



Case study

Optimization of staff planning

at Genève Aéroport

Insights

Genève Aéroport (GVA) engaged with Copenhagen Optimization and Copenhagen Airports to carry out a study of how to optimize the staff planning for the security checkpoint operation in GVA.

The aim of the study was to assure efficient use of the staff, thereby improving the performance of the security checkpoint in GVA.

A series of optimization initiatives were proposed. One of the conclusions of the study was that shifts and rosters could be adjusted in order to eliminate approx. 90% of the periods with insufficient staff, while keeping the cost base constant. Also, performance at the central security checkpoint was improved significantly following the project.



CopOpt has a profound understanding of airport planning and operation. The innovative methods applied, allow us to plan our Security operations more effectively while offering a stable high performance and low waiting time to our passengers at an unchanged cost.”

Robert Deillon,
CEO,
Genève Aéroport



The results

- Increased number of days with satisfactory performance from 54 in 2014 to 297 in 2015
- Demand planning based on images per passenger
- Demand for open security lanes transparently converted to demand for staff
- Gaps in the existing staff plans identified