Case Study

Bristol Airport – Bag System Tracking Analysis

Customer Background :

Bristol Airport were undertaking an upgrade to their Hold Baggage Screening system as part of the EU Standard 3 regulation No. 1087/2011 requirements. During the handover process, they found the bag tracking performance did not meeting the requirements. As the information was fairly well hidden within the error logs, the airport team found it difficult to analyse and understand.

Challenges :

SML was asked to analyse the bag tracking data from the baggage system to report on where and why a high volume of bags were loosing the tracking information. By identifying the equipment causing the issue, Bristol were able to determine whether the scope for repairs fell with the Baggage integrator or the Screening machine supplier.

Solution :

- Analysed both the baggage system and the screening machine data in order to align machine and bag transit data from both data sets
- Created an interactive heat map on a layout of the system in a BI tool, which allowed the user to monitor which areas bags are losing their tracking and help identify why

Business Impact :

- The project team were able to identify the equipment causing most of the issues and hold their contractors accountable to meet the agreed delivery requirements
- The tool allowed the business to monitor the performance to ensure the issues were resolved after remedial works were completed

Customer Feedback:

"With the help of the SML team we were clearly able to identify the offending equipment and tasked the equipment suppliers with resolving the issues identified. Once this had been done the system performance improved and we were able to meet our throughput requirements"

Senior Project Manager

SML

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