

ANNEXURE 11: PROCESS IMPROVEMENT OBSERVATION SAMPLE SIZE

Type of Measures [International airports] Annual	JNB Dom	JNB Int	CPT Dom	CPT Int	DUR Dom/Int	Total
Parking Time (Arriving at parking)	60	60	60	50	60	290
Baggage carts / Trolleys	350	420	300	313	240	1623
Check-in (Economy, Business, Machine, Bag drop)	1200	2850	900	900	680	6530
Security Check-in	345	400	180	220	210	1355
Emigration	0	400	0	220	100	720
Transfer	0	155	0	0	0	155
Boarding	210	500	180	220	220	1330
Arrivals Processing Times to Immigration/Carousel	210	500	180	220	220	1330
Immigrations	0	500	0	200	100	800
Baggage Delivery (first and last bag delivery)	275	530	210	255	220	1490
Customs (Red channel, Green channel and Agriculture)	0	300	0	130	75	505
Parking Time (leaving parking)	60	60	60	50	60	290
TOTAL SAMPLE	2710	6675	2070	2778	2185	17418

Regional Annual Sample

Type of Measure Annual	BFN	ELS	GRJ	KIM	PLZ	UTN	Total
Parking Time (Arriving at parking)	12	16	16	10	20	8	82
Baggage carts / Trolleys	12	16	16	10	25	8	87
Check-in (Economy, Business, Machine, Bag drop)	56	72	62	40	110	40	380
Security Check-in	24	32	32	16	32	12	148
Boarding	35	60	50	30	80	20	275
Arrivals Processing Times to the terminal	35	60	50	30	80	20	275
Baggage Delivery (first and last bag delivery)	35	60	50	30	80	20	275
Parking Time (leaving parking)	12	16	16	10	20	8	82
TOTAL	221	332	292	176	447	136	1604