

QUEENSTOWN AIRPORT (ZQN) DESIGN BRIEF

Project Name:	Airport luggage trolley design competition
QAC Contact(s):	Jimmy English, Facilities Coordinator Vanessa Hartnell, Partnerships & Marketing Manager

1. PROJECT OVERVIEW	
Background / Problem Statement	<p>The current luggage trolleys at the Queenstown Airport are due for replacement or upgrade. The current trolleys do not cater well for our unique destination where we see various oversize items.</p> <p>Passengers are often seen struggling with skis, snowboards, bikes, and prams while trying to navigate through the terminal, forecourt, and carparks.</p> <p>The existing trollies feel small, can tip over if overloaded, and have no space for oversize goods or children.</p>
Project Objectives	<p>One of two options:</p> <ol style="list-style-type: none"> 1. Design a new trolley that meets the needs of the travelling public and operational requirements outlined in the project scope. 2. Design a modification to the existing fleet of trollies so that they cater to the list of requirements outlined in the below scope.

2. PROJECT SCOPE:	
Scope Definition	<p>Minimum requirements</p> <ul style="list-style-type: none"> ▪ Easy to use (passengers and staff) ▪ Ergonomic ▪ Nestable ▪ Can be maneuvered in train formation ▪ Stable: <ul style="list-style-type: none"> ○ carry regular luggage without toppling ○ not topple over on uneven surfaces when in use ▪ Practical for the various luggage items that passengers bring through ZQN: <ul style="list-style-type: none"> ○ bikes in bike boxes or bags lengthways

	<ul style="list-style-type: none"> ○ ski bags ○ golf clubs <p>Nice to haves</p> <ul style="list-style-type: none"> ▪ Somewhere to safely & securely seat a child who weighs less than 20 kilos (bonus points) ▪ Safety brakes: making it easier to load/unload and stop trolleys rolling away ▪ Trolley lockout system (used overseas to stop trolleys leaving premises) ▪ Advertising space (bonus points)
Scope Exclusions	

3. PROJECT TIMELINE:		
Key Milestones(s)	Length	Completion Date
Competition opens	8 weeks	11 October
Judging	2 weeks	24 October
Winners announced		28 October