



DAL Global Service's Ramp Work Standard

Concept

- Core ramp tasks are assigned to individual agents.
- Agents are provided with a “task card” based on their position assignment for that flight.
- Task cards are designed to ensure that all safety & compliance driven procedures are accomplished and in a logical sequence.
- Agents are responsible, and accountable, for assigned tasks.

Customer Benefits

- ✓ Top Tier Performance
- ✓ Enhanced Safety
- ✓ Improved Compliance



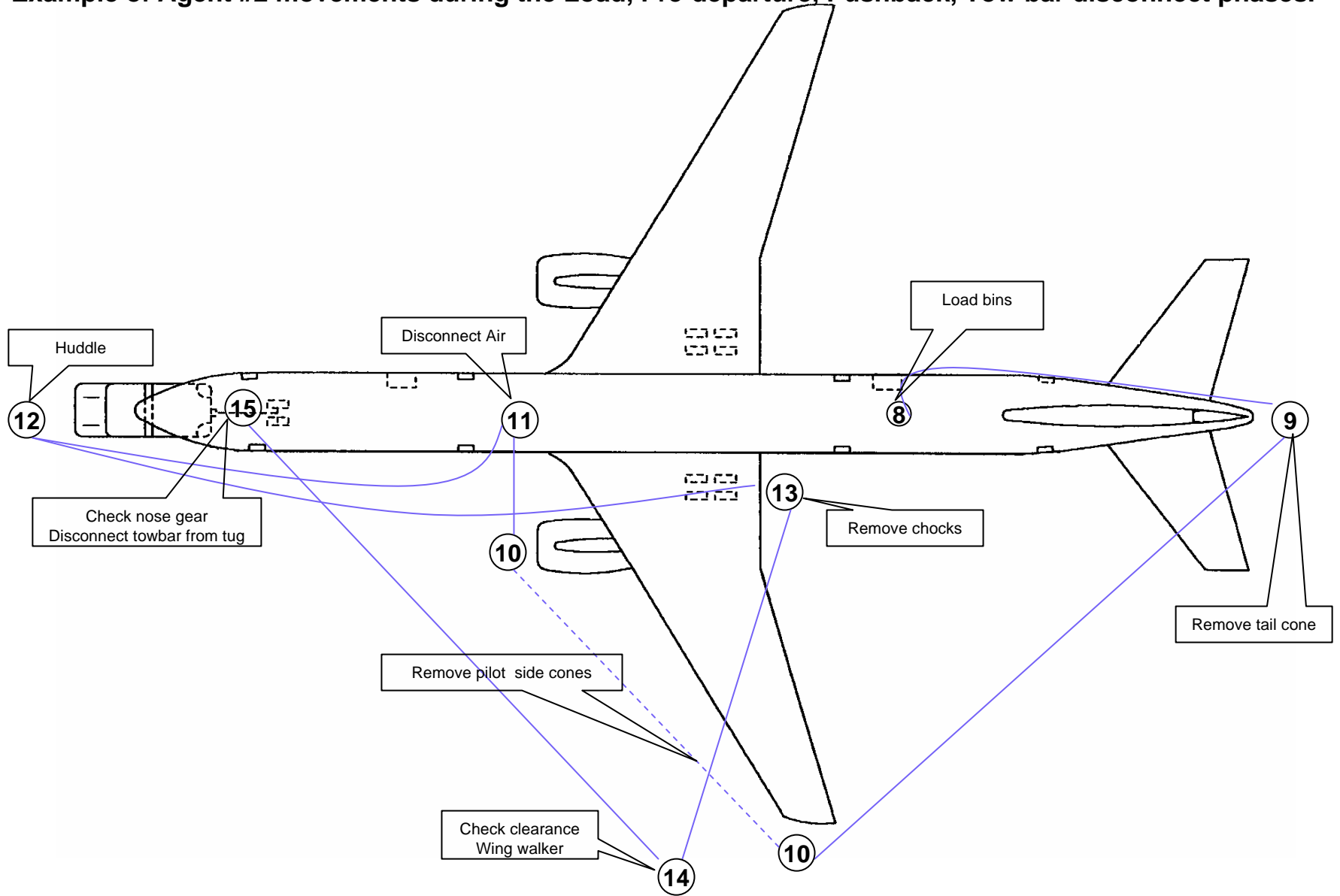
Agent movement examples

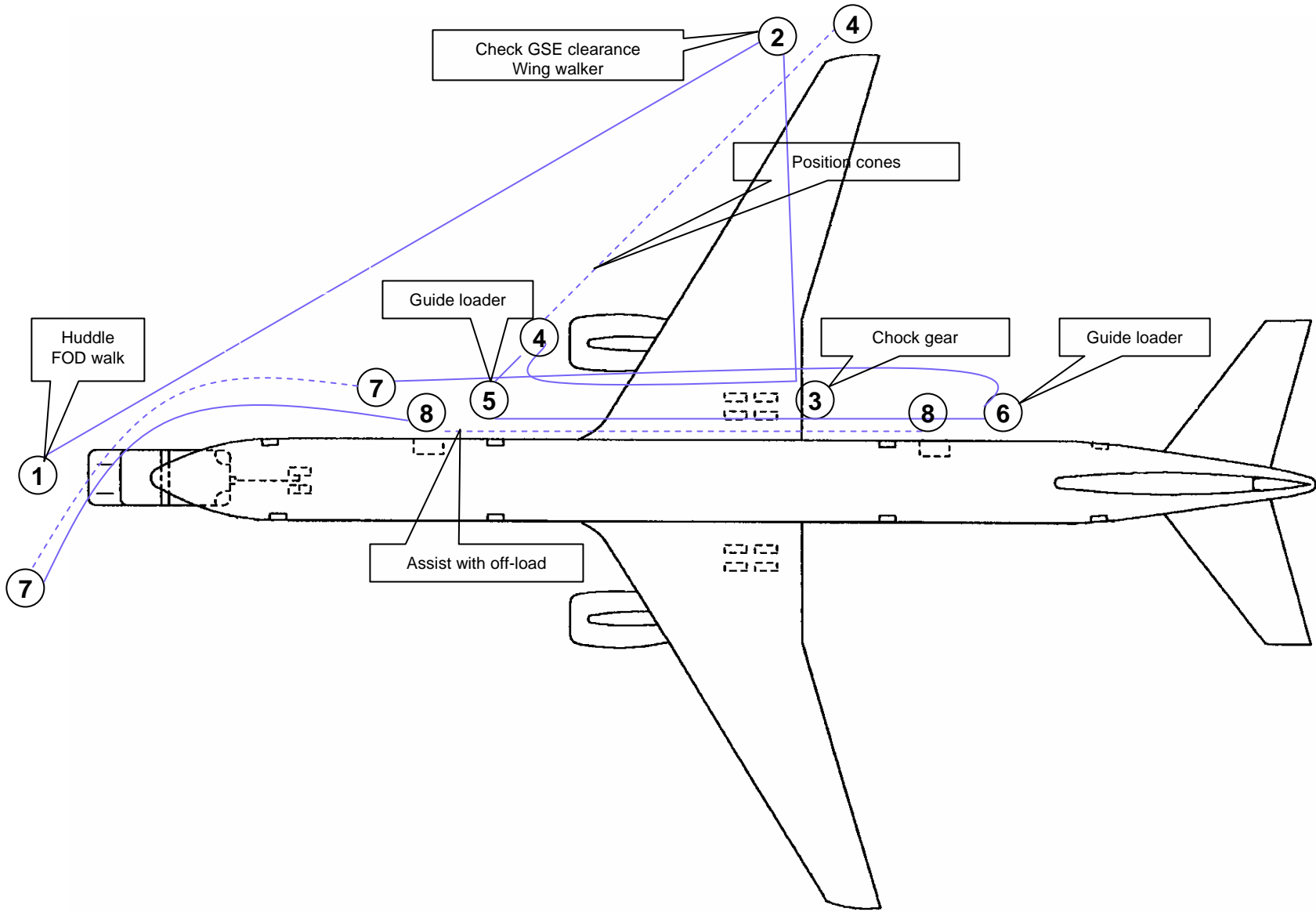
With prior processes tasks were not well coordinated and assignments were primarily made in an ad hoc manner.

With Standard Work tasks are orchestrated to minimize agent and GSE movement and to equalize work load across the crew.

The following two slides are examples of agent movements during different phases of the flight using standard work concepts.

Example of Agent #2 movements during the Load, Pre-departure, Pushback, Tow bar disconnect phases.





Example of Agent #3 movements during the Pre-arrival, Arrival, Post arrival, Unload Phases

Example # 1 Task Card

AGENT 1 of 2 (RJ only)

ARRIVAL	LOAD
Position GSE	Load bags on loader
Marshall aircraft	Guide loader from aft bin
POST ARRIVAL	Get gate checked bags
Chock nose gear	Load gate bags fwd (700/900)
Guide jetway	DEPARTURE
Walk around & damage report	Walk around
UNLOAD	Remove tail cone
Unload & deliver gate bags	Remove main gear chocks
Position loader - aft bin	Push aircraft
Assist with off load	

Example #2 Task Card

Agent 1 of 3

ARRIVAL	LOAD
Jetway path & clearance	Load fwd bins
Marshalling Agent	PPBM (if required)
POST ARRIVAL	DEPARTURE
Chock nose gear	Secure fwd compartment
Connect ground electric	Guide loaders from fwd & aft bins
Post arrival walk around	Remove ground electrical
Cones at aft of aircraft	Verify jetway positioning
UNLOAD	A/C steering to by-pass
Deliver gate checked bags	Connect tow bar to A/C
Unload fwd bins	Pushback driver