

# ANNEXURE 13: PROCESS IMPROVEMENT OBSERVATION REPORT SAMPLES

## JNB SUMMARY REPORT 2017

### BAGGAGE CARTS

**QTR 1.17 QTR 2.17 QTR 3.17 QTR 4.17 2017 AVG**

<b>Average Number of Trolleys</b>	
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### CHECK-IN

<b>Average</b>	Average waiting time Passengers Processed per Hour
<b>First / Business</b>	Average waiting time Passengers Processed per Hour
<b>Economy</b>	Average waiting time Passengers Processed per Hour
<b>All (unallocated)</b>	Average waiting time Passengers Processed per Hour
<b>Machine</b>	Average waiting time Passengers Processed per Hour
<b>Baggage Drop-off</b>	Average waiting time Passengers Processed per Hour


### EMIGRATION

<b>Average</b>	Average waiting time Processing speed (Passengers/hour)
<b>All (unallocated)</b>	Average waiting time Processing speed (Passengers/hour)
<b>Local</b>	Average waiting time Processing speed (Passengers/hour)
<b>Non-locals</b>	Average waiting time Processing speed (Passengers/hour)


### SECURITY

<b>Average</b>	Average waiting time Processing speed (Passengers/hour)
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### TRANSFER DESK

<b>Average</b>	Average waiting time Processing speed (Passengers/hour)
<b>All (unallocated)</b>	Average waiting time Processing speed (Passengers/hour)
<b>First / Business</b>	Average waiting time Processing speed (Passengers/hour)
<b>Economy</b>	Average waiting time Processing speed (Passengers/hour)


### BOARDING

<b>Total boarding process (first / last Passengers)</b>	
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### IMMIGRATION

<b>Average</b>	Average waiting time Processing speed (Passengers/hour)
<b>All (unallocated)</b>	Average waiting time Processing speed (Passengers/hour)
<b>Local</b>	Average waiting time Processing speed (Passengers/hour)
<b>Non-locals</b>	Average waiting time Processing speed (Passengers/hour)


### BAGGAGE DELIVERY

<b>Average</b>	First bag Last bag
<b>&lt; 100 Passengers</b>	First bag Last bag
<b>100 - 200 Passengers</b>	First bag Last bag
<b>&gt; 200 Passengers</b>	First bag Last bag


### CUSTOMS

<b>Something to declare</b>	Average waiting time Processing speed (Passengers/hour)
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