

Business Requirements

- Automate operations to shorten traveller's time
- Enable in -airport SMS and email messages to keep travellers updated wit flight statuses

Data Details

- Employee Id, Name and mode of employment(Full Time or Part time)
- time stamps,
- average baggage loading to plane
- average baggage unloading from plane
- average conveyor to plane transportation time
- average plane to conveyor transportation time
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- Implementation of MS Excel to calculate average times for Part time staff
- Data Wrangling and refactoring to measure KPIs Reliably

Analysis

<https://public.tableau.com/app/profile/mark.uchendu/viz/AirportOptimization/Dashboard1>

Findings

- The technology might be outdated but the major problem lies within inefficiency of baggage handling team.
- The full time staff handle more jobs compared to the part time staff
- The full time staff spend more time than the part time time
- Sean probably might be forgetting to clock out on time stamp card
- Kyle performs only 2 activities out of 4
- Data collection and quality is poor

Recommendations

- Part time staff data should be collected accurately for integration of of reporting system
- Technology option A will be a better fit for the airport as it will be cost effective
- Employees are already familiar with this training and since there is no supporting evidence that the technology is the problem
- Part time staff should be involved in plane to conveyor process to shorten the time it takes
- Adequate trainings should be provided to staff

Process Plan

- Adequate staff Training
- Get customers data consent valid data(customer Name, Contact details, flight status)
- Communicate to customers based on their contact preference either SMS or Email
- Integrate between airline system and airport system