InBag

The Problem

The success of reducing the global rate of mishandled bags down to 8.99/1000 (1%) in last 5 years happened thanks to the concerted efforts of airlines, airports and ground handlers combined with IATA’s BIP (Baggage Improvement Program). Baggage mishandling is still costing the industry over $2,58 billion* per year despite this success.

The Solution

IATA has transitioned from BIP to its new baggage program: IATA InBag. This new program addresses the fundamental causes of mishandling and aims at improving baggage processes efficiency for the 99% of bags that are correctly handled. At the same time, InBag ambition is to modernize the global baggage infrastructure, facilitate the introduction of new baggage services and products, generate further costs savings and improve the customer experience. Whereas BIP visited airports and made specific recommendations, InBag focuses on the more generic problems that were identified during the BIP program implementation.

The Targets

InBag Program is composed of three streams addressing the current industry needs in the area of baggage:

- Reduce current 1% of worldwide mishandled bags down to 0.5%
- Improve efficiency by 20% in the 5 key baggage areas (check-in, security, manual handling, arrivals, transfers)
- Enable innovation. "Baggage as a product": introduce modern standards for baggage that will enable access to information, facilitate action and innovation and also enable comparison of baggage performance between airlines and at airports

The Benefits

- More than $1.25 million cost savings from reduced baggage mishandling across the industry
- Effective management and data quality
- Efficient baggage processes
- Better passenger proposition
- Modern baggage standards

Depending on their current level of implementation when joining the InBag program, participating airlines will experience different sets of benefits.

Program approach

IATA InBags activities are structured to deliver fast returns wherever possible. Quick win solutions have been identified as targets for 2013 but the program also has middle and long term sets of objectives.

Communication is a key factor for the InBag program as its success relies on industry players’ understanding of its goals and benefits. In this regard, IATA runs regular workshops that introduce the program and help its stakeholders to develop their specific InBag implementation strategies.

IATA will regularly measure and report the progress of the InBag program, including the current adoption of different milestones, such as compliance with IATA Resolution 751.

At a later stage, the InBag team will be monitoring industry success in mishandling reduction, efficiency improvement and enabling of innovations.

Join InBag now!

The program is being delivered by the IATA Baggage Services team in cooperation and with full support of the Baggage Steering Group, the Baggage Working Group and other industry partners.

We are looking forward to working with airlines, airports, ground handlers, security and customs agencies and authorities, system providers and other industry partners to make tomorrow’s baggage world better, simpler and more efficient... Everything is InBag!

For more information, comments or ideas, please email inbag@iata.org

*Based on SITA Baggage Report 2012, there are 25.8 million mishandled bags that are mishandled each year and an average cost of $100 per bag.