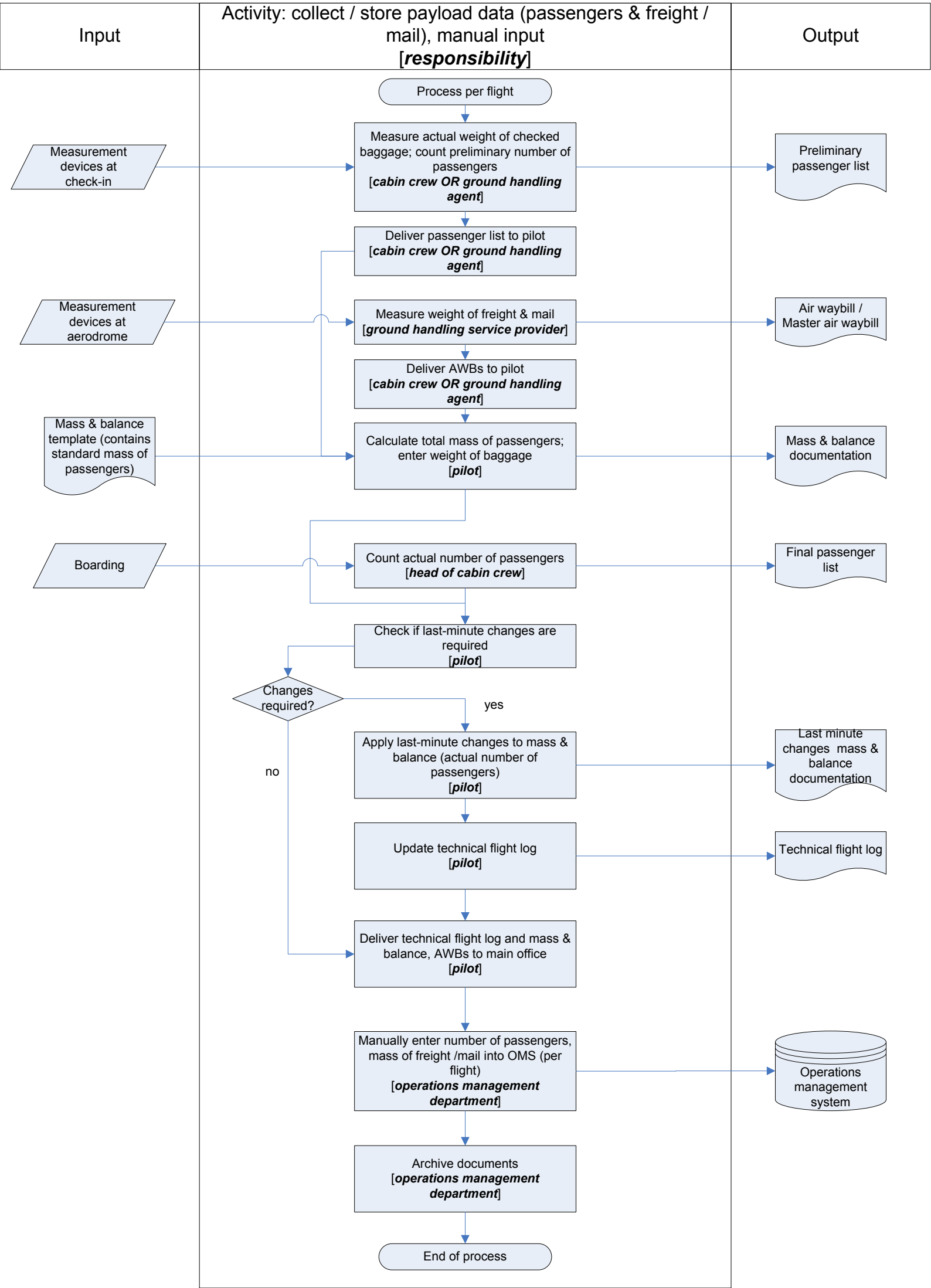
Input
Activity: collect / store payload data (passengers & freight / mail), manual input [responsibility]
Output
Process per flight
Measurement devices at check-in
Measure actual weight of checked baggage; count preliminary number of passengers [cabin crew OR ground handling agent]
Preliminary passenger list
Deliver passenger list to pilot [cabin crew OR ground handling agent]
Measurement devices at aerodrome
Measure weight of freight & mail [ground handling service provider]
Air waybill / Master air waybill
Deliver AWBs to pilot [cabin crew OR ground handling agent]
Mass & balance template (contains standard mass of passengers)
Calculate total mass of passengers; enter weight of baggage [pilot]
Mass & balance documentation
Boarding
Count actual number of passengers [head of cabin crew]
Final passenger list
Check if last-minute changes are required [pilot]
Changes required?
yes
no
Apply last-minute changes to mass & balance (actual number of passengers) [pilot]
Last minute changes mass & balance documentation
Update technical flight log [pilot]
Technical flight log
Deliver technical flight log and mass & balance, AWBs to main office [pilot]
Manually enter number of passengers, mass of freight /mail into OMS (per flight) [operations management department]
Operations management system
Archive documents [operations management department]
End of process