



Overview

Project Title:
Airport Repacking Security Desks

Client:
CCD Design for Liverpool John Lennon Airport

Sector:
Security

Completion:
July 2019

Project Overview:
Liverpool John Lennon Airport (LJLA) tasked CCD Design with improving the customer experience at the security screening desks as well as increasing passenger movement through the areas. After an extensive study, they tasked Thinking Space with providing custom designed tray handling desks to reflect LJLA's tone of voice and enhance passenger behaviours for a more engaging outcome. The result in the first 6 months has been a 15% increase in security throughput.



Case Study

Airport repacking security desks at Liverpool John Lennon Airport

Overview of client

Their strapline is 'Faster. Easier. Friendlier' and recognised as one of the UK's fastest growing airports. After its official opening in 1933, it has continued to be one of the UK's best-performing airports and was awarded the UK's only 5-star airport rating for flight punctuality in 2019. Their queue times are one of the lowest in the industry for an airport of that size, demonstrating living up to their strapline. Which is why it was of the utmost importance to ensure the experience was reached to all parts of the airport, and why security screening was tackled head on.

Scope of the project

Thinking Space rose to the challenge of manufacturing a desk which amalgamated product features from the Thinking Space and Kanya aluminium profiles range to create a unique desk design. Providing two repacking desks, the design specified by CCD Design included an aluminium framework with worktop and insets to allow for five positions of security screening trays along its length. At either end, a seating area with informational signage has been provided.



Project execution

Thinking Space rose to the challenge of manufacturing a desk which amalgamated product features from the Thinking Space and Kanya aluminium profiles range to create a unique desk design. Providing two repacking desks, the design specified by CCD Design included an aluminium framework with worktop and insets to allow for five positions of security screening trays along its length. At either end, a seating area with informational signage has been provided.

