Helping Airport Operations to Go Further.

DEVELOP
CONSULTING

Go further.

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Develop Consulting delivered a unique style to consultancy support, tailoring result driven attitudes to all levels of the organisation, from Senior Executive to the Operational Teams.

Employing a direct approach, they were able to engage with the team, become involved with each process to fully understand associated challenges and constraints, creating a level of trust, and understanding with Operational Teams, enabling a full and independent root and branch analysis."

Security Contracts Manager, UK Airport

About Develop Consulting

Airports around the world are experiencing significant growth, with many taking on major expansion projects to meet the increase in demand. Airport operators face the complex challenge of balancing efficiency, security and passenger experience while ensuring compliance with evolving regulations and sustainability targets. Scaling operations effectively while maintaining a seamless passenger journey, requires even more careful juggling than ever.

Develop Consulting has a proven track record of helping airports meet growing passenger demand while ensuring operational efficiency and cost-effectiveness. We apply Toyota's Lean methodologies to airport operations, drawing on experience in the manufacturing, rail and construction sectors to bring fresh perspectives and proven solutions. We work alongside airport teams to identify challenges, streamline processes, enhance workforce capability, and implement sustainable improvements.

Our Expertise Includes:

❯ **Airport Security** – Streamlining security screening to cut wait times, boost compliance, and improve passenger flow

❯ **Passengers with Reduced Mobility (PRM) Services** – Enhancing accessibility and service efficiency to improve passenger experience and regulatory compliance

❯ **Airside Operations** – Optimising turnaround and baggage handling to minimise delays and maximise efficiency

❯ **Landside Operations** – Increasing productivity, improving passenger flow and reducing costs though the implementation of Lean practices

❯ **Training & Development** – Equipping airport teams with the skills to drive continuous improvement through Click2Learn, our e-learning and coaching platform

By partnering with Develop Consulting, airports can enhance operational resilience, drive efficiency and meet growing passenger expectations in an increasingly competitive landscape.

Airport Security
Enhancing Security for Improved Passenger Flow

Government and aviation authorities worldwide are investing in new security measures to enhance airport screening efficiency and reduce passenger delays. These changes place additional demands on airport security teams as bottlenecks here can disrupt the entire airport flow, impacting On-Time Performance (OTP), commercial revenue and passenger experience.

Develop Consulting supports airport security teams by creating structured planning models that ensure security staffing aligns with peak demand, reducing wait times while maintaining high-security standards.

Operational Challenges:

> Longer security queues leading to passenger dissatisfaction and reduced time for passengers to spend in retail and duty-free areas

> Potential delays in boarding, impacting On Time Performance

> Complexity in integrating new technology while maintaining operational efficiency

How We Can Help:

> Improve security checkpoint efficiency by applying Lean methodologies

> Enhance resource planning and new system to align with demand fluctuations

> Reduce passenger queue times through optimised processes

What We Have Done:

Led a Next Generation Security programme for a leading UK airport from design to commissioning which was delivered on time, within budget and achieved 3PI accreditation

Optimised screening processes, achieving 900 trays per hour throughput and reducing queue times by 50% during peak periods

Trained and coached security teams and managers to maximise team performance and optimise equipment use, resulting in a 30% increase in passenger throughput

Reviewed security screening operations to ensure alignment with new regulations and projected passenger growth and created an 18-month strategic roadmap for sustained security improvements

PRM (Passengers with Reduced Mobility)
Delivering an Inclusive Passenger Experience

The demand for high-quality PRM services is rising as more passengers at airports around the world require assistance. According to the World Health Organisation (WHO), more than 1.3 billion people - approximately 16% of the world's population - live with some form of disability. The International Air Transport Association (IATA) in December 2024 reported a significant annual increase in assistance requests at airports, with major hubs seeing increases of 30% or more.

In the UK, the CAA's Airport Accessibility Report 2023/24 (published in August 2024) found that 1.69% of travellers - around 4.5 million people - requested staff assistance, a 21% increase on the previous year. And with numbers still growing, there's no sign of this slowing down anytime soon.

New innovations, including autonomous wheelchairs and personal digital aides, are improving accessibility and mobility at airports. However, delivering high-quality PRM services isn't just about adopting new technology or meeting compliance standards - it's about ensuring an inclusive and seamless passenger experience. Poor planning, inefficient resource allocation, and slow adoption of new systems can result in long wait times, SLA breaches and reputational risks.

Develop Consulting works with airports to optimise PRM services, ensuring they are efficient, compliant and future-proofed.

Operational Challenges:

❯ Increasing PRM passenger numbers, leading to operational inefficiencies

❯ SLA breaches and compliance risks due to resource shortages

❯ Increased pressure on airport staff and service providers

❯ Complexity in integrating new PRM technologies and digital solutions into existing operations

How We Can Help:

❯ Improve forecasting models and demand planning to better anticipate passenger needs

❯ Implement structured rostering and resource allocation to improve service availability

❯ Enhance compliance and service delivery to meet regulations and improve passenger experience

❯ Support the adoption and integration of new PRM technology, ensuring seamless implementation and staff training

What We Have Done:

Implemented dynamic rostering, reducing SLA regulatory minimum standards and KPIs. Enhanced demand forecasting and resource planning, allowing timely roster adjustments

Achieved a 98% ECAC compliance score, enhancing efficiency and reliability

Delivered £400k+ in cost avoidance while improving service effectiveness

Assisted in integrating new operational systems, ensuring smooth adoption with minimal disruption

Trained and coached PRM teams and managers to maximise team performance and optimise equipment use

Airside Operations

Optimising Airside Operations for Seamless Passenger Flow

Efficient ground and baggage handling is critical to reduce turnaround times and avoid operational delays and On-Time Performance. With passenger volumes growing, baggage mishandling remains a concern and ineffective baggage processing not only frustrates passengers, it creates operational bottlenecks that impact overall airport performance. SITA's 2024 Baggage IT Insights report shows that while baggage mishandling rates have improved, over 10 million bags were still mishandled in the past year. Effective baggage handling is crucial for ensuring seamless passenger experiences.

Develop Consulting works closely with airports to implement Lean-driven solutions that optimise ground handling operations. Our approach focuses on reducing wasted time and movement, improving shift planning and increasing collaboration between ground handling teams and airport operations.

We work with airports to identify inefficiencies in baggage systems and implement practical, low-cost solutions to enhance throughput and resilience.

Operational Challenges:

- ❯ Turnaround delays increasing operational costs and passenger frustration
- ❯ Baggage handling systems struggling to meet peak demand, causing delays
- ❯ Poor coordination between teams leading to inefficiencies and bottlenecks
- ❯ Underutilisation of resources in baggage and ground operations

What We Have Done:

Optimised baggage handling for a 40% increase in demand, improving system efficiency

Implemented strategies to enhance Manual Unloading Point (MUP) usage, reducing bottlenecks

Controlled chute open times during peak hours, balancing system load and improving resilience

Refined sub-factory management, ensuring efficient baggage throughput

How We Can Help:

- ❯ Reduce system bottlenecks by mapping the process to identify inefficiencies, implement targeted improvements and optimise performance
- ❯ Optimise baggage equipment usage for maximum throughput
- ❯ Train staff to enhance efficiency and reduce errors

Landside Operations
Maximising Efficiency in Passenger & Logistics Flow

Landside operations set the pace for airport efficiency. Beyond passenger-facing services, back-office and support functions play a crucial role in ensuring smooth airport operations. From planning to resource management, inefficiencies in these areas can lead to system-wide disruptions.

Poorly managed check-in, transport, or parking can create costly inefficiencies that impact both passenger experience and airside performance.

As passenger numbers grow, airports need robust, scalable solutions to avoid bottlenecks and unnecessary costs.

Operational Challenges:

❯ Congestion and inefficiencies in passenger check-in and transportation, leading to delays, operational strain and difficulties in maintaining service quality while managing rising customer expectations

❯ Underutilised space and resource allocation in car parking and baggage logistics, impacting cost efficiency, staff capability and overall service delivery

❯ Rising costs and reduced capacity, exacerbated by workforce shortages and large-scale infrastructure projects, making it increasingly difficult to balance quality, cost and operational efficiency

How We Can Help:

- Improved passenger check-in flows, reducing dwell times and queue breaches
- Optimised car parking and valet operations, increasing capacity without infrastructure expansion
- Enhanced airside and landside transportation efficiency, ensuring seamless transfers and reduced wait times
- Integrated data-driven forecasting tools, improving workforce planning and reducing resource waste
- Supported the adoption of automated baggage logistics, improving accuracy and reducing manual handling errors

What We Have Done:

Check-in Improvements – Reduced dwell time by 2 minutes, cutting queue breaches and increasing check-in efficiency, delivering £240k+ in savings

Car Parking Optimisation – Increased parking capacity through manual key allocation system and process refinement, avoiding £400k+ in staffing costs

Bussing Operations Efficiency – Achieved a 12% increase in airside journeys with no additional operating hours and reduced driver overtime by 60%

Laundry Operations – Improved airport laundry service output by 19% with no extra headcount, ensuring sustainability and cost efficiency

Warehouse & Logistics Optimisation – Delivered £1.1 million savings, reducing factory footprint by 25% and eliminating £10 million in unnecessary infrastructure costs

Consultancy & Advisory Services
Expert Guidance for Smarter, More Efficient Airport Operations

At Develop Consulting, we don't just optimise existing airport operations—we help shape the future of airport infrastructure and efficiency. Unlike traditional consultancies, we approach airport challenges with a manufacturing, logistics, and operational mindset, ensuring that processes are designed for maximum efficiency from the outset.

We work directly with airport operators, third-party consultancies, architects, and contractors to embed Lean principles into the design and development of new terminals, extensions, and operational systems.

By incorporating efficient workflows, optimised layouts, and scalable processes early in the planning phase, we help airports avoid costly rework and operational inefficiencies before they arise.

How We Can Help:

> **Expert Lean Support** – Applying proven manufacturing and logistics principles to streamline airport operations

> **Collaborating with Design & Construction Teams** – Ensuring that new infrastructure is built with efficiency, staff capability, and passenger flow in mind

> **Optimising Security & Baggage Systems** – Designing security lanes, baggage handling processes, and operational layouts to reduce congestion and improve throughput

> **Performance & Equipment Studies** – Analysing how existing equipment and resources are used, identifying improvements to reduce costs and enhance productivity

What We Have Done:

PRM Operations – London Stansted: Developed an efficient buggy-based PRM operating model, improving passenger flow and resource allocation

Baggage Handling – London Stansted: Conducted a detailed study of equipment usage, leading to process changes that improved throughput and system efficiency

Airport Infrastructure Projects - Advised on major expansion projects, ensuring that operational productivity was built into the design phase, reducing long-term operating costs

By integrating Lean expertise early in the design, development, and operational phases, we help airports and their partners avoid inefficiencies, reduce costs, and create smarter, future-proofed airport operations.

Training & Coaching
Empowering Airport Teams with Click2Learn

The fast-paced nature of airport operations requires training solutions that are flexible, scalable, and directly applicable to real-world challenges. Click2Learn is Develop Consulting's innovative e-learning and coaching platform, designed to upskill teams in continuous improvement, leadership, and problem-solving without disrupting daily operations.

With CMI-recognised and CPD-certified programmes, Click2Learn provides practical, high-impact learning that enhances workforce capability, helping airports improve efficiency, drive operational excellence and meet compliance requirements.

Challenges for Airports:

❯ High staff turnover leading to knowledge gaps and inconsistencies in service delivery

❯ Limited access to effective, on-the-job training, making it difficult to upskill employees at scale

❯ Compliance and process standardisation, ensuring that all staff follow best practices in safety, security, and operations

Click2Learn
Train Better. Do Better.

CMI Chartered Management Institute RECOGNISED

CPD CERTIFIED
The CPD Certification Service

How We Can Help:

- Accredited standard programmes in leadership, continuous improvement, and problem-solving, designed for airport teams
- Interactive, blended learning approach combining e-learning, coaching, and real-world application
- On-demand access to training so staff can learn anytime, anywhere, without impacting operations
- Accredited courses that align with industry best practices, ensuring consistency and compliance
- Real-time tracking and progress monitoring, helping leaders oversee team development and competency levels

Bespoke and tailored programmes are available, allowing airports to customise content to their specific needs and host their own training materials on our platform, ensuring alignment with unique operational requirements and compliance standards

By integrating Click2Learn into airport workforce development strategies, Develop Consulting helps airports build skilled, adaptable teams ready to meet the demands of modern aviation.

Our Programmes:

The Lean Leader – A practical programme providing a solid foundation in leadership skills to drive operational excellence that has improved operational decision-making across airport teams
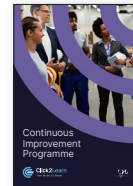
Continuous Improvement – Equipping teams with the skills to identify inefficiencies and implement sustainable improvements, to scale workforce training without removing staff from daily operations

Practical Problem Solving – Teaching structured methodologies to solve real-world operational challenges effectively, that have increased employee retention and skill application in real-world scenarios

Why Airports Choose Develop Consulting

❯ **Lean Methodology Excellence** – We apply Toyota's Lean methodologies to airport operations, reducing waste and increasing efficiency

❯ **Real and Tangible Value** – Our hands-on approach delivers measurable results that enhance operational performance

❯ **Collaborative Knowledge Transfer** – We work alongside your teams to embed long-term, sustainable improvements

❯ **Tailored Solutions** – Every airport has unique challenges. We develop customised strategies to drive performance

❯ **Comprehensive Support** – From resource planning to security optimisation, we deliver end-to-end airport solutions

Supporting Airport Operations

With increasing passenger volumes, regulatory changes, and cost pressures, airports must adopt proactive strategies to maintain efficiency and service quality. Develop Consulting supports airports in:

❯ **Security performance optimisation** – Enhancing checkpoint efficiency while ensuring full compliance

❯ **Capacity and demand planning** – Assessing baggage and passenger flow to improve operational resilience

❯ **Operational transformation** – From terminal logistics to airside transport efficiency, we drive lasting change

For more information, visit:
www.develop-consulting.co.uk

or contact us at :
info@develop-consulting.co.uk

Let us help your airport operations to **Go further.**

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Their team remained focused on measurable results delivering on process changes that enhance output, with tangible change on performance. Providing added value through influencing and supporting operational change, moving away from the traditional consulting methodology of 'Review and Report'.

A full suite of sustainable tools has been delivered through this project, alongside guidance that empowers all level of the organisation to support effective working practices, encouraging highly motivated and experienced teams to perform at their best each day. Founded on a core principle of accountability, gained through data review, coaching and mentoring, together with embracing proactive leadership."

Security Contracts Manager, UK Airport

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