

Attachment 3: Lean Initiatives

Initiative	Timing	Detail	Improvement
Arrivals APD	Jun 2010	Advanced passenger displays developed to inform key stakeholders and border agencies with arriving passenger volumes which is updated when a passenger checks in at their origin. This will assist border agencies with resourcing according to passport type.	Implemented Advanced Passenger Display (APD) to better inform frontline border control staff (and airport operations staff) on passenger volume, which improved resource management. This in turn means more passengers could be processed under the same terminal footprint.
Way-finding improvements in bag hall	Jun 2010	Way-finding improvement is an on-going activity as configuration changes are introduced.	Improved Bag claim information displays and relocated monitors and wayfinding signs into central locations in the bag hall to improve flows and minimise congestion at the entrance to the hall by carousel 1.
Exit facilitation	Oct 2010	MAF is collating feedback and data on queue management, capacity management and passenger flows. They are systematically implementing associated changes to improve secondary screening process. A number of process improvement initiatives at international arrivals were introduced - direct exit for AU/NZ low risk passengers, passenger segmentation, roving profilers, digital screens, multi-language signs, improved signage and way-finding.	Achieving faster passenger processing times without major terminal redevelopment.
Local control stations for bag claim arrivals		Equipped frontline baggage handling agents with local control station and changed associated process.	Help optimise allocation of carousels, which deferred the need to add new infrastructure (i.e. new carousels).
FIDS screens upgrade	Nov 2010	Large Split Flap board decommissioned and replaced with banks of 2x 42 inch FIDS screens and a 1x screen with clock opposite each entry door in	Improved visibility of flight information by providing critical information at every entry so passengers have equal opportunity to see and

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		the check in area as well as airside.	use these on entry regardless of which door they come through.
Check-in zoning	Nov 2010	Check-in area split into 5 zones A-E to assist navigation and wayfinding. Large wayfinder signs in the check-in area hang in each zone to help passengers identify the area they need to head to. A zone will be displayed on check-in FIDS displays.	Improved visibility and sight lines with large signs making for easy identification of zones to assist passengers to find their correct check-in area. This is much easier than looking for numbers above each counter.
FIDS messaging review	Jun 2011	Full holistic review of FIDS – eg. message content, presentation of information, timing offsets, robustness and stability. Area specific messaging tailored to provide the right information at the right time in the passenger journey. eg. Landside check-in displays different information to landside first floor messages and airside message on departures.	Improved flight information displays to help achieve on time performance and getting passengers to the right place at the right time – effectively optimising the use of the existing infrastructure.
Carousel extension and related works	May 2011	A number of initiatives to resolve issues experienced in the arrivals baggage hall, including: extending the reclaim area on the carousel; install spill guards, install roller doors on the entry and exit points.	More efficient service to customers and improved passenger experience. It also allowed Carousel 5 to become A380 capable.
Improved Baggage Tracing Unit (BTU)	Jun 2011	Improved Baggage Tracing Unit (BTU) facility through relocation and process improvement. Worked with the ground handlers and border agencies to deliver this.	Resulted in more effective and efficient processing of unclaimed baggage without requiring new infrastructure to house this facility.

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International transit & transfer screening point upgrade	Aug 2011	Project to improve transit/transfer passenger journey by increasing the queue area, improving flows through the space and delivering flight information and messaging relevant to the transit/transfer passengers.	Delivered improved layout and passenger flow through the screening point. Increased queue footprint inside and immediately outside the room. Dynamic wayfinding screens and information monitors display in multi-language to help the non-English speaking travellers.
Immigration Hall – column mounted screens and local PA system	Sep 2011	The scope included installing a local PA system and column mounted LCD screens in the Immigration Hall playing a welcome video including Customs declaration information and Biosecurity declaration reminders.	Improved passenger facilitation, in particular during RWC. Utilizing any wait time in queue to re-enforce declaration messages to arriving passengers.
MAF configuration and process changes	April 2012	<p>MAF continues to systematically make configuration changes to their functional areas.</p> <ul style="list-style-type: none"> • Layout changes to increase queuing space into search area • Wall installed to prevent odours drifting into direct exit lanes and effectively optimise the use of dogs as verification step in this process. 	Improved passenger flows into secondary screening x-ray and search areas. Less congestion and impact on All passports lanes and assessment desks. Better use of dogs in exit lanes. More centralised flow of exiting passenger.