



# MANAGING AIR CARGO OPERATIONS

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## About:

Master the techniques of planning, building and managing Air Cargo Operations. In a world of increasing competition, a clear business strategy is crucial and more important than ever before. Learn how to define a correct business strategy and also to put that strategy into action. The techniques presented in this course will help you to save money, avoid risks, enhance your cargo operations and achieve profitable growth in today's and tomorrow's business environment. It will show you how to develop an effective Air Cargo Operations strategy and manage it successfully.

## Who should attend

This course is recommended for:

- ❖ Cargo operational staff with substantial cargo industry experience
- ❖ Airline station managers and supervisors responsible for cargo operations
- ❖ Cargo officers with some experience in the air cargo industry
- ❖ Ground operations managers and supervisors

## Prerequisites

- ❖ There are no prerequisites for this course
- ❖ Recommended level is Intermediate and Advanced
- ❖ The recommended level of language proficiency is ICAO Operational Level 4 for courses in English or the equivalent level for other languages

## Course Format

- ❖ This classroom course provides 4 days (32 hours) of instruction delivered by an Instructor.
- ❖ Student performance will be based on an assessment

## Course content

- ❖ Air Cargo Overview
- ❖ Cargo Management
  - Cargo Finance: The language of business
  - Cargo Technology
- ❖ Cargo Operations Management
  - Cargo System Dynamic: Designed to win
  - Service Value Chain: Creating profit through service excellence
  - Physical Plant and System Design
  - Material Handling: ULD and GSE
  - How Airlines select 3rd party vendor
  - Negotiating SLA that make sense
- ❖ Process Management
  - Process Improvement / Re-engineering
  - Lean Supply Chain, Kaizen, Waste Elimination, Value Stream Mapping and Analysis

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## What you will learn

Upon completion of this course you will be able to:

- ❖ Understand the Cargo operations management framework
- ❖ Gain insight on the development of strategies, initiatives to introduce and sustain competitive Cargo operations
- ❖ Focus on lean six sigma best practices, tools and models to develop and implement effective operations
- ❖ Understand the management tools and techniques used to manage day-to-day operations successfully
- ❖ Develop your management, finance, negotiation, and planning skills

**DURATION : 04 Days Program**