

- › Passenger Flow Improvement
- › Arrival Profile Measurement
- › Waiting Time Measurement
- › Productivity Improvement
- › KPI Calculations

› Check-in



Fact Sheet

Qmetrix Check-in

What is it all about?	<i>“Hundreds of people queuing in front of the baggage drop counters. Why did I bring so much luggage?”, Amanda said to herself. “How long will it take me - will I miss my flight? And are they aware of the waiting times, can’t they send additional clerks?”</i>
The Solution	<p>Check-in is the queue management tool by Qmetrix for check-in and baggage drop.</p> <p>The Wireless Queue Sensors measure the arrival rate of passenger at the queue. In combination with caller buttons, the real-time waiting-time is calculated. This information can be easily displayed within any airport information system.</p> <p>Additionally, information screens or red/green signal lights conveniently guide passengers to the next available position.</p>
Forecasting	<p>All measured Qmetrix data is stored in a database. The historic data combined with manual flagging of statistical outliers, calendars and events is used for forecasting the passenger arrival according to seasonal and weekday changes for every five minute interval.</p> <p>The result usually has a significant relevance of more than 90%.</p>
Benefits	<ul style="list-style-type: none">• Service improvement• Reduction of transit times – the time from the end of a passenger process to the beginning of the next one.• Calculation of relevant key performance indicators (KPI)• Increase of productivity• Convenient passenger handling for staff (no jumping and yelling)
Other Qmetrix Fields	<ul style="list-style-type: none">• Security• Transfer Desks• Immigration & Customs• ...