

## Master's thesis

### Analysis of different concepts for planning and implementing of passenger-related departure processes at airports

Prior to departure passenger have to pass several flight-related processes such as check-in, baggage drop-off, security and/or border control. To reduce costs for airport operators, airlines and sovereign authorities on the one hand and to increase passenger's service quality on the other hand effective approaches for planning and implementing passenger-related departure processes are needed. While over many decades e. g. static information boards have been widely used, nowadays innovative concepts exist due to progressive digitalization. With the aid of them, not only passengers can be informed and/or directed in real-time, but also operators are capable to use their resources more efficiently. Therefore, the aim of the thesis is to conduct a research on practically used concepts first for planning and second for implementing of passenger-related departure processes at airports as well as to analyze them considering their strengths and weaknesses.



#### Recommended prerequisites:

- Transport Planning and Modelling and/or
- Luftverkehr und Flughafenmanagement and/or
- Gestaltung von Flughafenanlagen

Quelle: <https://cdn0.tnwcdn.com/wp-content/blogs.dir/1/files/2017/10/Pointer-easyJet-v4-796x448.png>

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