SITA

Top 5 Tips: Baggage Performance Visibility

Baggage management solutions tend to produce plenty of data, but not always the information you need to measure your baggage performance – and not always in the most useful and useable formats. But having a clear picture of how you're doing, in terms of baggage performance, can help deliver rich business benefits. And it's even better if you can also see what's happening to the baggage you're handling in real-time, right now, right across your network.
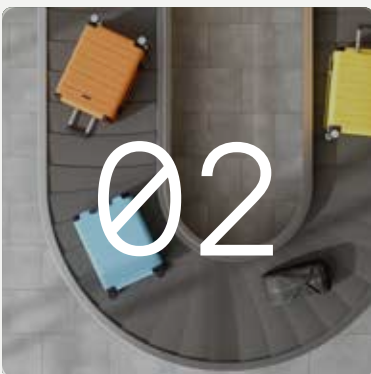
So what should you look for in a smart solution, when you need better visibility on your baggage performance?

Better information – not just more information

How did we do last month? How did we do yesterday?

You need a reporting solution that gives you the information you need, when you need it, in a format that's easy to present to senior management. Your supplier should have access to data across multiple sources, from DCS to baggage reconciliation systems to tracing solutions. And they should be able to pull together all that data in a way that's of optimal use for your business needs. Whether that's a measure of your baggage performance success, or to help you identify where, when and what you need to improve.
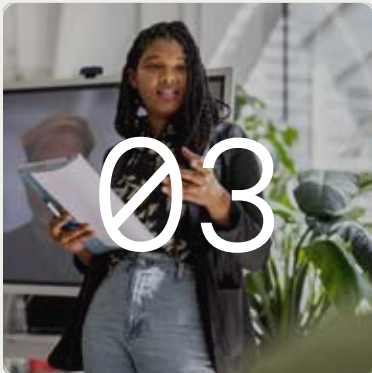

Flexible, customizable reporting

Slicing and dicing baggage data to suit your needs.

You should have visibility of your baggage performance data in several different ways. This could start with a top-level overview, giving you an at-a-glance view of baggage volumes and trends across the network. You also want to be able to see the number of bags left behind plus baggage weight – tracking the weight per route, flight number, and over time, and comparing check-in weights against loaded weights. Other snapshots should include baggage volumes and checked-in passenger statistics – so you can see the baggage handling workload over time for a given station, and track passengers per route, and over time.

Finally, and most importantly, you need to be able to see your baggage loading performance – reporting on baggage loading throughput and time, over time, for any given station. It's also essential to be able to have clear visibility on your rush bags. So you can identify which destinations and / or arrival stations and / or flight numbers have the most rush bags – and see the fluctuation over time.

Clear, useful analytics

To help you make better business decisions.

The real importance and value of your baggage performance visibility is of course in helping you to make smarter and more-educated business decisions based on the real data. Baggage analytics help you identify the root causes of issues, implement fixes to solve them, and verify that these fixes are working effectively.

Close monitoring of your baggage management performance across your network helps you towards the right corrective actions that will improve it. Reducing mishandling, shortening repatriation times and identifying patterns of irregularities and disruptions. Delivering clear business benefits and having a positive effect on your bottom line.

Real-time visibility

Helping to avoid baggage mountains.

You should also be able to see what's happening to your baggage in real-time, so you can monitor network disruptions and take mitigating actions as needed. There should be flexibility to allow you to set alerts or trigger settings per station, if it looks like bags are going to miss their flight. So you know in advance for example if only XX% of bags have been loaded YY minutes before departure. Knowing what's happening right now, right across your network, means you're more likely to be able to deal with situations at amber, before anything goes to red alert.

A product that's designed to meet your needs

Different offerings for larger and smaller airlines.

Everyone has different needs and one size doesn't fit all. So you need a product that comes in different sizes. Depending on your budget and the size of your airline, you may find having baggage historical analytics is enough for your present needs. Or you may prefer to have the option of upgrading to real-time network disruption monitoring, and hub control and management. It all depends on who you are and what you want and what you need to do. Whether that's seeing network KPIs, identifying irregularities, improving operations, spotting mishandling, or dealing with disruptions and better managing transfer processes in real-time.

Talk to SITA baggage performance visibility: sita.aero