COURSE BROCHURE

Airport and Aviation Operations Management

A five-day, practice-focused program for airport and airline station teams to optimize capacity, turnaround, ramp safety, and passenger experience. Build regulatory alignment, strengthen resilience to disruptions, and implement KPIs and continuous improvement across airside and terminal operations.

Code	HT-QMS-117
Category	Quality & Operational Excellence
Duration	1 week
Level	Intermediate

Introduction

Aviation organizations face mounting pressure to deliver on-time performance, control cost, and meet stringent regulatory and customer expectations. With multiple stakeholders interacting across runway, apron, terminal and service partners, operational excellence requires clear roles, robust coordination, and data-informed decisions. This program equips operations leaders and supervisors with practical tools to translate standards into daily practice, stabilize performance, and lead measurable improvements.

Objectives

- Translate regulatory and industry standards into practical SOPs and controls.
- Optimize turnaround and capacity to reduce delay drivers and variability.
- Strengthen safety, security, and operational resilience across the airport.
- Improve passenger experience through demand-led staffing and service design.
- Implement KPI dashboards and a continuous improvement cadence.

Who should attend

- Airport operations managers and supervisors
- Airline station and ground operations managers
- Ground handling and apron services leaders
- Civil aviation authority and regulatory operations staff

Skills you will develop

- Operational diagnosis of bottlenecks and delay root-cause analysis
- Resource and capacity planning across stands, gates, GSE, and teams
- Risk assessment, incident response, and business continuity planning
- Stakeholder coordination, SLA design, and performance management

Learning Outcomes

- Map the airport operating model and define measurable control points.
- Build a turnaround plan with clear critical path, resources, and KPIs.
- Develop a risk matrix and SOPs for three disruption scenarios.
- Design a daily dashboard and corrective-action workflow.

Course Outline

Day 1: Airport ecosystem and regulatory framework

- Airport ecosystem, stakeholders, and value streams across airside, terminal, and landside
- Regulatory frameworks: ICAO Annexes, national CAA rules, IATA AHM and IGOM
- Operating model fundamentals: roles, accountabilities, and ATC interfaces

Day 2: Airside operations and turnaround control

- Runway, taxiway, apron constraints and A-CDM principles for shared situational awareness
- Turnaround management: critical path, GSE allocation, and ground handling SLAs
- Capacity, flow and slot coordination; NOTAMs, aerodrome works, and risk controls

Day 3: Terminal operations and passenger experience

- Check-in, security, immigration, baggage systems, and disruption handling across touchpoints
- Queue design, demand forecasting, rostering to service standards and peaks
- IROPs playbook: diversions, cancellations, passenger care and communications

Day 4: Safety, security, and resilience

- Safety management system, occurrence reporting, FOD and ramp safety practices
- Security layers, access control, screening performance, and insider risk management
- Emergency response, business continuity, crisis communications, and drills

Day 5: Performance, cost, and continuous improvement

- KPIs and dashboards: OTP, ASQ, baggage, safety, turnaround and delay coding
- Resource planning and budgets: stands, gates, GSE, contracts and outsourcing
- Lean improvement workshop: map a process, remove waste, and build an action plan

Training methodology

Instructor-led sessions focused on practical application of standards and tools
Case studies from a range of airports to illustrate trade-offs and decisions
Group exercises to map processes, analyze critical paths, and design SOPs
Role-play simulations for disruption coordination and stakeholder communication

Certification

Harbor Training Center certificate of attendance

Upcoming dates

No dates are published at the moment. Contact us to arrange one, or to run the course for your organisation.

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To register and for details, scan the code or visit:

https://harbor4training.com/en/courses/airport-and-aviation-operations-management