

## BARNZ: Airlines sort their Baggage Processing with XSOL

BARNZ, the Board of Airlines Representatives of New Zealand embarked on a business analysis project with a view to installing a baggage reconciliation system across New Zealand airports. To do this they needed to understand their current business situation, map out what the future would ideally look like, and implement a plan to bridge the gap in between.

The first step was going to be crucial; accurately mapping the processes each airport uses then identifying the similarities and/or differences to reconcile a single strategy for application across the whole group. As an aggregate representative organisation, BARNZ were faced with a limited budget and timeframe within which they could execute the project. The solution lay with XSOL's business process mapping technology.

Project Manager Mal Snaize said XSOL's Business Process Mapping software proved invaluable in executing this project. "It was a very intuitive product that I was able to pick up with minimal training. In fact, once the initial templates are created any changes simply required a 'drag and drop' process," says Mal Snaize.

"Its ability to both define the process and then graphically display it, made XSOL very dynamic to work with."

BARNZ employed a group workshop approach to gathering the necessary information. A representative group from each airport around the country was approached, one by one, to supply its part of the jigsaw. Sitting at a screen they used XSOL Mapping to work through the process they used in the airport they represented.

"Because it was very dynamic and hands-on people enjoyed the process far more than just talking through it. Everyone had different input, depending on their focus within the process. Instead of relying on an interviewer to ask the right questions, having the process mapped out on a screen meant that it was much easier for someone to spot where we had missed out tasks relating to their area of expertise. In this way we were able to capture what people knew, the process involved, and in many cases what they didn't realise they were doing as well."

### **Organisation**

Board of Airlines  
Representatives of New  
Zealand

### **Application**

Airline Baggage Reconciliation

### **Business Issue**

Development of a compliant  
process involving many  
different stakeholders

### **Business Benefits**

- Time savings
- Flexibility
- Increased information capture
- Intuitive
- Easy to use - easy to change
- Team knowledge capture

Having collected this data, BARNZ worked through the components of the process identified by each airport and created a master map that represented both the similarities and exceptions that had been identified. From this a business analysis was output, which led to the creation of the new system requirement to be delivered as a national standard across all airports.

"I believed using XSOL reduced the time considerably. Its flexibility meant that we could quickly identify common functions across the airports, define the process, then change or revise it if required," says Mal Snaize. "I was most impressed with its overall ability to respond to change requests. Even though using XSOL was a new approach for us, our requirements were all met - including the ability to generate output in a style format familiar to our members."

Mal says he would certainly look to utilising XSOL technology for similar projects in the future and remains very appreciative that a potentially difficult, time consuming task was made so easy.