery, and workflow. To optimize the design, we developed a detailed 3D model and simulated several “what if” cases for the client.

The lobby was designed to optimize passenger flow using a zone concept that allowed the layout to be designed around the complexity of the transaction and the type of passenger. Using this concept, TransSolutions was able to optimize the flow -- keeping faster moving, more experienced passengers in a different flow stream than the slower transactions and less experienced passengers.

To optimize the service delivery process, TransSolutions used a combination of Value Stream Mapping and Value Analysis. Several non-value added steps were removed or minimized that resulted in a process that was shorter and added more value to the passengers. Then using a combination of layout and process flow, TransSolutions developed specific work standards to support the self-service model that allowed the client to maintain or reduce the number of resources.