

INTERNATIONAL TRAINING COURSE ON AVIATION GROUND OPERATIONS MANAGEMENT



COURSE CONTENTS

GOVERNANCE AND PERFORMANCE MANAGEMENT

- Regulatory Structure and Governance
- Performance-based Mechanisms: Systems, Audits & Operations
- Strategic Ground Support Equipment (GSE) Management, Procurement & Maintenance

COMMERCIAL AND CONTRACT

- Overview of Ground Handling Service Agreements
- Contract Negotiations to Operational Execution
- Documents & Records Management Essentials

OPERATIONAL STANDARDS AND SERVICE QUALITY

- Elements of Ground Operations
- Elements of Quality Management System (QMS)
- Occupational Health & Safety
- Audit Programs & Certifications
- Training Programs
- Basic SMS Requirements

RISK AND SECURITY MANAGEMENT SYSTEM

- Risk Management System
- Aviation Security Overview

TRAINING METHODOLOGIES

- Input Sessions
- Case Studies & Examples
- Group Processes: Gap Analysis, Priority Analysis & Strategy and Situational Analysis
- Ground Handling Service Quality Road Map
- Consultative Problem Solving

EXPECTED OUTCOMES

- Framework and Road Map for Improvement of Ground Handling Services
- Resource Materials that Guide Overall Operation of Ground Handling
- Network of Ground Handling Professional

WHY THIS COURSE:

This 6 days training program is designed to address the important management and operational elements guided by the industry standards of International Civil Aviation Organization (ICAO) and the International Air Transport Association (IATA).

The course aims to enhance knowledge of participants on advanced ground operations management approaches and international standard procedures for management of ground operation services. It helps participants to Identify operational issues and gaps of practices on ground operations management system as well as to address future improvement strategies.

This training event encourages participants to strengthen networks and exchange practical experience & best practice amongst aviation colleagues from different countries.

WHO SHOULD PARTICIPATE?

- Managers and Supervisors of Regulatory Bodies e.g. Airport Authorities & Civil Aviation Authorities
- Station Managers and Supervisors of Airlines
- Managers and Supervisors of Ground Service Providers (GSP)

COURSE FEE: *USD 1,800 per person*

DATES: *May 04th-09th, 2015*

VENUE: *AIT Conference Center (AITCC), Pathumthani, Thailand*

Application deadline: *21st April 2015*



AIT
Asian Institute of Technology



TWIGA AERO
AVIATION TRAINING & CONSULTING

SPS Global
corporation company limited

Contact: Mahesh Senevirathna
SPS-AIT Partnership office, AIT, Pathumthani, Thailand
Email: aviation_training@spsglobalcorp.net, spsaitglobal@gmail.com
Telephone: +66 (0) 2524-5267, 5338, 6333 and +66832404868
Web sites: <http://www.extension.ait.ac.th>
<http://www.spsglobalcorp.com>

RESOURCE PERSONNEL



Mr. Maurizio ANICHINI

Executive Director

Aviation Ground Operations Expert

TWIGA Aero Aviation Training & Consulting

Mr. Anichini is based in Bangkok, Thailand to lead global business development and marketing of aviation solutions in response to aviation demands in high growth areas such as Asia, Middle East, Africa and Latin America. He is an **IATA registered instructor** on Safety Management System Implementation Professional, Operational Risk Management, Station Ground Operations Management, Standard Ground Handling Agreement & SLA, Weight & Balance and numerous other subjects.

He served as Head of Instructor-led Learning and drove the global strategy during his time with the IATA Training & Development Institute (ITDI). He oversaw global operations with a culturally diverse team of 8 product managers, 20 support staff and more than 250 instructors to manage a portfolio of 600 training courses, 150 diploma programs in over 100 locations. His experience includes engaging with industry stakeholders from ICAO to CAAs, IATA member airlines, Ground Service Providers and Airport Authorities, to develop new aviation training solutions, and maintain quality of existing training programs.

By providing consulting services to drive and improve safety & quality in the aviation industry, Mr. Anichini developed and drove several industry solutions, while at IATA. These include, Implementation of Safety & Quality Management Systems, the IATA Safety Audit for Ground Operations (ISAGO), initiation of the IATA Ground Operations Manual (IGOM) project, conducting a review of the IATA Airport Handling Manual (AHM).



Ms. Brenda AREMO

Managing Director

Aviation Ground Operations Expert

Twiga Aero Aviation Training & Consulting

Ms. Brenda has more than 10 years of experience in the aviation industry. A key element to her consulting portfolio as part of the Twiga Aero senior management is the development and review of operational manuals and training programs for ground service providers and airlines seeking ISAGO and IOSA audit registration/certification.

As a certified auditor, she provided executive reports that highlighted trends on recurrent findings, current & potential risks to increase the visibility & effectiveness of the management system to the senior management & CEO. She managed and conducted internal and external operational audits of cargo, ramp and passenger handling operations for all outstations. She has represented KQ at the IATA Airside Safety Group (ASG) to set industry operational standards.

At the operational level, she managed Cargo Handling Operations with a team of 15 members by providing quality customer service, achieving operational Key Performance Indicators (KPI) and maintaining the company's service level agreements with customer airlines, freight forwarders and known shippers. She is also a regular contributor to the Ground Handling International publication.



Mr. Horst BOHLING

Aviation Ground Operation Advisor

SPS – AIT Partnership

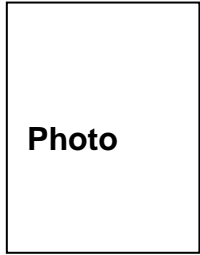
Asian Institute of Technology

Mr. Horst Bohling has a vast experience in aviation ground handling management having held various managerial positions in Lufthansa German Airlines. He developed strategies to outsource traditional airline ground services into ground service providers in partnership with other airlines and airport authorities to ensure and foster quality, safety and economic competitiveness in aviation ground handling.

He was a founding member of Changi International Airport Services (CIAS) and Thai Airports Ground Services (TAGS). He has advised to various government agencies in South and Southeast Asia in airport development to implement modern technologies in airport operations and being beneficial to airline ground handling.



**International Training Course on
Aviation Ground Operations Management
04th – 09th May 2015**



APPLICATION FORM

Name(Dr/Mr./Mrs./Ms.) _____

(Write in block letters as in your passport)

Nationality _____ Age _____ Sex: Female Male

Company/Organization _____

Department/Division _____

Mailing Address _____

Telephone No. _____ Fax No. _____

E-mail: _____

Duties and Responsibilities

Professional Experience

Educational Background (attach transcript of record, if available.)

Degree	Year	Field of Study

English Proficiency:

Speaking: () Excellent () Good () Fair
 Reading: () Excellent () Good () Fair
 Listening: () Excellent () Good () Fair
 Writing: () Excellent () Good () Fair

Please send this application form through email (**recommended**) before 21st April 2015 to:

SPS-AIT Office/ AIT Extension

Tel: + 66 2 524-5267/+662524-5338,
+66832404868

Fax: + 66 2 524-6332

Mobile: +66 832404868

E-mail: aviation_training@spsglobalcorp.net
arjin@ait.ac.th
spsaitglobal@gmail.com