



GROUND HANDLING MANAGEMENT 2017
23-26 OCTOBER 2017

PROGRAMME

- Why should airlines outsource GH?
- Aircraft Turnaround
- Aviation security awareness
- Efficient GH Operations during Adverse Weather Conditions
- Baggage Handling
- Aircraft Marshalling
- IATA Baggage Resolution 753
- Cargo activities
- ULD handling
- Performance standards for Cargo Handlers – Simplicity and Success
- Win-win Contract Negotiation between airlines/airports and ground handling companies
- Station Manager Duties & Responsibilities
- Emergency Response Planning
- Handling agreements
- Ramp activities, cargo and terminal activities
- Resources & GSE Maintenance: which metrics to use (cost control, measure and financial benefits or possible additional revenue from outsourcing GSE maintenance)
- Safe Operations and Managing Safety
- Self-handling models
- LCC model: low fares, low cost handling?
- Handling Hub Airports
- Handling Interlining airlines & non interlining airlines
- Service Level Agreements (SLA)
- Dangerous Goods including Lithium batteries
- SGHA Article 8: defining direct loss, consequential loss & creating a business plan
- IATA's ISAGO (Safety Audit for Ground Operations) Pros & Cons Open Discussion
- A-CDM for Ground Handlers
- On Time Performance (efficient operations without delays and accidents)
- Ramp accidents/ damages & Liabilities of ramp accidents
- Preventing Ground Damage (What are the real Costs, Safety Standards, Workforce education (multi-ethnic, different education levels)
- Key Performance Indicators and Operational Excellence
- Passenger Service Quality Control /or General Quality control of GH operations
- Human Resources Planning: how to manage seasonal increasing demand for GH
- Advanced technical & IT support to create smooth operations & new software to control GH equipment, inventory, revenues etc.



SPEAKERS

- IATA
- SWISSPORT
- GHOST (Ground Handling Operations Safety Team, UK Civil Aviation Authority)
- DNATA
- AER LINGUS
- MENZIES AVIATION
- STOBART GROUP
- AVIAPARTNER
- TO70 AVIATION
- FRAPORT
- AENA AIRPORTS
- GATWICK AIRPORT
- HEATHROW AIRPORT
- CRANFIELD UNIVERSITY

SUMMARY

This is an essential training to gain practical insights into Best practice & networking training focuses on all ground handling functions: from marshalling to pushback & from check-in to de-icing, covering all operational aspects to perform quick turnarounds and minimize delays. Benefits include the latest updates on how to improve the On-Time Performance as well as Ramp Management Efficiency, especially designed for airport, self-handling airlines, handling agents, station managers, ground service providers and CAAs. Top Expert Speakers include IATA, Eurocontrol, ANSP Airports Operator, London Airports among others. Essential part is the practical ground handling tour of London airport as well as the Emergency and Crisis Centre visits.

SPECIALS

- London Airport Ground Handling Airside Tour
- Top Handlers, Airport & Airline, Consultant GH Experts & Guest Speakers
- Regulatory Organisations
- Networking Receptions with London Airports & Airlines
- Live Case Scenarios, Experiential Discussions and Video Presentations
- Exclusive Hospitality & Certificates Award

FOCUSED ON

- Airports and Airlines, Self-Handling Airlines, Ground Handlers
- Station Managers
- Ground Service Providers
- Civil Aviation Authorities
- Cargo Industry
- Aviation employees looking to improve their ground handling ops understanding