

# **Airports from an airline point of view**

## **Self Service as a Corner Stone**

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# Topics

- StB program
- KLM e-development figures and future
- What we expect from airport development
- An example

# IATA - StB program

We are challenging ourselves as an industry to:

- find cost reduction possibilities in our industry's complex processes,
- whilst at the same time enhancing convenience for the customer.

The answer is in simplifying processes and making the most effective use of existing technology

# StB – in real life

- The answer is in simplifying processes and making the most effective use of existing technology.....!
- Of course, common objectives.....
- But we also have to deal with different situations, points of interests, even possible contradictions
  - Cultural, design, political differences
  - Increasingly strict immigration, security measures vs trusted traveler programs
  - Dedicated airline branded processes vs common use
  - Integration vs separation
  - Aviation vs non-aviation
  - One step processes vs 2 step processes

# 2 step check-in – real improvement



# Our self service check in figures

- check in via **kiosk** at AMS: 37%  
at CDG: 32%
- check in via **internet\*** at AMS: 21%  
at CDG: 10%

\* only applicable for passengers with e-ticket

- check in via **kiosks** at KL Outstations: 17%  
AF Outstations: 25%
- check in via **internet** at KL Outstations: 14%  
AF Outstations: 8%

*The trend is upwards for internet check in and is stabilizing for kiosk check in*

# e-developments in own portfolio

- Check-In Options
- Self Service Transfer
- Mobile Check In
- Flight Status Notification
- RFid



# AirFrance/KLM main process KPI's

- Robust and predictable processes and times
  - Minimum Connection Time
- Reliable -> punctual

These KPI's are influenced by other stakeholders

- The passenger
- Security proces
- The airport
- Governments

# e-projects, with airports and governments

## Redesign Passenger Program:

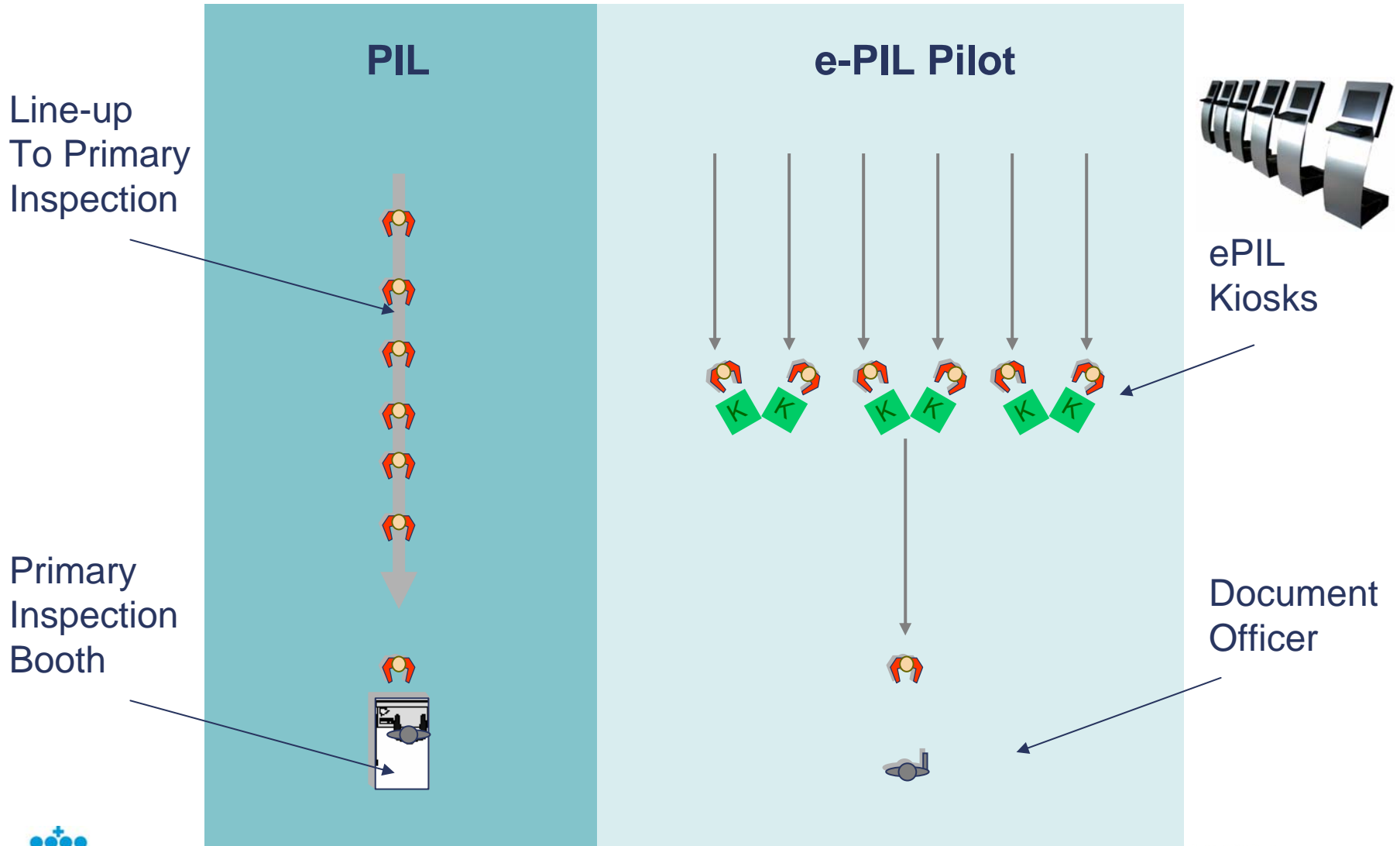
- Self Service Baggage Drop-Off
- E-Gate
- E-Border / e-Immigration



# e-border / e-immigration - example

- Different problem, different solution? Or re-use proven concept?
- Vancouver concept: 2 step process
  - Self service
  - Existing PIL is sequential processing: 52 sec/pax
  - E-PIL two-step is simultaneous processing: 7pax/52 seconds
  - PIL officer = 67 pax/hour
  - E-PIL verification officer = 514 pax/hour

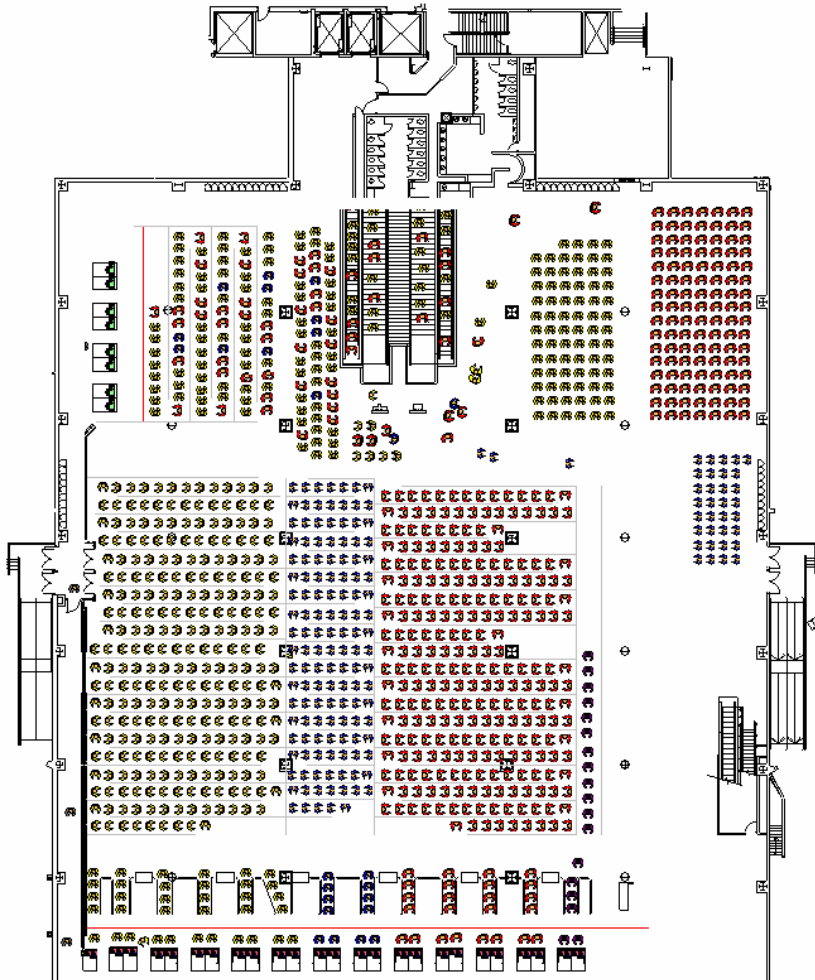
# Comparison of Processes



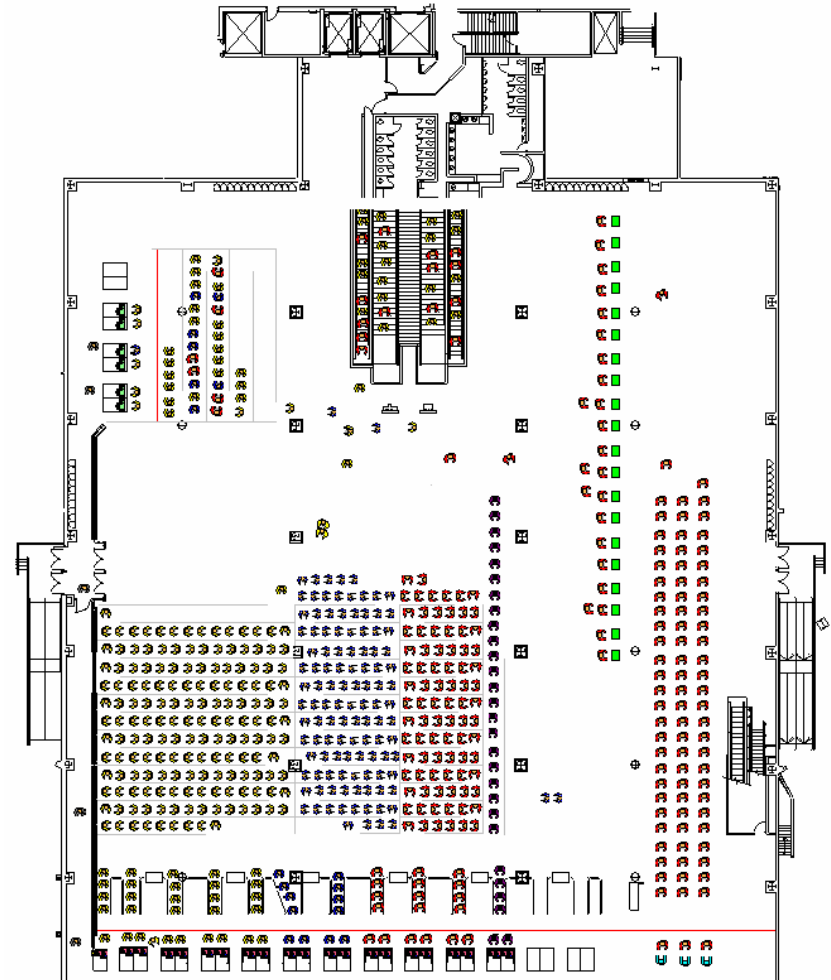
# Peak Hour in August 2007

## Regular Process vs E-PIL Process

### Current Process (PIL)



### 75% using ePIL



# What can airline an expect from an airport?

- Capacity to process the passenger with our own touch
- An environment that enables robust and predictable processes and times:
  - Guaranteed short MCT
- Optimal passenger flows
- A quality, seamless, groundproduct for the passenger



Thank you for your attention.