



KMF helps to revolutionise the passenger experience

The manufacturing skills of KMF (Precision Sheet Metal) Ltd, Newcastle under Lyme, have played a key role in the development of Phase 5 Technology's latest self-service check-in units, which allow passengers to check in in just 21sec (compared to 90sec with previous units). Phase 5's Chris Hurley says: "As a software and systems developer, we do not want — or need — to be involved in the manufacturing process. In the early days of the project, we spent a lot of time and money dealing with various suppliers to create the first prototype units, which was frustrating and expensive.

"We quickly recognised that this process had to be improved and that more-diverse manufacturing skills were required. Having read about some of the work that KMF was doing, we got in touch."

One reason for the success of this partnership was the speed at which KMF was able to react to design changes. "KMF now controls all aspects of manufacture for us, from design through to final production. With the emphasis on 'design for manufacture' to keep unit costs down, they take care of the sourcing for all components and the logistics of delivering to our customers."

With the first of these new check-in units installed at East Midlands Airport, Phase 5 is confident that they are set to revolutionise the passenger experience. "What we have developed is a system that generates greater uptake by passengers because it is simple, with just yes/no answers to questions. It is a highly cost-effective system that allows airports to recoup some of the investment made to attract low-cost carriers."