

# Aviation





# Aviation

Designing for people is critical in the aviation industry where human factors are present in all areas of the operation – from the design, operation and maintenance of aircraft and airports to maintaining security. Ensuring the safe control of aircraft in the air and delivering a positive experience for passengers from door-to-door all rely on people.

We have been working with the aviation industry for over 30 years in providing user and customer focused design to a wide range of clients and applications. We use our blend of skills and experience in ergonomics/human factors, industrial design, architecture and psychology to provide creative and practical solutions.

Our work on airport terminal design has improved passenger wayfinding, enhanced the passenger experience, improved the working environment for staff and helped tighten security. Projects have included check-in desk design, design of luggage trolleys, the layout of security cone areas and the design of terminal control rooms. We have also helped to enhance facilities for transport interchange.

We have applied our skills to the design of aircraft and ground operations. Our work on passenger seating and cabin facilities has improved the environment for passengers and aircrew. Our work on baggage handling has minimised risks to ground crew.

Safety is the primary concern for air traffic control. We have worked with operators and regulators in the ergonomic design of air traffic control centres and control towers. We have designed control rooms, workstations, fallback facilities and advised on critical issues such as tower sight lines.

## Some of our aviation projects:

- Swanwick En-Route Centre
- T5 Check-in Desks
- Wayfinding Design Toolkit
- T5 Baggage Control Room
- Guidance on CCTV control room design
- Design of operations control room
- Security cone layout at Heathrow & Stansted Airport

## Some of our clients:

- BAA
- NATS
- British Airways
- easyJet
- DfT Transec
- Australian Customs Service
- Booz & Co
- Mace
- CAA
- Heathrow Express
- Barlows

Contact us to discuss how we can help you...



CCD Design & Ergonomics Ltd  
95 Southwark Street | London | SE1 0HX  
Tel: +44 (0)207 593 2900 | Email: [info@ccd.org.uk](mailto:info@ccd.org.uk) | Web: [www.ccd.org.uk](http://www.ccd.org.uk)