Airport Electronic Check-in Process

For Pre-Checkin, twelve hours prior to check-in the flight opens and the passenger may logon with their six-character flight code and name, select and pay for seats and meals and print out baggage tags and boarding pass. One hour prior to take-off a passenger has to arrive at an airport and must have their baggage scanned at a security scan. To do this they must place the baggage in machine, activate their phone (if they have one) and get scanned with a scanner by the security staff. In the event of the scan picking up something seriously anomalous, the passenger is questioned by security staff. This takes place initially at the Security Scan area with the passenger answering questions from security staff on (a) the contents of their bag and (b) whether they packed it themselves. Subject to this check and satisfactory verbal exchange, the bags are tagged with a security sticker by the same security staff. For the Baggage Weigh-in, the passenger takes a baggage tag holder from a dispenser, puts their baggage tag in it and affixes it to the baggage. They enter their details and six-character flight code and place baggage on the weighing machine to get it weighed. The passenger will frequently need the help of Customer Service Staff to carry out the Baggage Drop successfully. To do this the Service Staff must login and clear the passenger details and re-enter the code properly. The machine then verifies that the bags are below the permitted weight. Overweight bags are subjected to a surcharge paid by credit card on the spot. The card details are checked and the credit limit is verified and if the payment doesn’t go through, an error is generated. Duplicate stickers printed that the passenger (a) affixes to their boarding card and (b) their baggage to retrieve the luggage after the plane has landed on the destination side. The passenger then deposits their baggage at the bag drop and proceeds to security.

By Doing a rough swimlane diagram or otherwise detail what changes could be made to the above Process:

1. What level of process change is in question here?
2. Are there sequential steps that can be disintermediated/automated or parallel flows that can be done concurrently?
3. Are there surplus actors that you feel do not bring anything to the process?
4. From Davenport & Short, can Knowledge Management, Informational or Analytical Capabilities be used to improve the process in any way?