

ADVANCED AIRPORT OPERATIONS MANAGEMENT 2018

PREMIUM BEST PRACTICE & EXPERIENCE EXCHANGE

18-21 SEPTEMBER 2018

DAY I/ 18 SEPTEMBER

09:00 Arrival, Coffee, Registrations

10:00 Welcome Note, Introductions, Ice Breakers, Experience Exchange

10:30 Opening: Contemporary Airport Operations:

- → Industry Update & Challenges
- → Operational Definitions, Key Concepts, Main Drivers
- → IT & Equipment
- → Staff & Training

Stuart Matheson – IATA, Senior Consultant & Instructor, MENZIES AVIATION, Former General Manager

11:10 Discussion: Annex 14 and New Updates:

- → New Edition ICAO Annex 14 provisions
- → Aerodromes Design and Operations Updates

Stuart Matheson – IATA, Senior Consultant & Instructor, MENZIES AVIATION, Former General Manager

11:50 Networking Coffee Break

12:05 Panel Discussion: Airport Master Planning Management:

- → Planning for Better Passenger Experience & Processes
- → Terminal & Airside Capacity Management for Efficient Operations
- → Planning for On Time Performance
- → Commercial Concessions to consider for Airport Operations
- → Forecasting Demand & Future Activities

12:45 Discussion: SESAR (Single Skies) Operations & A-CDM:

- → Single Skies Operations
- → A-CDM in an Airport Operations Environment
- → A-CDM procedures, roles & responsibilities
- → Functional Requirements & Specifications
- → Quality metrics and calculated off block time

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Workshop: In Groups: analyse your airport's operations challenges and experiences & share with everyone your successes and lessons learnt [30 mins]

13:15 Networking Buffet Lunch at the Restaurant





14:15 Bingo Game: Guess the correct airport sequence

14:30 Roundtable Panel: Facilitations of ICAO & IATA:

- → Accessible safe facilities & services
- → Balancing efficiency and security
- → Swift efficient PAX and bag processing
- → Passenger Data Exchange

Stuart Matheson – IATA, Senior Consultant & Instructor, MENZIES AVIATION, Former General Manager ICAO - Name to be confirmed

15:10 Networking Coffee Break

15:25 Discussion: Airside Operations Management:

- → Aircraft Handling Safety Awareness
- → Aircraft Turnaround Coordination Plan
- → Apron Management

Stuart Matheson - IATA, Senior Consultant & Instructor, MENZIES AVIATION, Former General Manager

16:00 Closing: Turnaround Coordination:

- → OTP (On Time Performance)
- → Coordination, Quality Control, Ramp Safety

John Fulford - SWISSPORT/ SERVISAIR, General Manager



Workshop: In Groups: analyse issues at your airport's On Time Turnaround Plan and present to the audience [30 mins]

17:00 NETWORKING WELCOME DRINKS RECEPTION with auests: London based A-CDM specialists, airports, airlines and suppliers

DAY II/ 19 SEPTEMBER

09:00 Arrivals, Coffees

PRIZE DRAW Questionnaire & Announcement of the Winner

09:20 Opening: Ground Handling Management:

- → Equipment, Lightening & Operations
- → Ground Handling GSE Exercise Discussion
- → Self handling models
- → Handling Interlining airlines & non interlining airlines

John Fulford – SWISSPORT/ SERVISAIR, General Manager Stuart Matheson - IATA, Senior Consultant & Instructor, MENZIES AVIATION, Former General Manager

10:20 Networking Coffee Break

10:35 Discussion: Aircraft Servicing:

Apron equipment maintenance





- → Loading control
- → Aircraft Weight and Balance Principles

John Fulford – SWISSPORT/ SERVISAIR, General Manager

11:40 Panel: Seasonality in Human Resource Management:

- → Allocation of Human Resources for Airport Operations Efficiency
- → Division of roles & Seasonal Operations staff John Fulford – SWISSPORT/ SERVISAIR, General Manager Stuart Matheson - IATA, Senior Consultant & Instructor
- 12:30 In Groups: analyse your seasonality and HR management challenges & share with everyone your experiences [30 mins]
- 13:00 Networking Buffet Lunch at the Restaurant

14:00 Panel Discussion: Airside Capacity Enhancement:

- → Optimising Airport Congestion
- → Increasing Operations during congestion
- → Managing Scarce Airport Capacity

John Fulford - SWISSPORT/ SERVISAIR, General Manager Stuart Matheson - IATA, Senior Consultant & Instructor

14:50 Networking Coffee Break

16:05 Discussion: **Emergency Situations Management:**

- → Order to ensure the safety of flights and movement
- → Investigation of aircraft damages
- → Accident Investigation

Stuart Matheson – IATA, Senior Consultant & Instructor

16:35 Discussion: Emergency & Crisis Management:

- → Risks identification and analysis
- → Emergency & Crisis Management
- → Crisis Leadership Experiences

17:00 In Groups: analyse your Emergency Plans and Exercises and discuss the challenges and lessons to present to all [30 mins]

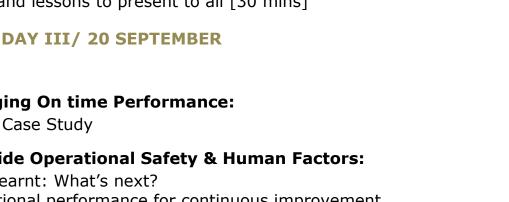
09:00 Arrivals, Coffees

09:10 Opening: Managing On time Performance:

→ London Airport Case Study

10:00 Discussion: Airside Operational Safety & Human Factors:

- Main Lessons Learnt: What's next?
- → Measure operational performance for continuous improvement



10:30 Discussion: Safety Management System (SMS)



- → Accident causation model
- → Risk & Hazard Management
- → Human Factors

John Fulford - SWISSPORT/ SERVISAIR, General Manager

10:40 Networking Coffee Break

11:00 Panel Discussion: Adverse Weather Operations:

- → Contamination, Snow, Visibility, Volume Control
- → Special SOP in cold conditions, strong winds, low visibility

11:40 Managing Safety while Maintaining Profitability;

12:40 Discussion: Airport Wildlife Hazard Management:

- → Planning and Operational Delivery
- → Compliance & Responsibility
- → Wildlife Hazard Plan & Assessment

13:10 Networking Buffet Lunch at the Restaurant

14:10 Bingo Video Game: Managing Safety

14:20 Panel & Workshop: Airport future technologies and efficiency enhancement techniques:

15:00 Discussion: Customer Service:

- → Suitable Infrastructure
- → Developing customer-focused services
- → Equal rights for Passengers with PRMs and how will this impact Airports
- → Generation Z and their impact on Airports

15:40 Case Study: **ORAT - FRAPORT case study:**

- → Rationale, Generic approach and Process
- → Typical mistakes and the consequences
- → Risks and mitigation

16:20 Networking Coffee Break

16:35 Conclusion: The Future of Airports:

- → Growth of Worldwide Demand
- → Low Cost Carriers Influence
- → Commercialization & Increased focus on Customers
- → Environmental goals

17:00 Closing & Suggested Restaurant For Dinner: **The Chapel British Pub & Restaurant**, 48 Chapel Street, London, NW1 5DP (just a 10mins walk along Edgware Road to Chapel Street).

