

FICTIONAL AIRPORT SCENARIO

# OPTIMISING AIRPORT GROUND STAFF ROSTERING

**Company:** A major international airport in South-East Asia.

**Size:** Approximately 2,000 ground staff, including baggage handlers, customer service agents, and security personnel.



## PROBLEM

The airport was grappling with the manual creation of shift rosters, leading to several inefficiencies:

- Time-consuming scheduling processes, prone to human error, often disrupted the seamless operation of airport activities.
- Regulatory compliance issues, including adherence to working hour regulations and mandated breaks, added complexity to scheduling.
- Individual staff preferences, such as days off and shift choices, complicated roster creation.
- Unforeseen circumstances, like weather disruptions and equipment malfunctions, necessitated frequent, labor-intensive rescheduling.
- Training and qualifications requirements made it difficult to ensure appropriately skilled staff were allocated to specific tasks.
- Cost inefficiencies, with the need to manage overtime and shift coverage economically.
- Fatigue management and equitable shift distribution were essential for safety, efficiency, and staff satisfaction.

 SOLUTION

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## SOLUTION

**The implementation of the SkyRoster platform transformed the airport's ground staff rostering:**

- Customisable schedules that accommodated individual staff needs, including preferences for days off and rest periods.
- Rostering optimisation capabilities allowed for a significant reduction in overtime costs and improved cost efficiency across operations.
- Automated qualification and training tracking ensured that only qualified staff were scheduled for specific tasks, enhancing safety and compliance.
- Dynamic rescheduling facilitated quick adjustments to unforeseen operational disruptions, minimising impacts on airport activities.
- Fatigue management features ensured staff were not overworked, contributing to safety and overall staff well-being.
- Fair and equitable shift distribution, including allocation of prime shifts and holidays, improved staff satisfaction and retention.




**RESULTS**

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## RESULTS

- Overtime costs reduction by approximately 20%, equating to significant monthly savings.
- Increased operational efficiency with automated scheduling and dynamic rescheduling capabilities.
- Improved staff satisfaction through fair shift distributions and accommodation of individual preferences.
- Enhanced compliance with regulatory requirements and safety standards.



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