

# ADVANCED AIRPORT OPERATIONS MANAGEMENT 2018

PREMIUM BEST PRACTICE & EXPERIENCE EXCHANGE

18-21 SEPTEMBER 2018

## DAY 1/ 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 guests:  
*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



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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



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

### DAY III/ 20 SEPTEMBER

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).

