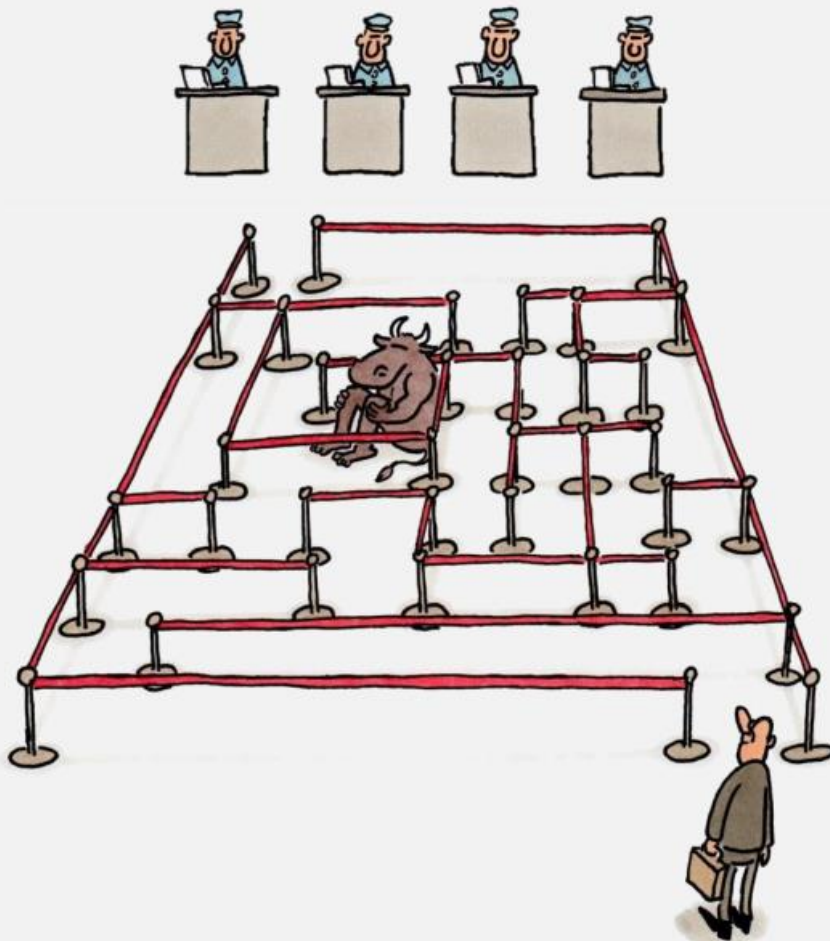


- › Passenger Flow Improvement
- › Arrival Profile Measurement
- › Waiting Time Measurement
- › Productivity Improvement
- › KPI Calculations

› Queue Management



Fact Sheet

Qmetrix Queue Management

What is it all about?	<i>“Unexpected passenger arrival normally leads to a short-term employee allocation at an airport’s service counters or at security control. This ‘fire fighting’ is a stressful situation for passengers and employees and has a low productivity,” says Dr Dieter Punzengruber, Managing Director of Qmetrix. “Smart queue management can achieve a triple win-situation: for customers, employees and management. That’s all Qmetrix is about!”</i>
The Solution	<p>Qmetrix is the leading queue management tool for all service areas where people are queuing.</p> <p>The Wireless Queue Sensors measure the arrival rate of persons in the queue. In combination with caller buttons at the service points, the actual waiting time is calculated. This information can be easily displayed within any airport information system or the internet.</p> <p>Additionally, signals like information screens or red/green signal lights 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">• Baggage Drop and Check-In• Security• Transfer Desks• Immigration & Customs• Off Airport Services• ...