

Development of the Operations Concept for the Terminal Building

For the planned start-up of the new Berlin Brandenburg International Airport operations concepts and manuals have been developed for the Terminal Building. In 2010 the operations concept has been provided by Torsten Hentschel, now the Managing Director of TH Airport Consulting. In 2012 TH Airport Consulting has been contracted to update the concept and compile operations and failure mode manuals for the terminal management.

Services

- Assessment of the Terminal Layout regarding future Operations
- Development of Operations Processes for passengers, staff and services
- Development of Terminal Management Processes for queue and flow management, the Terminal Control Center and resource allocation
- Compilation of Manuals for Operational and Failure Mode Processes

Period of Services:
2010 and 2012

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