

On Time Departure – Performance Scorecard

August 30, 2010

Follow the Plan – Record & Measure Performance

Airlines create a comprehensive and well designed business plan with flights departing and arriving at specified times to achieve maximum efficiency of resources and revenues. When executed without variation it will generally produce the desired results.

The focus of this paper is the critical-preflight tasks to be performed in a timely manner to achieve reliable schedule performance; e.g., aircraft preparation, passenger & luggage/cargo boarding and final close out tasks must be completed within a specified time window to ensure the highest probability for an on-time departure.

Aircraft Data Fusion (ADF) has developed an Airport Ground Operations suite of applications that include a Countdown-to-Departure™ (CTD) checklist module. The CTD checklist module uses an airlines flight schedule to create a countdown to departure timeline where critical preflight tasks are presented with their associated time allocation for completion. The tasks and their respective time for completion are taken from the airlines policies and procedures manual and becomes a part of the rules database.

A variety of external forces can interrupt or create distractions of these work flows resulting in delays that if an alert/notification had been generated for the individual(s) responsible for the task, corrective action could have been taken. This is the task of the ADF, Countdown-to-Departure™ (CTD) checklist: monitor, record and alert when required.

It runs tirelessly in the background to record all actions taken in completing these critical preflight tasks and generate an alert/notification when one or multiple tasks have not been completed in the time allotted. Further it can monitor one (1) or hundreds of flights with the same ease. The CTD checklist is a hosted web service eliminating all maintenance, upgrade or hardware costs and IT resources from the airlines corporate IT department.

Policies and procedures are the glue and lubrication that keeps airlines operations moving smoothly and efficiently. For most airlines, these policies and procedures are managed by using training and experience of individuals to achieve execution.

Due to the experience and motivation levels of the work force, this does not always lead to consistent and timely execution.

The CTD checklist solution provides decision support tools and data transparency that will achieve consistent execution regardless of experience level. Using an intuitive and system driven Graphic User Interface GUI, minimal interaction is required by the user to complete, record or review any task. Further, all actions taken for all flights, are recorded and are immediately available for review or use in the reconstruction of any event.

The recorded data creates a rich operations data environment that can be used as a resource to generate standard reports, reconstruct events, identify trends and measure performance of work force or contractors. A daily scorecard can be generated that provides critical performance information to executives, managers, supervisors, etc. The airline has full access to their data and can change reporting and other data base requirements in real-time.

The Aircraft Data Fusion, Countdown-to-Departure™ system will provide the monitoring, alerting and critical performance measurements to maximize schedule integrity. Consistent on-time departures and arrivals will maintain customer satisfaction and loyalty providing a competitive advantage.

Follow the Plan – Record & Measure Performance