

Airport Operations Optimization



Increase your operating efficiency

An efficient airport which runs smoothly is every traveller's and airline's dream – no queues, no waiting, no flights delayed, postponed or cancelled. Passengers spend more time in duty free shops boosting your non-aviation revenue and transit passenger numbers increase due to faster connection times. To **optimise your airport operations**, Lufthansa Consulting uses a two step approach.

Assessment

First, an operation assessment of the service points in the airport is carried out. This assessment helps to identify operating areas within the airport which require improvement. Shortcomings in service areas are uncovered, bottlenecks with long waiting times and queues are identified.

Enhancement

Following the assessment, Lufthansa Consulting analyses the improvement potential and provides service enhancement recommendations in the following areas:

- Ground operations
- Ground handling procedure improvements
- Passenger service
- Quality
- Employee qualifications
- Ground support equipment enhancement

A higher operational efficiency translates directly into revenue boost and cost reductions for your airport.



During the planning and construction of Terminal 2 at Munich Airport (MUC), Lufthansa Consulting developed an airport simulation tool to assess the adequacy of the terminal layout, verify capacity figures and service levels as well as to calculate minimum connecting times for passengers.

This ensured the timely identification of potential bottle necks, so that future efficiency could be maximized. Lufthansa Consulting was also involved in carrying out a thorough process analysis of all relevant terminal activities at MUC