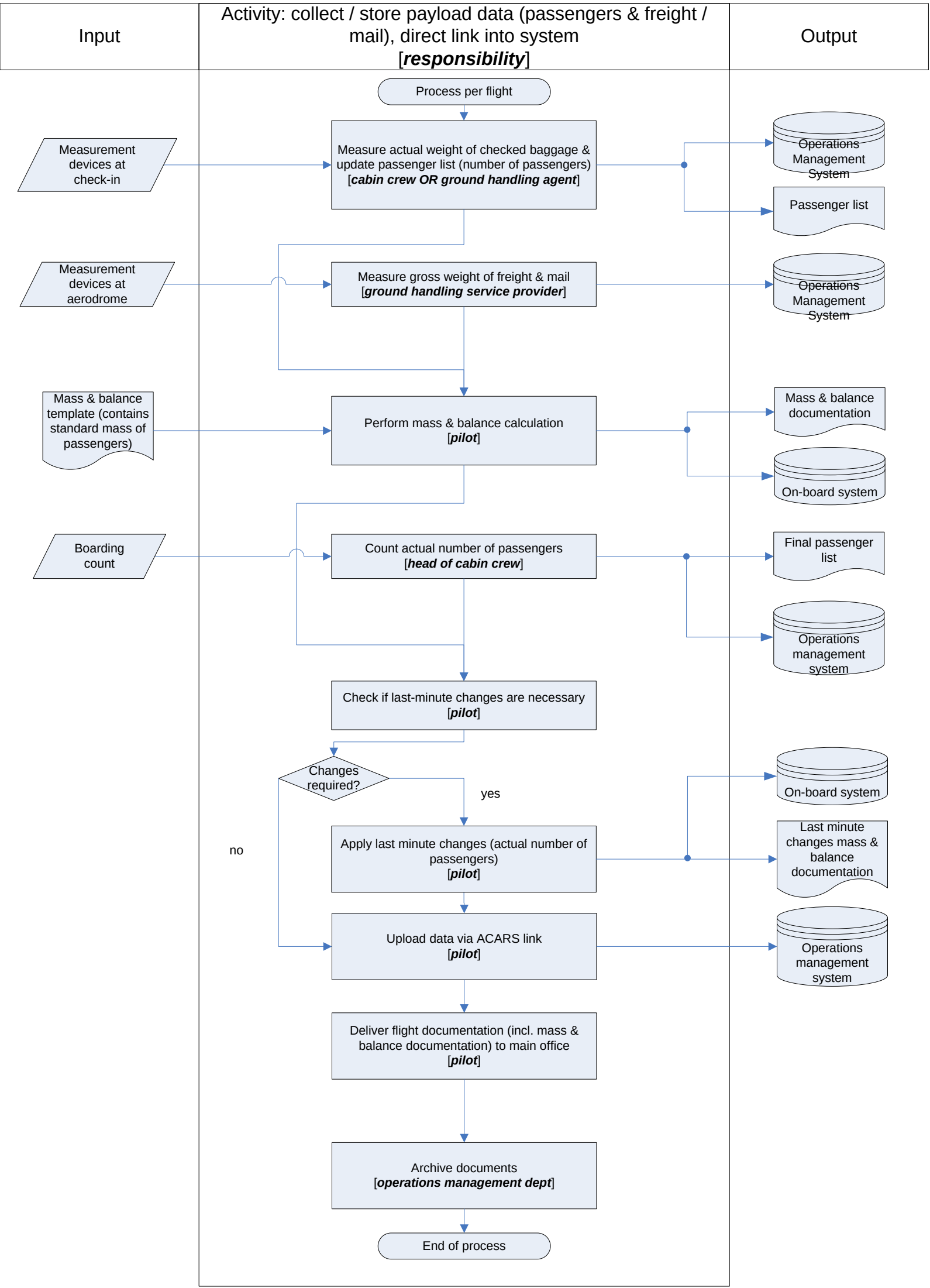
Input
Activity: collect / store payload data (passengers & freight / mail), direct link into system [responsibility]
Output
Process per flight
Measurement devices at check-in
Measure actual weight of checked baggage & update passenger list (number of passengers) [cabin crew OR ground handling agent]
Operations Management System
Passenger list
Measurement devices at aerodrome
Measure gross weight of freight & mail [ground handling service provider]
Operations Management System
Mass & balance template (contains standard mass of passengers)
Perform mass & balance calculation [pilot]
Mass & balance documentation
On-board system
Boarding count
Count actual number of passengers [head of cabin crew]
Final passenger list
Operations management system
Check if last-minute changes are necessary [pilot]
Changes required?
yes
no
Apply last minute changes (actual number of passengers) [pilot]
On-board system
Last minute changes mass & balance documentation
Upload data via ACARS link [pilot]
Operations management system
Deliver flight documentation (incl. mass & balance documentation) to main office [pilot]
Archive documents [operations management dept]
End of process