Master Thesis

Structured Analysis of Approaches to Manage Passenger-Related Processes at Airports

The main aim of this thesis is to conduct a research on practically used concept especially for planning and as well as to implement the passenger related processes at airports. It should be analyzed considering their strengths and weaknesses. Moreover, an international comparison between operating principles and responsibilities regarding those processes has to be included.

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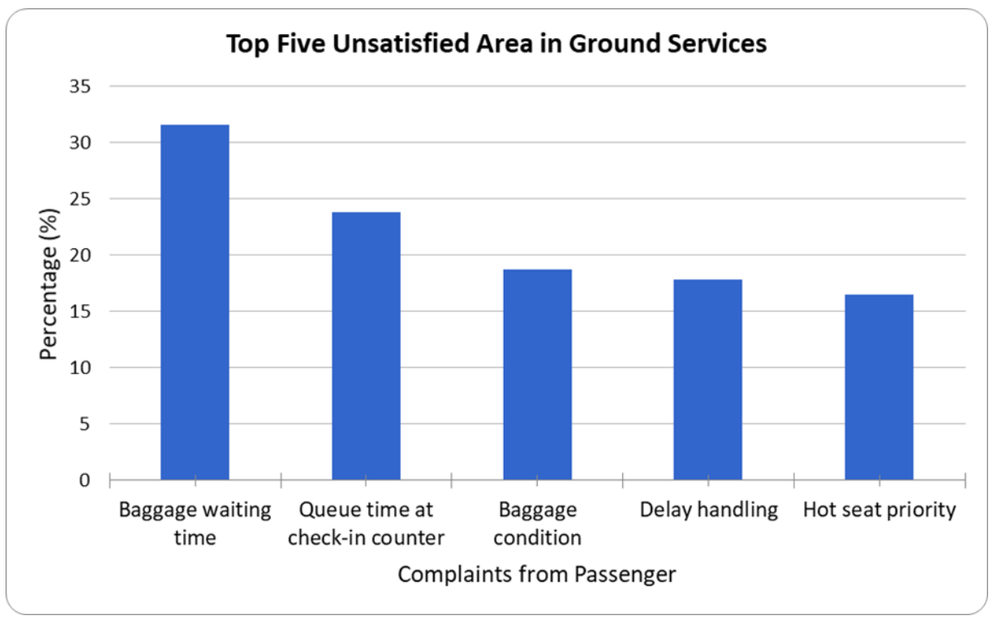

Figure 3: Unsatisfied Area in Ground Services (Saeheaw, 2017)

Therefore, this thesis discusses the approaches to improve the departure and arrival process that can potentially be implemented in an airport in this era and in the future. Most of the approaches are focusing on technological invention and improvement of current processes. There are 20 approaches or technological inventions mentioned in this paper. Several criteria have been discussed and analyzed, together with its advantages and disadvantages. From the analysis and discussions, three approaches with the most promising potential have been chosen for a widespread utilization in any airport in general, which are Biometric System, Volocopter Air Taxi Services and Bagchain Home Baggage Check-in and Drop-off. All three approaches were chosen based on their skills and specializations in their own field.

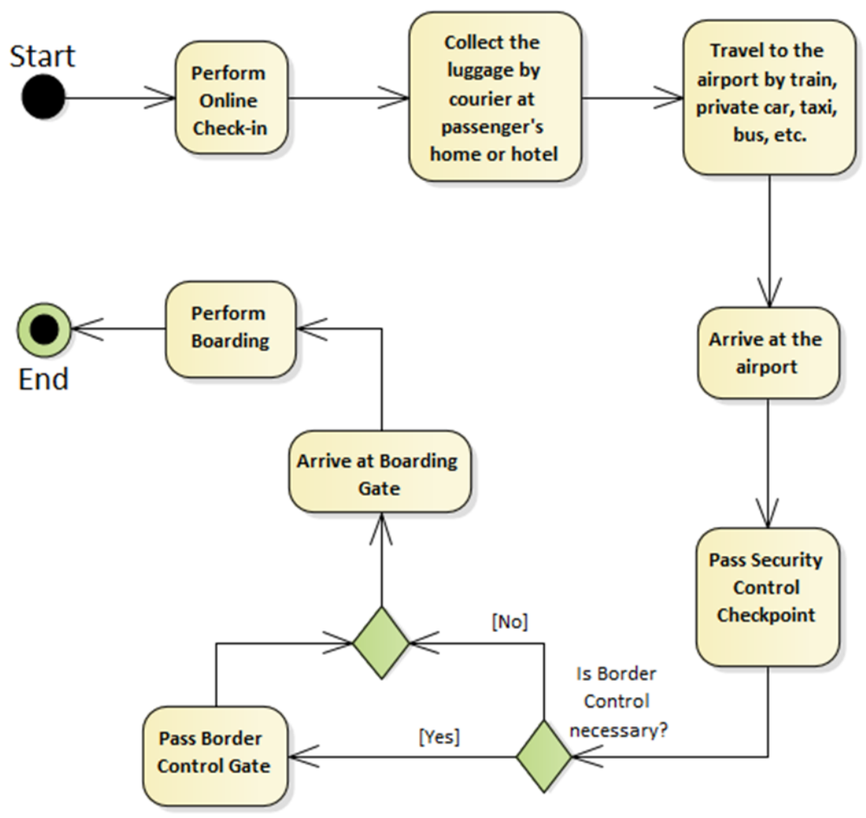

Figure 1: Bagchain Home Baggage Check-in and Drop-off process

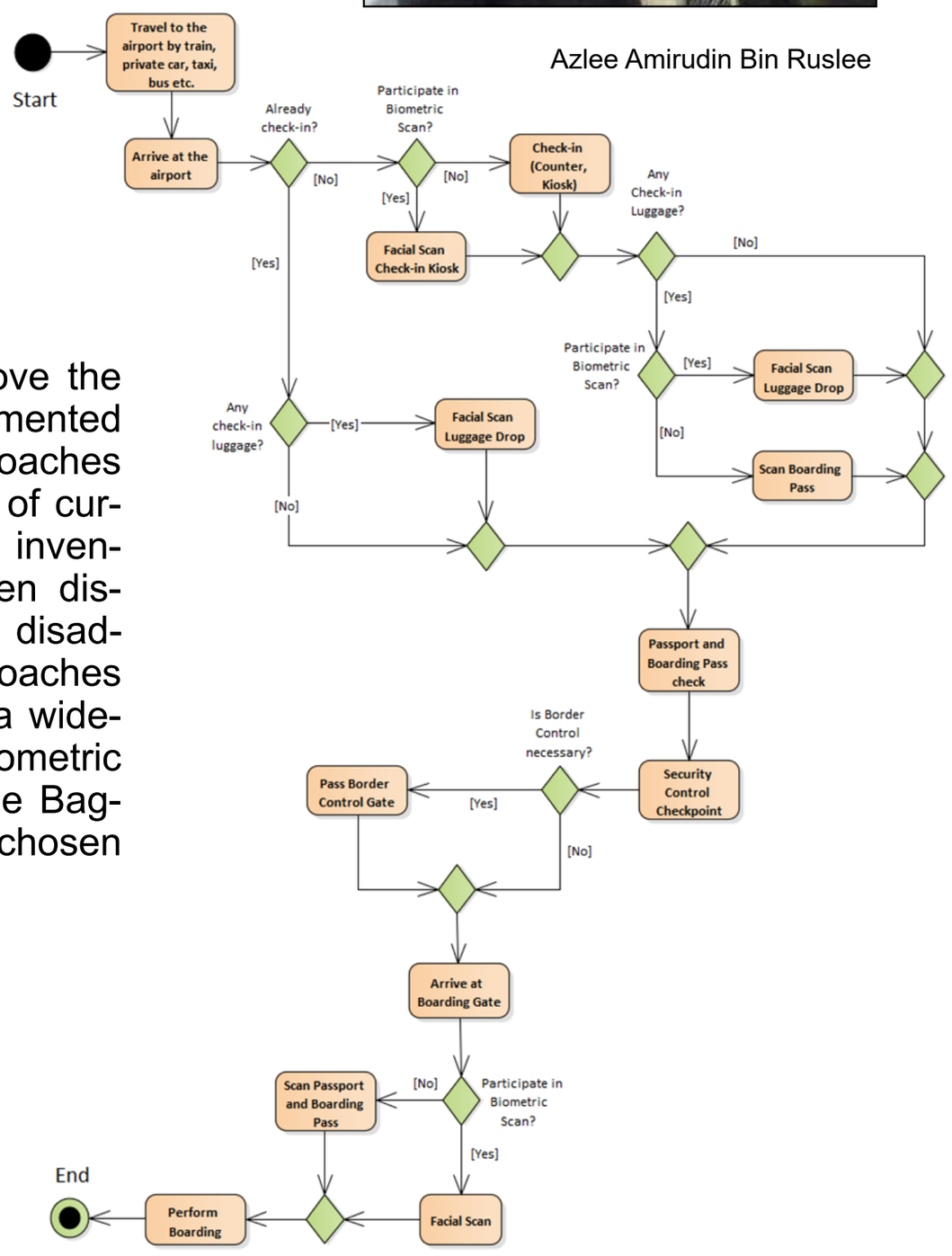

Figure 2: Biometric System for a Chain Processes in airport

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