

# **Flight Operation Efficiency Through Improved Passenger Baggage Tracking Services**

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## **Abstract**

A very crucial process in the operation of an airport is the management of baggage, especially in monitoring the movement of baggage, starting from the passenger handing the item over to the airline officer at the airport of origin until the item is received by the owner at the destination airport. The International Air Transport Association (IATA) as the organization that regulates provisions regarding baggage management issued resolution 753 regarding the baggage monitoring process to be implemented by all airlines. This paper discusses post-flight baggage management in accordance with the current regulations. The analysis results obtained indicate the need for technological innovation in the baggage handling process so that the potential for damage to loss can be minimized.

## **Keywords**

Post flight, IATA 753, baggage handling, baggage tracking and passenger satisfaction.