



Case: The Civil Aviation Administration



The Civil Aviation Administration

CAA maintains Finland's network of airports and the air navigation system. CAA provides and develops safe, competitive airport and air navigation services as well as their supporting commercial operations, to an internationally high standard. CAA customers are suppliers to the air travel industry and air passengers. CAA is the official Finnish aviation authority. At the end of 2003 the CAA's airport network consisted of 25 airports and the organization employed 1 803 people.

Common Use Self Service (CUSS) kiosks at Helsinki-Vantaa Airport.

The Civil Aviation Administration (CAA) is introducing new Common Use Self Service (CUSS) kiosks at Helsinki-Vantaa Airport. Due to be available to passengers as early as summer 2006, the new system and equipment will improve services to passengers.

The airline companies will still remain responsible for their check-in procedures. The CAA will offer them the opportunity to join the Common Use Self Service System (CUSS) and provide twenty new CUSS kiosks for the airlines. The new system and equipment will re-place the current proprietary kiosks.

– The CUSS kiosks will increase the efficiency of airline check-in and reduce congestion, says General Manager at Helsinki-Vantaa. In the future, passengers will be able to check themselves in anywhere in the departure halls of the international and domestic terminal. The CAA will make Helsinki-Vantaa one of first airports in the world to deploy CUSS kiosks.

SW-Development got the task from CAA to investigate how new passenger check-in automates will affect to service level and what would the best layout in terminal.

The Passenger Operations Manager says that: " We got a good view what is the best solution and layout and we also got good base information for future needs. Simulation is a quick and reliable method to get a good picture how different alternatives affect the whole system and the service level. It is very easy to change base data in the simulation model so the testing process is quick. "

More Information:

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