

## The Airport Conundrum

This is the issue I am tackling in a broad sense. I use Airport as it is easier for most people to conceptualise and for discussion simpler.

There is a country. Within the country there are airports, some airports are regional, some domestic and some are international. Any of these airports can have one or more terminals.

Within a terminal airlines rent a gate or several gates, and these airlines may be present at one or more terminals throughout the country. Each airline has its own equipment.

The equipment can be things like suitcase conveyors, freight transfer machines and buses.

Staff working for a maintenance team that is employed by the airport want to track:

- Which airlines belong with which gate on what terminal in which city in what country
- Then they want to be able to track all the way down to the individual bus and when it was last serviced, who last serviced it and when it needs a new set of tyres (for example)
- In addition to tracking all repairs and maintenance at all levels, sometimes a job may be completed for the terminal itself. An example may be to fix the roof. The roof may span several of the terminals as there is no rule, I know of that says a terminal must have its own roof.
- Jobs can also be completed for the airline being across all items of equipment owned by the airline, this could be by way of tests or some other function
- Any terminal may have a set of rules specific to that terminal and airlines can have specific rules specific to that airline and any items being worked on can also have specific rules, an example could be before working on any item of equipment for Air Canada the service person is to contact the front desk, and the consequent details for this contact.
- Legislation requires the records are kept for a specific period of time. The time varies with level and whether records are for the terminal, the airline or the equipment

There is a lot more to this and it keeps going. In effect I want to be able to track down to the item installed was last worked on last Tuesday by Tom and he found x,y,z. This item has been worked on 3 times in the last 2 years and this is the most frequently serviced item. Condition report when last inspected showed the item in hand is due to be replaced. Budget for the replacement item is \$1500.00 and availability is 6 weeks lead time. Multiply up by equipment, by airline, by domestic or international, by terminal and it starts to get close.

Legislation dictates that a terminal must have a first aid space. Depending on the terminal type the requirements are different for the size or space type. The contents for the first aid kits are determined by the airline using the terminal and we are required to tell the builder for the terminal what is required. Same for toilets, showers and so on.

On completion of the building works we are required to deliver a manual. The manual covers all items of equipment installed and how they work and the procedures to operate the items of equipment. Without pushing the analogy too far in this scenario we would need to include a complete package on how to drive a manual car (for example).

Because we are documenting so heavily we have procedures. The procedures are made up of tasks. We are developing procedures for all the quotes and all jobs completed are made up of procedures. These procedures are the same whether in the manual or as part of the service delivery package.

There is more, but this is not a comprehensive look, but explains the issues being tackled.