



PROPOSED BUSINESS PROCESS FOR MONITORING CARGO MOVEMENT AND REVENUE DATA TO ANSWER FUTURE BUSINESS AT CARGO TERMINAL XYZ AIRPORT

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Abstract

Cargo business has become such a business that gives a significant portion of revenue and economic benefits to the airport zone. In Cargo Terminal XYZ Airport, the business is divided into two categories which is the core activity for passenger and cargo's embarkation/disembarkation, domestic/international and the non-core activities to support flight's operation, national and worldwide. The core activities are business activities that are directly related to logistic activity process consist of air cargo park, value-added industry and business park (Kasarda, 2015). This research aims to identify the existing condition and develop a new business process of Cargo Terminal XYZ Airport' cargo movement and develop revenue data monitoring process activities. The average deviation is 5.5% from tonnage comparison between manual report and in-house upload system on Jan-Apr 2019. This means that the manual report that is sent by company's business partner is higher than data on company's in-house upload system. Since the collection tonnage and revenue data is done manually, Cargo Terminal XYZ Airport does not have cargo movement and revenue data in real-time that makes there is possibility of potential loss of its revenue. The root cause generated from (1) collecting cargo movement and revenue data process is done manually and (2) it is collected and compiled from many sources. The proposed solution will help company management regarding monitoring process and implementing its corporate strategy.

Keywords: Business Process Improvement, Cargo Movement and Revenue Data Monitoring, Data Connectivity Concept, Business Transformation.
