

## LONDON HEATHROW AIRPORT – PRODUCTION OF USER REQUIREMENT DOCUMENTS FOR MAJOR BAGGAGE PROJECTS

### Added value

- Development of standardised User Requirement Document format
- Distillation of Brief Requirements into User Requirements Documents
- One stop solution for the management of the production and compliance process

### Project Description

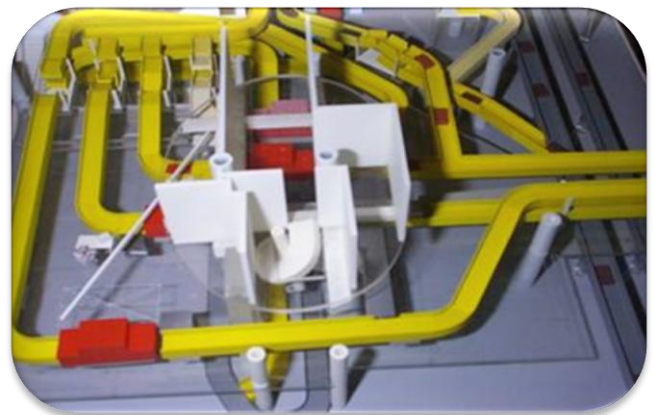
BAA required the production of User Requirements to be formalised and standardised across all of the baggage projects at Heathrow. Integrated Project Management developed a structure for the URD together with a management process for production and use of the URD.

URD's were prepared from Business, Operational and Technical briefing documents, initially by interpreting narrative into atomic statements and over time, introducing the discipline of single statement definition into the briefing documents.

The process invoked stakeholder approval of the URD prior to issue to suppliers followed by compliance responses from suppliers, together with a change control process to create a final document aligning user requirements and project delivery scope. DOORS was used for the collection and management of URD statements.

Projects included:

- Cross Campus Transfer Baggage Connection
- T3 Integrated Baggage Facility
- Eastern Campus Baggage including T2A, T1 and T4



### Project Benefits

- Heathrow now has a basis for producing User Requirements
- Existing projects have a foundation for production, testing and Acceptance

**Project values:** £750m

**Duration:** 2008 - 2010

**End Users:**

Heathrow Baggage Development  
Baggage Project Leaders

**IPM Roles:**

Programme Management  
Production  
Technical Assistance