

Top 5 Tips: Baggage management

No matter how smooth and enjoyable the passenger experience, a single mishandled bag can undo it all. It's no surprise, then, that **baggage management** is a leading investment priority for airlines, airports and ground handlers. Baggage management systems aim to help customers keep track of where their bags are, throughout the journey, to reduce mishandled baggage, to control costs, and to improve the overall customer experience.

So what benefits and improvements should you look for?



Improve airline process visibility

Effective real-time operational decisions are key to your success.

Air transport processes are by definition complex and variable, and this is especially true for baggage. New baggage solutions offer full visibility of every bag at every step of the journey. This allows you to make operational decisions and take effective action whenever necessary, including swapping resources in and out in case of failure. Baggage reconciliation and messaging systems can deliver improved process visibility and process performance throughout the journey.



Reduce baggage mishandling during transfer

Almost half of all baggage mishandling worldwide happens during transfers.

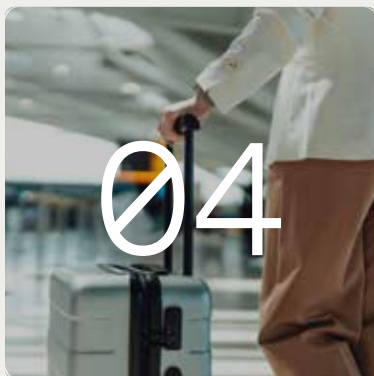
It's all about visibility- knowing where each bag is, not just on which flight, but which container it's in and where that container is on the aircraft. A smart baggage management system should help with improved container segregation, resulting in fewer mishandled and reflighted bags during transfer. It will also deliver accurate information from the previous station, and pass it on automatically to the final destination. And by identifying 'at risk' bags, particularly with short minimum connection times, you're also more likely to be able to achieve IATA 753 compliance.



Reduce operating and proration costs

Automated systems and improved visibility help you do more with less and apportion responsibility more fairly.

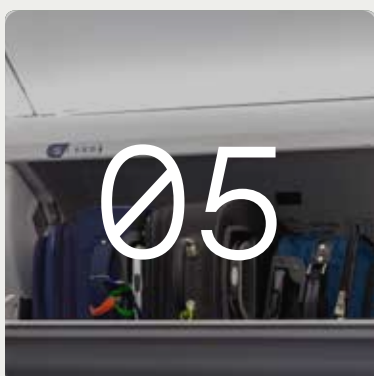
Effective baggage management systems bring down overall costs, using smart technologies like RFID to help load and unload more bags with fewer people. Wearable technologies and increased automation help improve productivity on the ground. Mobile and cloud-based solutions are proving increasingly cost effective. And shorter turnaround times - enabled by more efficient baggage loading and unloading - can translate into millions saved. With a fully-functional baggage management system in place, you can also quickly see disconnects and inactive bags, pinpointing the precise moment of mishandling. Complete visibility - both at headquarters and in airports - helps to apportion responsibility. So you only pay the prorated repatriation charges you're directly responsible for.



Reduce passenger anxiety

Passengers care about their bags-and you can help reassure them.

Baggage is a passengers' second greatest concern, after security. With better baggage tracking and global visibility at all times, airlines can do much to improve the overall passenger experience. With proactive messaging, passengers no longer need to wait at the carousel to find if their bag has gone missing, or queue up at lost-baggage desks to report it. And global tracing systems now mean that the vast majority of mishandled bags can be returned to passengers within 24 hours.



Improve disruption management

The more visibility you have on the baggage you're carrying, the quicker you can respond to disruptions.

When disruptions occur, it's important to get baggage information into a global database as soon as possible, so that they can quickly be rerouted/ reflighted. Baggage reconciliation systems help here, along with information not just about bags but about containers - so that not every container necessarily needs to be unpacked before reflighting. Baggage messaging services are also vital, to ensure that people are ready to help on arrival at the destination airport. Emphasis should be made on proactive rather than reactive reporting.

Talk to SITA about baggage management:

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