



GROUND HANDLING MANAGEMENT 2017

Marriott London Marble Arch, 134 George Street, London, W1H 5DN, United Kingdom

23-26 OCTOBER PROGRAMME *

DAY I: 23 OCTOBER **MONDAY**

Arrivals, Coffees & Registration
Introductions, Ice Breakers, Experience Exchange

Sessions I: Developments in Aviation, Q&A:

- Product Education: Advanced Technical & IT support to create sustainable smooth operations & new software to control GH equipment, inventory, revenues etc.
- I-VR Training (Visual Reality Training)
- Market Trend analysis update – IATA

Networking Coffee Break

Sessions II: Facilitation, Q&A:

- IATA Resolution 753 and the impact on Airlines, Ground handlers and Airports
- Cargo activities
- Handling Interlining airlines & non interlining airlines
- Challenges to free / automated movement

Networking Buffet Lunch

Sessions III: Contracting & Supplier Management, Q&A:

- Why should airlines outsource Ground Handling?
- Win-win Contract Negotiation between airlines/airports and ground handling companies
- Handling agreements
- SGHA Article 8: defining direct loss, consequential loss & creating a business plan

Welcome Networking Drinks Reception & Prize Draw [with invited guests from London airports, airlines, suppliers and industry peers].

DAY II: 24 OCTOBER **TUESDAY**



Arrivals & Coffees

Sessions I: **Contracting & Supplier Management, Q&A:**

- Self-handling models
- LCC model: low fares, low cost handling?
- Service Level Agreements (SLA)
- Key Performance Indicators and Operational Excellence
- Managing multiple stakeholders
- Planning for success – pricing etc.

Networking Buffet Lunch

Sessions II: **Safety & Security, Q&A:**

- Regulatory framework overview
- Risk as a management tool
- Aviation security awareness
- Emergency Response Planning
- Safe Operations and Managing Safety
- Dangerous Goods including Lithium batteries
- IATA's ISAGO (Safety Audit for Ground Operations) Pros & Cons
Open Discussion
- Human Factors & cultures
- Ramp accidents/ damages & Liabilities of ramp accidents
- Preventing Ground Damage (What are the real Costs, Safety Standards, Workforce education (multi-ethnic, different education levels))

DAY III: 25 OCTOBER WEDNESDAY

Arrivals & Coffees

Ground Handling Operations, Q&A:

- Aircraft Turnaround Coordination



- Efficiency on Standard Apron bowsers and/or dispensers plus training for extended wings refuelling (Fuel valve operations on varies A/C types to ensure short ITP turnaround times)
- Efficient GH Operations during Adverse Weather Conditions
- Baggage Handling
- Aircraft Marshalling
- Performance standards for Cargo Handlers – Simplicity and Success
- Station Manager Duties & Responsibilities
- 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)
- Handling Hub Airports – incl. case study (ICE)
- A-CDM for Ground Handlers
- On Time Performance (efficient operations without delays and accidents)
- Passenger Service Quality Control /or General Quality control of GH operations
- Human Resources Planning: how to manage seasonal increasing demand for GH

DAY IV: 26 OCTOBER
THURSDAY

- Meeting outside Marriott London Marble Arch
- London Airport Airside Ground Handling Tour
- Farewell Lunch
- Certificates Award

* The breakdown of sessions is for indication & planning purposes only. The final programme timing will be issued a week before the training event.

All sessions will be broken into course material, discussions and workshops.

Workshop and training material will be printed and distributed for all delegates and also provided in electronic copy (USBs).