

## ANNEXURE 14: PROCESS IMPROVEMENT OBSERVATION REPORT SAMPLES

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	QTR 01	QTR 02	QTR 03	QTR 04
<b>CPT</b> CHECK-IN By Airline	<b>Average</b>																
	Average waiting time																
	Processing time																
<b>Air Botswana</b>	Average waiting time																
	Processing time																
<b>Air France</b>	Average waiting time																
	Processing time																
<b>Airlink</b>	Average waiting time																
	Processing time																
<b>Air Mauritius</b>	Average waiting time																
	Processing time																
<b>Air Namibia</b>	Average waiting time																
	Processing time																
<b>BA Comair</b>	Average waiting time																
	Processing time																
<b>Blue Crane</b>	Average waiting time																
	Processing time																
<b>British Airways</b>	Average waiting time																
	Processing time																
<b>CemAir</b>	Average waiting time																
	Processing time																
<b>Condor</b>	Average waiting time																
	Processing time																
<b>Edelweiss</b>	Average waiting time																
	Processing time																
<b>Emirates</b>	Average waiting time																
	Processing time																
<b>Ethiopian Airlines</b>	Average waiting time																
	Processing time																
<b>Eurowings</b>	Average waiting time																
	Processing time																
<b>Kenya Airways</b>	Average waiting time																
	Processing time																
<b>KLM</b>	Average waiting time																
	Processing time																
<b>Kulula.com</b>	Average waiting time																
	Processing time																
<b>Lufthansa</b>	Average waiting time																
	Processing time																
<b>Mango</b>	Average waiting time																
	Processing time																
<b>Qatar Airways</b>	Average waiting time																
	Processing time																
<b>Safair</b>	Average waiting time																
	Processing time																
<b>Singapore Airlines</b>	Average waiting time																
	Processing time																
<b>Skywise</b>	Average waiting time																
	Processing time																
<b>South African Airways</b>	Average waiting time																
	Processing time																
<b>South African Express</b>	Average waiting time																
	Processing time																
<b>TAAG</b>	Average waiting time																
	Processing time																
<b>Thomas Cook</b>	Average waiting time																
	Processing time																
<b>Turkish Airlines</b>	Average waiting time																
	Processing time																
<b>Virgin Atlantic</b>	Average waiting time																
	Processing time																



