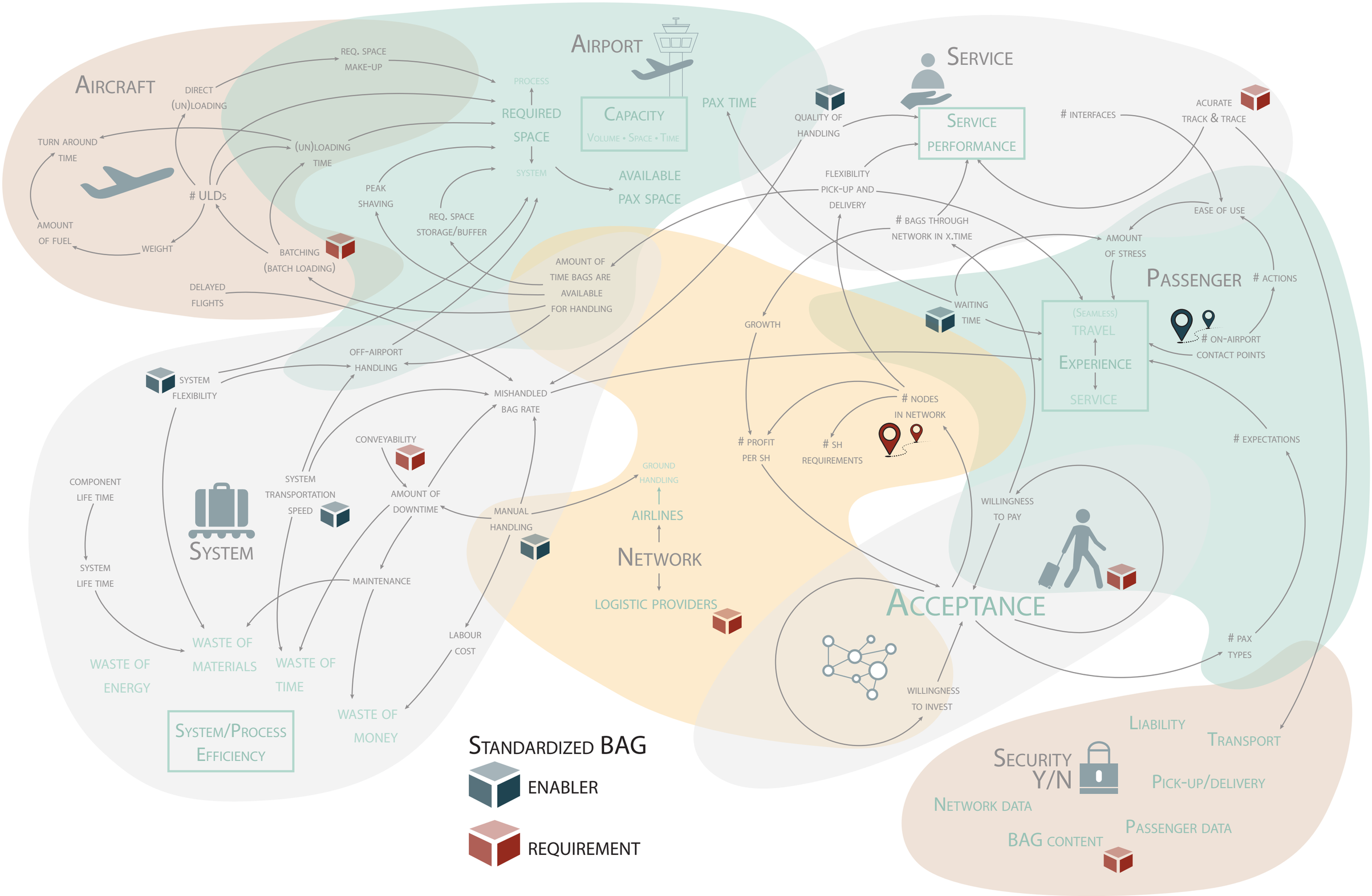
Aircraft
Airport
Service
Passenger
System
Network
Acceptance
Capacity
Volume • Space • Time
Service Performance
(Seamless) Travel Experience Service
System/Process Efficiency
Process
Required Space
System
Available Pax Space
Pax Time
Ground Handling
Airlines
Logistic Providers
Waste of Materials
Waste of Time
Waste of Energy
Waste of Money
Security Y/N
Liability
Transport
Pick-up/delivery
Network data
Passenger data
Bag content
Req. space make-up
Direct (un)loading
Turn around time
(un)loading time
ULDs
Amount of fuel
Weight
Batching (batch loading)
Delayed flights
Peak shaving
Req. space storage/buffer
Amount of time bags are available for handling
Off-airport handling
System flexibility
Mishandled bag rate
Conveyability
System transportation speed
Amount of downtime
Manual handling
Maintenance
Component life time
System life time
Labour cost
Quality of handling
Flexibility pick-up and delivery
bags through network in x.time
Growth
profit per sh
sh requirements
nodes in network
Waiting time
interfaces
Acurate track & trace
Ease of use
Amount of stress
actions
on-airport contact points
expectations
Willingness to pay
Willingness to invest
pax types
Standardized BAG
Enabler
Requirement