

ResourcePlan+

In use at Heathrow Terminal 5

Overview

Terminal 5 at London Heathrow Airport was opened in March 2008 to cater for the majority of BA flights to one of the worlds' busiest airports. In its first year, over 20 million passengers passed through its doors. There are around 1,500 BAA staff working at Terminal 5 providing ground operations and passenger handling airport-related services, including security, customer information and trolley management.

Challenge

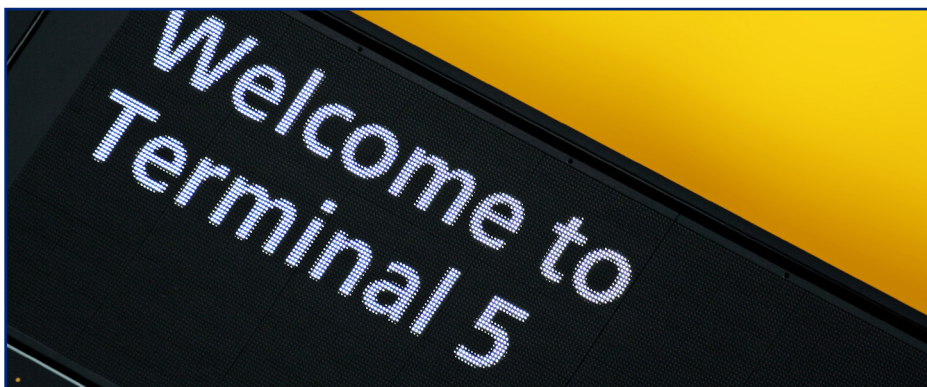
BAA needed to reduce the time spent by managers and supervisors administering staff rosters within London Heathrow Terminal 5. They also wanted to further empower their staff by enabling them to control their own rostered hours and leave. They therefore required a new staff self service administration system. The benefits of this were required to be communicated, along with training, to all 1,500 employees.

Solution

BAA had already been using Amor Group's resource management solution ResourcePlan+ throughout its airports for several years to provide accurate passenger forecasts that enables them to plan and schedule staff and resources to meet both immediate and future business and security needs. Based on this success they chose the Staff Self Service Administration module of this system to deliver the efficiencies required. Amor Group provided training on how to use the new ResourcePlan+ self service to all Terminal 5 BAA trainers. These trainers became the super users of the system and delivered the required training to all other staff.

Results

With ResourcePlan+ cost savings have been achieved through reduced administration, efficient staff resourcing and reduced overtime. Staff can manage their own flexible rostering within limits set by the rules, manage their own shift swaps with colleagues, see at a glance possible leave periods and overtime shifts - reducing conflict and accusations of bias. As a result, staff queries regarding shifts and annual leave have been reduced. This has resulted in empowered and enthusiastic staff and leaves managers and supervisors free to execute their primary tasks of managing the day-to-day operation.



Benefits

- Reduced administration costs
- More efficient staff resourcing
- Reduced overtime costs and freed up management time
- Empowered and satisfied employees

Solution Highlights

- ResourcePlan+ airport resource management system
- Staff administration module enables staff self service
- Employees control their own their working time
- 1,500 employees trained and using the system
- Provides transparency to scheduling



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