

# BAGGAGE IMPROVEMENT PROGRAMME

## The Problem

Although airlines get baggage right 98% of the time, mishandled baggage costs the air transport industry US\$3.8 billion every year. And according to the 2009 IATA CATS survey, on-time arrival of baggage is the second most important factor for passengers when it comes to travel.

## The Solution

StB's Baggage Improvement Programme will propose solutions that, when implemented, will cut baggage mishandling in half by 2012.

## The Benefits

- Lower costs: average annual savings between US\$1 and US\$1.9 billion for the industry, depending upon the number of issues that each BIP participant decides to address
- Better service for passengers

## IATA's Approach

Participation in the programme is voluntary. Airlines have the opportunity to sponsor BIP, in which case they will be able to select an airport where they can receive free IATA consultancy services and customized solutions. Airlines also have the option to support BIP, in which case they will form part of a local BIP team and share processes and data. Both sponsorship and support are free of charge.

After an initial diagnosis visit, the BIP team will submit a diagnosis report with recommended solutions that address mishandling issues found. The team will then track implementation of the recommended solutions and provide ongoing support.

## The Product

BIP will reduce mishandling through a structured approach of analysis, identification of root causes and a comprehensive solutions toolkit. BIP solutions are in five areas that represent all causes of mishandling:

- People: staff and passengers taking the necessary steps to ensure bags can travel successfully
- Processes: simplifying baggage processes
- Systems: ensuring systems are linked together to facilitate processing
- Identification: knowing which bags need to be processed urgently
- Information: matching the intention of the passenger to the routing of the bag

## The Targets

BIP will focus on the 200 airports responsible for 85% of passenger claims. The top 80 of these airports will receive diagnosis visits from the BIP team, in coordination with the airline sponsors. The remaining 120 will be part of a self-help programme, facilitated by the global IATA network and supported by workshops and a BIP solutions toolkit.

- 2009-2012: 20 diagnosis visits per year
- 2010: Self-help programme for 120 airports begins
- 2012: Project concludes