





GateQualityManager

Improved quality control in Ground Services

GateQualityManager is a simple system for filling in the mandatory OPDEP/SCCL forms at the gate. Previously, the gate staff had to enter the same data into two different systems but when using GateQualityManager this information only has to be entered once.

With GateQualityManager the operations manager can quickly retrieve detailed statistics, follow up on any missing quality reports, and save all flight information making this information easily accessible for future reference.

GateQualityManager collects valuable information about flight handling and presents SAS Ground Services with the possibility of optimising their quality.

A user-friendly system

The Gate staff require no training in the system. The panels in GateQualityManager are based on the SCCL and OPDEP mainframe transactions with which the staff already are acquainted. GateQualityManager is web-based and can be used from any desired position as soon as the web server installation has been performed.

GateQualityManager guides the gate staff through reporting for example by marking the mandatory fields.

The screenshot displays a web-based form interface for data entry. At the top, there are several tabs or sections labeled 'GENERAL', 'FLIGHT', 'SUB', 'OT', 'ET', 'STN', 'STB', and 'ATB'. Below these, there are input fields for 'DELAY (Start Date, Date)', 'MIN', 'DELAY (End Date, Date)', and 'MIN'. A section titled 'ACCX' contains fields for 'STA' and 'ATN'. The main part of the form consists of a list of fields with 'None' as a default value: 'GATE NAME', 'FUEL REL', 'UNLAD REL', 'LAST PRG', 'PUSH REL', 'LEARN REL', 'CATERING', and 'CLEANING'. At the bottom, there is a 'REPORT' button and a 'PRINTED BY' field.

The back office part of GateQualityManager is also web-based and the information from the system can be exported to for example Excel, Word and PDF format.

The system comprises an additional financial benefit as the transaction costs in the central

mainframe system are minimized because the data traffic is typically halved.

GateQualityManager has been developed by Gamma Partner for SAS and is used today by SAS Ground Services at Copenhagen Airport.

Technology

The system consists of three parts:

- A web browser on the client
- A web server with the application
- The database

The web server with the application integrates a central mainframe with a local database server and ensures that the number of lookups on the mainframe is limited.

Microsoft SQL Server has been chosen for the database server but the system can also be setup with an Oracle database server.

The application has been developed on the Windows and .NET Framework 1.1 platforms and is today used on the Windows 2000 platform. The application has been developed for Internet Explorer and Netscape.

GateQualityManager also offers statistics and quality statements. For example the system includes the possibility of following up on missing information.

