

AGENDA OF MEETING

Meeting Title	Client's Meeting
Date	30-07-2012
Start Time	2005
End Time	2130
Called By	Suriyanti
Venue	SATS Office
Attendees	Glorya, Jek Bao, Suriyanti and Kevin
Objective	Client's Meeting – Update on Manage Airline Requirements, Clarifications

PREPARATION FOR MEETING:

Please Read:	Please Bring:
-	-

ACTION ITEMS FROM PREVIOUS MEETING:

No	Action Item	PIC	Comment	Due Date	Status
1	Revise USD	Glorya → Suriyanti		23/06/12	Done
2	Revise GUI	Yosin → Minh		23/06/12	Done
3	Clarifications with DM 1. Threshold for task overlap 2. MAC timing + cost 3. CTR/CRT for flight type.	Jek bao		23/06/12	Done

AGENDA TOPIC:

No	Agenda Topic	PIC	Due Date
1	GUI, Use Case, & Use Case Diagram Sign Off	Suriyanti	30-07-2012
2	Demo on Manage Airline Requirement	Suriyanti	30-07-2012
3	Clarifications: 1. How do you define a clash that has to be managed by MAQ? 2. What do you expect in a MAQ? 3. If it clashes, what about the timing when they do not clash? Which CSA and CSO requirement do we follow? 4. What is the maximum # of counter opening hrs is only 2? 5. What if overlap for 0.2 hrs by 3 flights and they are not catered in the airline	Glorya, Yosin	30-07-2012

- requirement?
6. What is the correct timing rules for normal and split shift staff:

“The number of people in the line is critical. System with split shift.
Split shift → divides into 2 parts → early 4 hours and late 4 hours with minimum 4 hours of rest. Later shift to the next day has 6 hours of rest. It will add up to 44 hours a week and a rest day and an off day.
Strictly no OT.”
 7. Possible to have OT before shift (come earlier)?
 8. No difference between the number of CSA & CSO required at gate (even between different airlines)? Standard no of CSA n CSO required?
 9. Confirm the task duration:

Task	StartTime	EndTime
Arrival Gate	Schedule Time (ST) – 10 mins	Schedule Time (ST) + 20 mins
Departure Gate	ST-30mins	ST
Departure Counter	ST – Database info on counter opening hrs to schedule time	ST – 30 mins

- 4** Request for real data:
1. Full Staff Record
 2. Flight Schedule (as many flights as possible for testing)
 3. Real Airline Requirements
- (These are necessary as we need to avoid as many overlooked areas as early as possible)

Suriyanti

30-07-2012

	4. Flight 'dictionary' → that tells which aircraft type has what flight size.		
5	Acceptance Attendance Confirmation	Suriyanti	30-07-2012

MINUTES OF MEETING

Meeting Title	
Date	30-07-2012
Start Time	2005
End Time	2130
Venue	SATS Office
Invitee List	Glorya, Jek Bao, Suriyanti and Kevin
In Attendance	Glorya, Suriyanti and Kevin
Absent	JekBao

DECISIONS:

No	Subject	Decision
1	GUI, Use Case, & Use Case Diagram Sign Off	<p>Generally OK but need neater formatting.</p> <p>Use Case Simulate Staff Deployment Need to change the Flow of Events</p> <p>Formatting need to be consistent</p> <p>One use case in a page.</p> <p>After editing, send email to Kevin for sign off.</p>
2	Demo on Manage Airline Requirement	<p>Input group by departure counter group and gate group and arrival gate</p> <p>For departure counter input No of narrow No of wide CSO at counter CSA at counter Counter Opening Hours to Departure NOTE: Possible to have all day counter opening hours All day is from first flight to the last flight</p> <p>For departure gate input Aircraft type CSO at gate CSA at gate Gate Opening Hours to Departure</p> <p>For arrival gate input Airline specific CSO at gate CSA at gate Opening hours ETA -10 mins</p>
3	<p>Clarifications:</p> <ol style="list-style-type: none"> How do you define a clash that has to be managed by MAQ? 	<p>For arrival, you only have gate task For departure, you have gate and counter task Counter opens at 2 hour Flight 1 depart at 9am Flight 2 depart at 10am Overlaps at 8-9</p>

2. What do you expect in a MAQ?
3. If it clashes, what about the timing when they do not clash? Which CSA and CSO requirement do we follow?
4. What is the maximum # of counter opening hrs?
5. What is the correct timing rules for normal and split shift staff:

“The number of people in the line is critical. System with split shift.
 Split shift → divides into 2 parts → early 4 hours and late 4 hours with minimum 4 hours of rest. Later shift to the next day has 6 hours of rest. It will add up to 44 hours a week and a rest day and an off day.
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6. Possible to have OT before shift (come earlier)?
7. No difference between the number of CSA & CSO required at gate (even between different airlines)?
 Standard no of CSA n CSO required?
8. Confirm the task duration:

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Departure Gate	ST-30mins	ST
Departure Counter	ST – Database info on	ST – 30 mins

Overlapping is when the task overlaps

Every requirements.
 Refer to Decision 2
 Use the maximum rule

Each airline will only have one counter opening hours

Split shift is split between two parts
 Between two parts, must have break minimum 4 hours
 If break is 6 hours, can OT up to 2 hours

Minimum 8 hours of rest from end shift to the next day

Yes. It is possible.
 12 hours of rest to the next day

Answered
 Refer to Decision 2

Task	StartTime	EndTime
Arrival Gate	Schedule Time (ST) – 10 mins	Schedule Time (ST) + 20 mins
Departure Gate	ETD – 1 hour (Approx) Airline and size	STD

	counter opening hrs to schedule time			specific	
			Departure Counter	ST – Database info on counter opening hrs to schedule time	ST – 40 mins
	10. How many flights will overlaps?		5 maximum.		
4	Request for real data: <ol style="list-style-type: none"> 1. Full Staff Record 2. Flight Schedule (as many flights as possible for testing) 3. Real Airline Requirements (These are necessary as we need to avoid as many overlooked areas as early as possible) <ol style="list-style-type: none"> 4. Flight 'dictionary' → that tells which aircraft type has what flight size. 		Will send PR SHIFT Real Airline Requirement Data, at least those from MH, BR, PR Send Kevin the excel file, he will get back to us relevant data. SENT before meeting		
5	Acceptance Attendance Confirmation		Will send confirmation 15 morning is out 16 afternoon is out 17 morning out		
6	Next Client Meeting		Tbc. If possible, make after acceptance.		

ACTION ITEMS:

No	Action Item	PIC	Comment	Due Date	Status
1	Change Logical Diagram	Glorya		02-08-2012	
2	Update database	Yosin		02-08-2012	DONE
3	Send us relevant data	Kevin			
4	Update use case description	Glorya			

CARRY-OVER ITEMS FOR THE NEXT MEETING:

No	Subject	Description
1		
2		
3		

NOTES:

-As some airlines require counter to be opened all hours, what if there is no flight? What is the requirement for CSA and CSO?

-All day is how many hours?

Prepared by,

Glorya

Vetted and edited by,

Yosin

Endorsed by client,