

# How can we better suit the needs of aging flight attendants?

## Boeing Flight Attendant Redesign

Sponsored by: Vicki Curtis, Payloads Concept Center

When: Fall 2012

### The Opportunity

The Live Well Collaborative was asked to design holistic solutions that would improve the working environment for aging flight attendants. The role of the flight attendant has changed significantly since deregulation. The team aimed to improve the flight attendants' work environment to make their jobs ergonomic, simplified, and less stressful.

### The Challenge

The team had to take into consideration passenger boarding, food service, and first aid. Solutions had to meet the requirements of the American Disabilities Act and Aircraft Carrier Act. Areas for improvement include the cart, galley, and luggage interaction.

### The Approach

The LWC team interviewed a group of flight attendants from Delta Airlines. The team was able to gain valuable insight from this panel, and were able to explore the plane through the eyes of a flight attendant. The LWC team then developed solutions for the problems that were identified.

### The Results

The team refined their concepts and proposed three final solutions.

#### 1 The High Roller Cart

Patent No: US20150014481A1, Pub. Date: Jan. 15, 2015

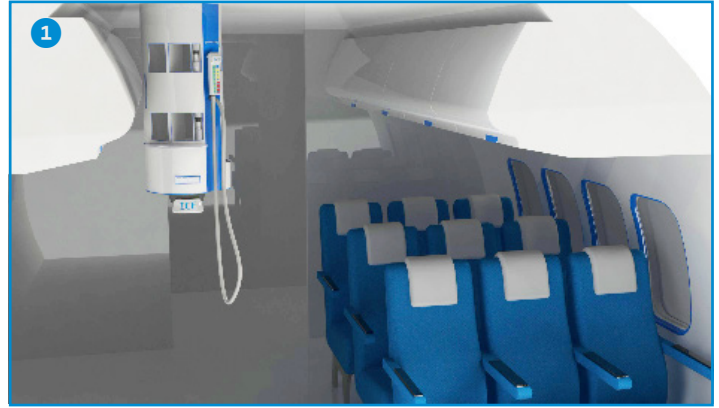
This cart is a simple and effective replacement to the bulky carts currently in use. Device automation removes physical strain from the process of serving passengers and pushing the heavy cart.

#### 2 Galley Skyland

A re-configured galley concept introduces passenger self-service applications for water and coffee.

#### 3 Under Seat Storage

Larger carry-ons can be placed underneath the seat, reducing flight attendant injury from heavy lifting. Smaller items are placed in smaller overhead bins.



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