

# Chapter 1

## List of Defenitions

**CostDecrease** The write-off of the wheelchairs.

**CostEmployed** The salary of all employees.

**CostEscorts** The total salary of all escorts needed for the modeled transfer.

**CostMaintainers** The total salary of all maintainers involved in the transfer.

**CostMaintenance** The costs of the maintenance of the wheelchairs.

**Costs** The total amount of costs KLM should make for the wheelchair service of the modeled transfer.

**CostWheelchairPerSecond** The costs of a new wheelchair divided by the time it can be used.

**DisabledPeople** The amount of disabled people which need to make the transfer and need to make use of the wheelchair service.

**Distance** The amount of meters from gate of arrival to gate of departure.

**Escorts** The people pushing the wheelchairs.

**Maintainers** The people who maintain the wheelchairs.

**NrDisabled** The amount of disabled people which need to make the transfer and need to make use of the wheelchair service.

**NrEmployed** The amount of employees.

**NrEscorts** The amount of escorts needed for the modeled trasfer.

**NrMaintainers** The amount of maintainers involved in the transfer.

**NrWheelchairs** The amount of wheelchairs needed for the modeled transfer.

**Passengers** The passengers who need a wheelchair and escort to get to a transfer flight.

**Quality** The quality of the wheelchair service.

**Salary** The amount of money a employee gets per hour.

**Speed** The amount of meters a escort can walk in one second.

**TimeBetweenFlights** The time in seconds form arrival to departure of the transfer flight.

**TimeTillDistruction** The amount of time a wheelchair can be used before it needs replacement.

**TotalCostWheelchair** The price of a new wheelchair.

**TotalDistance** The total distance all escorts together should cover to get all disabled to the transfer flight.

**TotalDistance1Escort** The maximum of distance one escort can cover in the time between the arrival and departure of the passenger.

**Vescort** The average speed of a escort.

**WheelchairsPerMaintainer** The amount of wheelchairs one maintainer maintenances.