

Terminal Transformation to enhance the Passenger Experience

The international Terminals 1 and 2 at King Khaled International Airport (KKIA) face significant capacity constraints to cope with current and future traffic requirements. Existing facilities, processes and the operating model needed to be transformed to improve the overall Passenger Experience and to bring KKIA in line with international best practices and standards.

Services (on behalf of Munich Airport)

- As-is assessment of the Passenger Experience, analysis of capacities and the operating model
- Benchmarking against international standards and best practice airports
- Strategy formulation to enhance the Passenger Experience
- Development of a target operating model for improvement of Processes, Human Resources and Technology
- Development and recommendation of initiatives to improve the Passenger Experience
- Recommendation of a transformation roadmap
- Involvement of all relevant stakeholders

Period of Services:
2014 - 2015

