

PROCESS OPTIMALIZATION IN SELECTED ORGANIZATION

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The capacity of enterprises, whether manufacturing or supplying services to be successful and competitive capable it is currently one of the major issues. This is the reason why businesses must continually improve their processes. In terms of factors such as: improving quality, reducing costs, and also the growth of flexibility. For a good analysis so business can find processes that are ineffective for him and if he wants to keep on the market trying to find the best way or method to improve these processes, optimise. It is currently among the most frequently occurring task optimization in making processes. Nowadays, the market environment for businesses operating in it challenging enough. Businesses are therefore forced to pay attention in the first place the improvement processes as well as the Elimination of inefficient processes. The purpose of my thesis is the introduction of methods which can be used to optimize the processes in the company and the subsequent optimisation of processes in selected organizations with the draft measures in the area of clearance of passengers and baggage, and also in the area of greening.

K e y w o r d s: Process, Process management, Optimization, Passenger equipment, Luggage equipment

1 INTRODUCTION

Optimization, simulation and modelling activities in aviation in the Slovak Republic, while the foreign matter which is basically quite closely watched and used. It is very important to note that the optimization process is currently quite essential. Optimization, thus improving the processes, systems and activities from carries a number of advantages not just for airports, airlines, passengers themselves, but also for other entities that operate in the aviation industry. Currently, there is one airport that would be a question of improving its processes indifferent. The reasons are various. This is for example the ongoing economic or financial crisis that currently reigns. Each one airport trying as much as possible to save or reduce their costs. Therefore, any optimization or improvement activities (processes) that can reduce costs facilitate the actual operation of the airport or improving the quality greatly desired. Are also important competitive advantages that airport market.

2 CHARACTERISTICS PROCESSES AND OPTIMALIZATION

2.1 The work process

The working process is a process in which a purposeful and effective use of work to obtain material use values, which is why we call it work. The working process is an inseparable part of the production process, which, besides the labour used in the creation of use values and natural forces. The most important element of the work process is a person who in certain working processes making powers and abilities that can be called work. [1]

2.2 Work process and its optimization

Optimization of work it helps to introduce the knowledge of science and progressive methods to the creativity of workers. The main goal is to optimize creation and improvement of business processes, and on what the most effective usage of live and work and to ensure a high culture of work and visibly inanimate environment. In the development and optimization of the

work, it is necessary, in order to optimize the work focused on the improvement of work activities and in all production and service establishments, enterprises and organizations, and to all levels of governance. [2]

The development and optimization work is necessary to optimize the work focused on improving work activities in all production and non-production facilities, businesses and organizations at all levels of management. [2]

Optimization work has the highest economic and social benefits, when introducing the modern technique and technology. Just because the knowledge used in creating and designing new work optimization of equipment and procedures, thereby increasing the effectiveness of work and work processes. [2]

The essence of the optimization process is actually a positive change, change for the better – innovation. Among the objectives of optimization such as cost reduction, increase the quality of services or products as well as increase the competitiveness of the Organization on the market. To optimize processes based on the analysis of the situation at the moment, the identification of existing processes and is places that are considered problematic. In concepts based on the procedural approach are the two basic methods to optimize business processes. They are: a radical rebuilding of the business activities and the gradual optimization processes Reengineering (KAIZEN, CI). The beginning of the optimization process occurs when, on the basis of data which has been obtained on the basis of measurement and evaluation processes, identify shortcomings. The evaluation also found him, for example, a worker when deficiencies of its self-assessment work you done some process and so is its optimizing. [3]

Systematic approach to business process optimization includes:

1. Project preparation optimization (characteristic of critical business processes , the choice of the owners of activities characteristic of border processes , constructing and training teams process to create the specific indicators , the creation of project change)
2. Simulation activities (training simulation activities , the mere simulation activities , cost, and schedule analysis activities)

3. Draft activities (reconstruction activities , new activities , benchmarking activities , risk analysis , preliminary plan for implementation of the action)
4. Implementation , measurement and control activities (completion of the implementation plan , implementation of new activity measurement activities , feedback system)
5. Continuous improvement (improvement of performance, continuous optimization , creation of teams of natural optimization , frequency of team work) [3]

When it comes to optimizing quality are important factors were concentrated in the following nine points:

1. output destination .
2. Determination customers.
3. Determining customer requirements.
4. The conversion of customer requirements into specifications of the supplier.
5. Steps Determination activities.
6. Appropriate selection of indicators.
7. Evaluation of the capability of the process.
8. Evaluation and interpretation of results.
9. In the event of changes to customer or is characterized by a new best value - benchmark when the procedure again from the beginning.[3]

Basis for process optimization usually lies in the fact that we find, fix, or remove or, alternatively, to fix a problem. Basic and frequently used access optimization is Deming cycle, often times referred to as the PDCA approach. This method is a method by which an enterprise can also be used to optimize processes. It is also suitable as a model, and for all kinds of process improvement. PDCA acronym formed by shortening the English names of the individual phases of the cycle, namely: P - planning, D - doing, C - checking, and - acting. Represents a sequence of actions that lead to process optimization. This simple model is used to effect changes in the optimization activities. When this cycle is important teamwork . Talking on generic algorithm, often used on different occasions. In practice, when it is applied often encounter problems such as consistency and continuity with. Therefore, it is important to observe that the sequence of individual steps, because if you skip the points that we seem insignificant, can lead to inefficiency of the model. Therefore, it is necessary to create pressure to strictly adhere to a given sequence. It is a process that essentially never ends and that is why this cycle is an integral part of continuous optimizing. [3]

2.3 Process management

The role of process management, management is the identification, measurement and subsequent improvement, and optimization. In the content management process includes four basic managerial functions, which are planning, organizing, leading and control. [4]

The company, which is controlled by the process has its activities and also well optimized and clearly documented. Process controlled by the company has optimized their processes, well and clearly documented. Each process has a clearly defined product, interesting for the customer and the owner of the process, who knows what, why and how it happens. [4]

The principle of process management is based on the maximum integration between the activities of the organizational units, where the major innovation is the perception of the process as a whole. It is not decisive whether the whole process takes place in a single organizational unit, or across the enterprise. Process management is based on the principle of a horizontal approach, as opposed to the term of Office, which is based on the vertical hierarchies. Another difference is that while in functional management responsibility for individual sections, is set in the rules of governance is defined responsibility for each process. [5]

2.4 Aerial transport process

During transport, or in the use of air transport, passengers going through several phases of the process. To make the flight, passengers must be able to complete all the stages of the process, which it indirectly related. These are the following phase:

- Transportation to airport
- Checking in for a flight,
- Security check,
- Waiting before departure
- To embark,
- On-board aircraft,
- Own airlift,
- Output to the terminal,
- Departure from the airport. [6]

3 CHARAKTERISTICS OF THE COMPANY LETISKO KOŠICE, a. s.

Kosice Airport (IATA airport code: KSC, ICAO: LZKZ) is an international airport in Košice. By the number of passengers and regular lines is among the second largest airport in Slovakia. [7]

Košice airport is located six kilometres from the city centre in the city of Kosice - Barca at an altitude of 230 m n. m. [7]

Area Kosice airport is 3.5 kilometres and the total area of the terminal is 4456 meters. More than 3,500 sqm of space is reserved for passengers. The largest aircraft that can land at the airport Kosice is the Boeing 767 and Airbus A300. Kosice airport capacity is 700,000 persons per year, or a thousand people per hour.[7]

Slovakia Kosice airport include the second most important airport with scheduled airline. The closest airports are foreign airport in Uzhgorod (Ukraine), the airport of Debrecen (Hungary) and airport Rzesów (Poland) . These airports service the airport Kosice essentially do not compete . Very important prerequisite

to the development of Kosice aviation is a trend annual growth of the number of passengers. Tend to climb in addition to charter and scheduled flights and business flights in general aviation, mainly due to the location of major foreign companies and in the catchment area of Kosice airport. [7]

Within the progressive establishment of Kosice airport is the main objective of meeting the European standards and regulations and the safety of air traffic and also ensure standard service for passengers. [7]

To a significant improvement services Košice Airport provides air carriers and passengers in 2004 was put into operation a new terminal with a capacity of 700,000 passengers per year . Majority shareholder of the Košice airport after purchasing 66 % of the shares of the company from the state consortium Two One in 2006 became a company KSC Holding, a. s. . Apron APN 1 was based on the largest investment project so far extended by 4 stands. [7]

It is also planned the construction of a hangar , terminal for general aviation as well as aviation fuel storage and that of other investments . July 21, 2008 was the day , which was designated as the busiest day so far in recent history Kosice airport , which was equipped with 46 aircraft movements (arrivals and departures) . Both terminals Košice airport passed along 4164 arriving and departing passengers. Overall, it was loaded, respectively, landed 46,785 kg for the luggage. [7]

4 ANALYSES AND TRANSPORT PROCESS of the AIRPORT KOŠICE

Infrastructure Kosice Airport offers for passengers who pass through the airport:

- Services for disabled passengers
- Room for mothers with children,
- Traffic ticket sales,
- Operation baggage claims,
- Catering:
 - a. Restaurant (public part)
 - b. coffee (three in the non-public part of the terminal T2),
- Business lounge,
- Gift shop.
- Parking Service (provide three parking car parks with total capacity of about 350 seats, of which 1 parking lot is designed for long-term parking and a maximum of 85 cars) [8]

4.2 Transportation to airport

Passenger has access to the following modes of transport to the airport Košice:

- a. Transport of passenger car - Airport Kosice is located approximately eight kilometres from the city centre, which means ten minutes trip by car during transportation. Distance to the airport from the city centre is the shortest distance from the city airport in Europe
- b. Transportation by public transport - airport operates regular bus no. 23, which is linking the airport to

the city centre as well as bus and railway station . Transport path in this way takes about twenty minutes

c. Transportation by taxi - in this mode of transport to the airport is the possibility to use the services of CT C Taxi as an official partner of Košice Airport, CT... Company C Taxi offers transportation from the airport to the city centre, air-conditioned passenger cars Honda.

d. Transport affected by use of car rental services - the Košice airport caters to six reputable car rentals. Car hire can be found right at the Kosice airport and the terminal building, which is located opposite the arrivals and departures hall. [9] [10]

4.3 Check for flight

At check-in passengers are checked tickets, issuing boarding passes and also checking travel documents. These are activities on arrival, departure, transfer and transit passengers. Clearance is part of the registration, determine the weight of baggage and transport to the packing. [11]

To the Košice airport the clearance of passengers carried at check-in counters, located in the airport terminal. The terminal is located eight check-in counters with these three installed DCS (Departure Control System) :

- 1 ALTEA system - Amadeus
- 2 GAETAN - Airline AIR FRANCE
- 3 LH GUIDE - airline Lufthansa. [12]

Equipped with passengers at the Kosice airport is necessary to comply with this procedure:

- Check the passenger at the airport at least one hour prior to flight departure. In the case of departure outside Europe need to stay at least ninety minutes before the flight departure.
- Check - in closes later than thirty minutes prior to flight departure, which means that specific flight at that time can not be cleared no passengers. It is because of the time needed to balance the aircraft, its control and other activities to be carried out before departure.
- After the dispatch process, the passenger must go through a security check.
- If all they caught, waiting for permission to board the aircraft and in areas designated for this purpose, which also has refreshment. [12]

Subsequently, after passport and security checks passengers moved and grouped in the gate, so the boarding gate or the east. Gate number, which is printed on your boarding pass and also highlighted the passenger information screens always receive the check - in . To passengers at the airport gate waiting staff or the airline, in most cases, notably the flight attendants. [13]

Gate, that gate is always open thirty minutes before departure, which is the time when it is already check - in closed . After the opening goal the flight attendants checked again before entering passengers on board an aircraft boarding passes and to check the passenger embarkation . [13]

In the process of clearance of passengers, the number of required workers present depend on the number of passengers it is necessary to check in for the flight. For more open check-ins, therefore increasing the number of workers needed. [13]

Before departure it is necessary to check in each passenger. On average, it takes care of one passenger about three minutes. [13]

It's actually a queuing system with multiple homogeneous operator station, which in this case actually check-ins and homogeneous requirements, as each passenger requires the same service, it is clearance for the flight. [13]

4.4 Security check

Security check at the airport is carried out with the assistance of these funds and equipment:

- a. X-ray equipment - used to screen passengers and their carry-on, or checked baggage,
- b. The walk
- c. Hand-held detectors,
- d. Physical control. [14]

Security check must be submitted to each passenger who wishes to board the aircraft. On the Kosice airport security staff has control of special training. Their mission and goal is to protect the lives and health of passengers. Safety check and inspection of checked baggage must pass each passenger at the entrance to the departure hall, after registration in the workplace check-in. Security check at the airport consists of two basic phases, namely:

- Baggage,
- Check unchecked, hand luggage and also specific passenger, luggage belongs to whom.

Baggage is carried out only after the registration of passenger check-in and also after the transfer of the luggage, which was subsequently transferred to an aircraft reserved for luggage. Then the checked baggage belt moves further to control x-ray equipment. Here employee security checks carried the baggage check. Check that whether the baggage contains articles that are prohibited for checked baggage. [14]

If unchecked, cabin baggage, the baggage check is performed and a passenger airport employees and, where appropriate, the customs officers. Passengers accede to it gradually, when the band give their personal belongings, hand luggage and other things that have with them. Passengers must not wear any metal objects, phones, coins or any sharp objects. The same applies to their cabin baggage that these objects can not contain. Such as knives, files and in any case not weapons or explosives. The rules are also provided regarding the fluid. Passengers can not think of any fluid whose volume is greater than one hundred millilitres. With a smaller volume of fluid, such as water, lotion, or perfume should be stored in special bags as concluding that travellers brought before control alone. [15]

Consequently, the passenger must go through the

WTMD and then be reviewed by travellers on the basis of touch. In the case of X-ray controls are always present two employees, one male and one female. It is for this reason that if a woman passenger, also controlled by a woman. On the other hand, if the passenger is a man, passes through the control of an employee - male. Maintained the principle of control person of the same sex as the traveller himself, because this check is physically touch and according to the Civil Aviation Authority regulations. The passenger is obliged to call the inspection staff also pulls off when the shoes will be subject to security checks as well as cabin baggage. A passenger is obliged not to have it with you and not in your hand luggage items that are strictly prohibited. [15]

At the airport are required a minimum of three staff members, whose task is to carry out security checks. The duration of the security controls is provided for approximately two minutes per passenger in the case, if the inspection takes place without the complication and everything is fine. To extend, for example, can occur if the x-ray or metal detector has detected some irregularities or if an employee has any doubts about the security checks. [15]

4.5 Waiting before departure

If passengers have passed all the checks and still has time to be available to local airport with facilities where passengers can sweeten your waiting. They are as restaurants, shops and various others. Passengers who fly higher travel class specific airlines and for passengers who are the owners of loyalty cards are also available with higher quality service and comfort, where as the services business lounge. Business lounge is located in the departure terminal areas. Passengers it can also find computers that have Internet access. Also, passengers while waiting for the departure of the aircraft possibility of watching cable television. Available as a very broad range of daily newspapers and various magazines not only in Slovak but also in German and English. [16]

Currently Košice airport offers a business lounge and the passengers traveling in the lower class for a fee. The lounge is also equipped with comfortable leather seats. [16]

For other passengers is further a restaurant called Cafe Steward and also with the same name. The restaurant is located in a building where the old terminal was located next to the entrance to the departure lounge Non Schengen. The restaurant offers a very large selection of delicious meals including the Slovak specialties. In the summer the restaurant mentioned extends to the terrace. [17]

Cafe is located inside the airport has a new terminal building and is also next to the departure lounge. Passengers who have the time so you can wait before departure sweeten a cup of coffee or other alcoholic and non-alcoholic beverages. The summer season is also the possibility of sitting on the outdoor patio. [17]

The airport also offers several other services.

Those passengers, you've been rescreened may reduce their waiting for the departure of the aircraft as well as at several Snack bars located in the departure area. Also, passengers have the opportunity to purchase in stores with shop or in the Travel Value and Duty Free shop. [17]

4.6 Boarding the aircraft

After the passport and security control of passengers faced in that particular gate. The number of passengers at the check-in received. Gate opens up at the same time as the check-in is closed; it is twenty to thirty minutes before departure of the flight. Before the departure of the flight, passengers once again control the on-board tickets, mostly carried out by the flight attendant, after checking this check is unleashed into the aircraft by passengers. This entire process takes ten to twenty minutes in the presence of described one but two flight attendants. Here, too, the number may vary from what is a big plane, and also what is the number of passengers who want to fly it. [6]

4.7 Services on aircraft

Since the on-board aircraft are overhead the airport but instead are directed by the airline with which the passenger will fly. Therefore, the service on board will not pay more. [6]

4.8 Own air transport

It's quite a complicated process. Its aim is to provide passenger transportation from one point to another point. Idle such transport is itself clearance to fly and taking part in the relevant mandatory safety checks. [6]

4.9 Output to terminal

The process by which passengers passing through passport control, then you will pick up your luggage, passes on customs control and thus leaves the terminal and airport. [6]

4.10 Departure from the airport

Passengers may as on arrival and on departure from the airport, take advantage of not only public transport services, taxi services, custom car or other forms of transportation, such as car rental service. [6]

4.11 Baggage handling

Baggage handling process in itself sums up a number of activities such as:

- Baggage handling at the packing centre - the luggage compartment,
- Own baggage sorting
- Preparation of luggage on departure

- Loading and unloading of luggage to transport equipment (transport to the aircraft and from the aircraft)
- Transport of luggage from the luggage compartment to baggage. [6]

Airport Košice, uses when handling with forklift trucks and pallet loader also cordless and baggage. It takes about eight minutes and the delivery of the baggage loading them seven minutes, are therefore needed two employees. On the ground that it is not possible to carry out these activities at the same time, but may be loaded and unloaded the baggage those same workers. [6]

5 RESULT ANALYSES

Results of investigation: **The process to check passengers:** The maximum value of the coefficient of saturation in any one phase clearance less than 1 passenger stations are thus unused. Individual calculations may also be biased because the values used are not accurate, indicative only

Consequently, it would be necessary to optimize all the sub-systems to accommodate passengers. At least utilized operating system is a passenger clearance (check-in) , because it has the lowest value , $\alpha = 0.0375$. Optimizing this process would be to reduce the number of workers , which in this case means a reduction in the number of open check-in counters , as in Table I counted on the fact that they are open to all check-in desks , which has Kosice airport available . Other subsystems are essentially optimal , because of that, if we in these processes reduce the number of workers , it would lead to overloading of the system or process . **Checked baggage process:** every single action process Checked baggage is worth α less than one. It follows that they are not used all the operator station. Also in this case may be the reason poor accessibility of real input data. Therefore, the calculations are indicative.

Kosice Airport is currently taking fully into account the optimal operation of the airport. Whereas, under the observation and comparison of Košice Airport to other airports there were no major deficiencies which had to be removed , requiring neither show any significant change . Therefore, I focused on the design, the benefits that can be applied in such a case, if the Košice airport , the airport began as a promising advance in the number of flights and passengers . There would have been times when it was necessary and important to introduce new technologies to the airport and to streamline airport operations.

Technique and technology:

- *Technology self check - in kiosk*

Nowadays, the trend Self Service main objective in introducing this technology has been able to allow airlines to provide services on a shared kiosk. [18]

The main advantages of introducing self check - in kiosk include:

- Significant growth of efficiency
- The decrease in cost of operations
- Decrease the workload of staff (employees)
- Secure access

- Simplicity orders
- Saving space
- Publication and sharing the costs of operation in the case of airlines, passengers can check in at the airport provide for themselves. [18]

- Technology - self-service postal kiosk

Self-service kiosk the mail is a new alternative option as passengers, airport visitors can objects which would otherwise have occurred or would have been forced to throw them away in the trash including prohibited items or are not willing to pay a higher baggage weight in the form to send mail at an affordable price. [18]

The process of greening the airport:

Airport Kosice uses when checking the technical means and equipment:

Name	Quantity	Fuel	Solution
Airport bus	1	diesel	biodiesel
Ground Power Unit (GPU)	4	diesel	biodiesel
Hot air generator	1	diesel	—
Air Starter Unit (ASU)	1	diesel	—
De-icing vehicle	1	diesel	biodiesel
Container lifter	1	diesel	biodiesel
tractor	1	diesel	CNG
Forklifts	2	electric motor	—
Airport boarding stairs	8	petrol	—
Vacuum truck	1	electric motor	—
Vehicle for Catering	1	petrol	PB
Vehicle for drinking water	1	petrol	PB
tractor	4	diesel	biodiesel
Toilet Avia Truck	1	diesel	CNG
Container Handler	7	electric motor	—
Luggage cart	22	El. motor	—
Motor truck cargo	3	petrol	PB
Minibus	3	diesel	biodiesel
Conveyor belt	2	electric motor	—
The vehicle with the luggage conveyor belt	2	electric motor	—

Tab. 1 Technical clearance-means and equipment, the source: a custom processing

The possibility of obtaining financial resources:

Airport Košice has several options available to fund the above suggestions. One of the options, for example, funds from their own resources. However, this will not be enough to cover all the costs, because the Kosice airport is a regional airport with a smaller operation. This option can be combined with, for example, by reducing the number of employees. For example, if you set up self-service postal kiosks at the airport, the number of employees can be reduced. Workers will replace these self-service facilities.

Another option is to also get a subsidy from the European Fund for regional development, as a potential source of finance in the future.

6 CONCLUSION

One of the objectives of the work was to characterize the processes and methods of optimization, what was described in the first part of my work. In the second part, I will focus on the company, a. s. and its airport Košice operational processes and in the third part, I came to as a result of my monitor and I have proposed measures in the area to accommodate passengers and baggage, in the field of engineering and technology, and also in the area of greening.

As a result of my observations is that airport Košice, a. s. is, as regards its processes currently essentially optimal. Airport Košice, a. s. is a regional airport with a small desk and at the moment there is no need to introduce any changes. During the monitoring and benchmarking of the Košice Airport found no significant deficiencies, not that it would be necessary to eliminate in the near future.

For this reason, I focus on the suggestions in the case if the airport started to move forward, that is, if the increased traffic at the airport, the number of flights and passengers i.e.. In that case, it would be necessary to introduce new techniques and technology, which would lead to more efficient operation of the airport. One of these proposals: introduce self check-in kiosks, the introduction of self-service mail kiosk. This proposal could be carried out and at the moment, because it would lead to the improvement of services to the airport and also to increase the comfort for passengers in Košice. Further, it is a proposal in the area of greening. It is about the introduction of biofuels to the airport.

Introduce self check-in kiosks for airports would ensure the reduction of operating costs and also saving space in the check-in Hall. The introduction of the use of environmentally friendly fuels for means of ground clearance is my last proposal. This proposal is in the area of greening of the airport, whereas these fuels are readily available, currently used and much greener than those which currently uses the airport Košice.

The application of these proposals, would also be the possibility to secure the airport, is an airport in Košice, and progress with the times, with the more your

attractiveness.

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