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## Fact Sheet

# Qmetrix Actual Based Planning

<b>What is it all about?</b>	<i>“When do our passengers arrive at the baggage drop? Since we are using the “Qmetrix Actual Based Planning” method, we know well ahead how we have to staff our counters”, says Tony, the responsible staff planner. “I used trial and error. As a consequence we had random long waiting times. But now I can provide a continuous spot-on service level during the whole day.”</i>
<b>The Solution</b>	<p>Qmetrix Actual Based Planning is the forecasting solution of the Queue Management suite by Qmetrix.</p> <p>It allows forecasting of all relevant figures based on measured Qmetrix or other actual data like arrival rates of passengers, service times, waiting times and service levels etc.</p> <p>Typical data sources are Qmetrix sensors, boarding card scanners, security scanners or other real-time counting systems including AODB sources.</p>
<b>Forecasting</b>	<p>Qmetrix Actual Based Planning analyses the historical actual data and forecasts the values for the future – taking into account all influencing factors, such as weekdays, month, special events, public holidays, feeder traffic situations, PAX behavior, destination specifics etc. We use leading edge SARIMA and other self developed statistical methods for best results.</p> <p>Forecasting can be done manually or in a fully automated self-running production mode.</p>
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Valid forecast model for service areas</li><li>• No more “fire fighting” in service areas</li><li>• Validity of 90-95% in peak times</li><li>• High quality data for planning tools like GroundStar® Planning.</li></ul>
<b>Possible Service Areas</b>	<ul style="list-style-type: none"><li>• Baggage Drop and Check-In</li><li>• Transfer Desks</li><li>• Security</li><li>• Immigration &amp; Customs</li><li>• ...</li></ul>