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Week 4 Lab Class: Part 1

1. **What types of transactions are handled by baggage handling systems?**

Purchase- Payment Transaction

Weighting the baggage

Tagging the baggage (Contains: passenger details such as Name, card details, Departure location, destination location, weight of bag)

1. **What are the management, organization, and technology components of baggage handling systems?**

Online system that stores all relevant information relating the passenger and luggage. This system tracks the luggage ensuring it doesn’t get lost. And the weight of the luggage to categorise it when being stored in the plane E.G. If heavy its tagged heavy to warn the luggage handlers for safety reasons.

1. **What is the problem these baggage handling systems are trying to solve? Discuss the business impact of this problem.**

To prevent luggage being lost. Luggage being lost would have a negative impact on the business as customers would complain and compensation would be required if luggage not found. Trust would be lost in the company if luggage was continuously going missing. These systems tracking the luggage prevents this issue. Another problem that could happen is employees could be injured if the bags weren’t tagged with the weight on them. This would be a health and safety issue if the systems, weighting machines didn’t warn the baggage handlers of this.

1. **Are today’s baggage handling systems a solution to this problem?**

Yes, todays luggage handling systems is a solution to these problems. However, like and system sometimes they fail. Employees can be careless attempting to handle heavy bags even after seeing the caution tag on the bag, causing injuries. Also, sometimes bags go missing due to delays in flights etc or people missing flights, yet their luggage was loaded and now in the destination while the luggage owner is still in the departure’s location. This can cause a lot of hassle. But, the systems are designed to handle these situations as each bag that’s loaded is logged. Therefor the location of the bag can be tracked due to todays systems which is great.

1. **What kinds of management reports can be generated from the data from these systems?**

Management can analyse the data of luggage and determine trends and links such as what flights tend to have more luggage than other flights. The data can determine what flight/destination makes most profit on luggage. E.G. Ireland to England wouldn’t be a massive profit in luggage as people tend to bring carry on bags. Unlike, Ireland to the united states, most people purchase a large suitcase as holidays tend to be longer to longer distance holidays. Another useful marketing technique would be identifying where certain customers travel. This could be a target user to send promotions for certain destinations. It also shows where is most popular, for sales, marketing and flight demand factors to consider for business decisions.