SECURITY OPERATIONAL PERFORMANCE REVIEW AND OPTIMISATION

👤 Birmingham Airport

📍 United Kingdom

📋 Process optimisation, analytics

📅 2024

Birmingham Airport

KEY OUTCOMES:

- Developed custom analytical tools

- Supported security process continuous improvement

- Established regular performance review meetings

THE NEED:

- Birmingham Airport needed support in analysing detailed security checkpoint performance metrics to optimise operations after the recent roll-out of the new C3 equipment.

- The airport required insights derived from multiple systems, consolidating data streams to enhance visibility.

- EBEA was also tasked with planning and establishing a performance review rhythm including the airport security and operational teams.
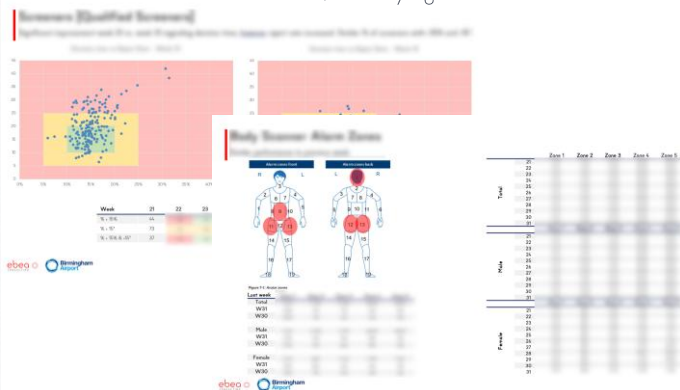
THE APPROACH:

- In collaboration with Birmingham Airport's security team, EBEA gathered requirements for the metrics needed by the client team.

- Conducted a thorough review of data from the relevant systems to understand its quality, address outliers, and ensure accurate reporting.

- Established a framework for ongoing data validation and updates, ensuring the metrics remained relevant and aligned with evolving operational goals.

THE SOLUTION:

- Developed a flexible reporting structure, integrating multiple data sources to enable easy data updates and track performance trends over time.

- Set up a range of operational dashboards, providing key metrics in various levels of detail to meet the needs of different stakeholders.

- These tools allowed EBEA and airport teams to gain insights into underlying performance factors, identifying solutions to enhance security checkpoint efficiency.

> "EBEA Consulting supported our Next-Generation Security project with their experience in terminal design. They helped us in identifying the right solutions for the airport and integrating them into the existing environment. The team at EBEA made sure that the project was delivered within the tight timelines, without compromising on the quality. They paid close attention to the details and always communicated with us proactively, making them a very important partner. We highly recommend EBEA Consulting for projects related to airport security and passenger experience."

Chris Wilson
Head of Terminal & Capacity
Birmingham Airport

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