

Using Lean Six-Sigma in the Improvement of Service Quality at Aviation Industry: Case Study at the Departure Area in KKIA

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Abstract : The service quality is a significant element in aviation industry especially in the international airports. Through this paper, the researchers built a model based on Lean six sigma methodologies and applied it in the departure area at KKIA (King Khalid International Airport) in order to assess it. This model characterized with many special features that can become over the cultural differences in aviation industry since it is considered the most critical circumstance in this field. Applying the model of this study is depending on following the DMAIC procedure systemized in lean thinking aspects. This model of Lean-six-sigma as a managerial procedure is mostly focused on the change management culture that requires high level of planning, organizing, modifying, and controlling in order to benefit from strengths as well as revoke weaknesses.

Keywords : lean-six-sigma, service quality, aviation industry, KKIA (King Khalid International Airport), SERVQUAL

Conference Title : ICEM 2014 : International Conference on Environmental Management

Conference Location : Istanbul, Türkiye

Conference Dates : January 27-28, 2014