



The Staff Allocation System

Optimizing Quality of Handling Operations

The globalization of markets and the new leisure behavior of the traveling public have continued to fuel growth in the burgeoning air traffic sector. Due to the attendant mounting pressure on individual service providers, focus is increasingly being directed on airport services and their significance as an additional competitive factor.

The quality of airport services is essentially dependent upon efficient and streamlined staff deployment, which is considerably intensifying the demands made upon scheduling managers. Often vital decisions must be made under intense time pressure, and quick responses to schedule changes are required.

The **Ramp Staff Allocation System - RAMP** supports this task by facilitating efficient deployment of personnel. Thus **RAMP** makes a decisive contribution to enhancing the quality of services in aircraft handling on the apron or in the passenger clearance area.

Quick and Reliable Management

In developing **RAMP**, **AirIT** provides a solution, which, by virtue of its open architecture, can incorporate the various airport systems into an integrated data and functional system. Its integration into the IT systems environment, designed to support services at, and around, the airport, and its connection to the central database enable **RAMP** to relieve the workload of scheduling managers and enhance the efficiency of coordinating personnel deployment.

To address the specific working situation of the staff allocation manager at the airport, and depending on the season, is often characterized by the need to take rapid decisions under great time pressure, we have placed great priority on developing a system that is very user-friendly. For example, **RAMP's** ergonomically structured graphical user-interface reduces input time. The systematic layout using Gantt style bar charts provides users with an overview of all resource allocations at a glance. Each work-order is represented with a colored bar, coded according to the order status, thus ensuring that each order is processed on time. Using familiar Drag & Drop techniques, changes to resource allocations can be easily effected and work groups efficiently assembled for handling operations in the apron area. In order to provide additional relief to the staff allocation manager, the system also displays current and future allocation situations in the form of capacity utilization curves and automatically proposes other allocation alternatives after conducting plausibility checks.



Because it connects to other relevant databases in the airport's system architecture, **RAMP** automatically takes into account record changes from the central database and the changes effected by other **RAMP** workstations and updates the information displayed.

