

GROUND HANDLING MANAGEMENT PROGRAM



22-25 October 2019 - Hyatt Heathrow

DEEP-DIVE BEST PRACTICE & EXPERIENCE EXCHANGE TRAINING

DAY I

22 OCTOBER | TUESDAY

08:30 *Arrivals, Coffees & Registration*

09:00 *Introductions & Opening: Key Industry Updates & Challenges:*

- Drivers for Change, Traffic Performance
- Demand, Capacity and Delay
- Airport Infrastructure
- Working with Other Stakeholders
- ACDM overview

Drivers for Commercial decisions – what factors affect your business?

(Attendee Input)

IATA Standard Accredited Instructor
SWISSPORT former General Manager



09:45 **WORKSHOP:** What are the key areas of risk for GSPs when starting up or expanding customer base?

- Getting to know your operations and comparing experiences
- Recruitment and training
- Safety and risk
- Seasonality
- Other issues
- Industry accreditation (ISAGO etc.)

IATA Standard Accredited Instructor
SWISSPORT former General Manager

10:15 *Networking Coffee Break*

10:30 **Presentation: Human Factors in Ground Handling:**

- Causes of an error
- Achieving the task Fatigue
- Situational Awareness
- Communication
- Human Behaviour

HEATHROW AIRPORT former Airside Operations Manager

11:30 **Presentation: Just Culture:**

- How to integrate it into Organisation?

HEATHROW AIRPORT former Airside Operations Manager

12:30 *Networking Lunch Break*

13:30 **Practical Case Study: Pegasus Ground Operations & Self handling:**

- Why should airlines outsource Ground Handling?
- What are the key decision drivers for airlines when looking at suppliers?
- Managing multiple service providers

- Handling agreements; SLAs and other service levers
- Key Performance Indicators and Operational Excellence
- Low Cost Approach to Ground Handling
- Planning for success – how to manage the risk of start-up or change to a new GSP

PEGASUS AIRLINES Vice President of Ground Handling

14:15 Expert Discussion: **Staff: Attracting, Retaining and Empowering:**

- How to overcome recruitment issues
- Reason people come to work
- Managing expectations
- Roster patterns, cost saving & mutual benefits
- Allocation
- Training and Staff Development
- Staff Retention & Human Factors
- Industrial Relations Techniques

SWISSPORT former General Manager

IATA Standard Accredited Instructor

15:10 *Networking Coffee Break*

15:30 Practical presentation: **Safe working in a busy airport:**

- Safety trends, increased hazards from overcrowding and aircraft design
- New GSE safety innovations
- Vehicle telemetry
- Ground Damage Statistics
- Mitigation methods used in airports

DNATA Safety and Compliance Manager

IATA Standard Accredited Instructor

16:30 **WORKSHOP:** Attracting, Retaining and Empowering Staff - in groups please analyse issues at your organisation's recruitment issues, staff retention, roster patterns and present the challenges to seek solutions)

17:00 *Welcome Networking Drinks Reception* [with invited guests from London airports, airlines, suppliers and industry peers]



DAY II

23 OCTOBER | WEDNESDAY

09:00 *Arrivals & Coffees*

Prize Draw Questionnaire & Winner Announcement

09:30 **Deep-Dive on: Contract Costing and Supplier Management:**

- Industry recognised performance indicators and how to use them
- Units of measure
- Costing a contract – what to include
- Capex investment & recovery
- Increasing margins
- Developments in Ground Handling & GSE

PRACTICAL EXERCISE & DISCUSSION ON:

- Understanding your business
- Restrictions to growth
- Network utilisation of resource
- Start up support and costing
- Mitigating risk during change

11:30 **RfP Management:**

- Discussing RfP response
- Deliver an industry update and benchmarking best practice for contracting and management of the RfP process as both a customer and a service provider
- Insight into the management and application of RfPs
- Winning the Business
- IATA Standard Ground Handling Agreement defined services
- Service Level Agreements

SWISSPORT former General Manager

IATA Standard Accredited Instructor

12:00 *Networking Buffet Lunch*

13:00 **Practical Workshop: Negotiation Technique Skills:**

- Creating confidence and understanding in the art of negotiation
- Learn techniques that can be used in negotiating commercial contracts as both a supplier and a service provider.
- Practical application of bargaining skills, human interaction, reading body language (we can give some examples but they won't have the opportunity to review this in a practical situation within this format), using persuasion.
- Group Exercise: Negotiate a win-win deal using persuasion in the given setting. Discuss what not to say and do in negotiation.

THE GAP PARTNERSHIP Negotiations Expert

WORKSHOP: In Groups: Negotiate a win-win deal using persuasion in the given setting. Discuss what not to say and do in negotiation.

17:00 *Dinner at The Pheasant Inn & Restaurant* (the pick-up transfer is outside Hyatt at 17:00 (only 7 mins drive)).



DAY III

24 OCTOBER | THURSDAY

09:00 *Arrivals & Coffees*

09:30 **Deep-Dive on: Resource Management, Costing and Planning:**

- Step by step resource planning process
- Using what we have learned from previous sessions
- Practical exercises in resource planning
- Examples of different operational models
- Automating the system – using software to plan & allocate

12:00 *Networking Buffet Lunch*

GSE planning: Demand Planning & Human Resources:

- Using planning tools to arrive at GSE demand and allocation
- Discussing the profiles of turns
- Operational engagement profiles within a turnaround & how to reduce resource demand

SWISSPORT former General Manager

IATA Standard Accredited Instructor

WORKSHOP: In Groups please work on a resource plan for Front of house staff to work out a roster solution. You are required to look at the outputs and measure if this would save money in your current operations or increase staff retention etc.

16:30 *Farewell Champagne Drinks* with Certificate Awards and Group Photos

DAY IV

25 OCTOBER | FRIDAY

09:00 Meeting & Visit to Ramp, Cargo Airside & Landside Operations

12:00 - 13:00 Farewell Networking Lunch