Airport Operation and Maintenance

تشغيل وصيانة المطارات

16 – 20 February 2020

Dubai / United Arab Emirates

Introduction

An essential part of airport industry and facilities is how to manage operations as well as how to manage maintenance. Gain practical knowledge to manage key airport operations with high efficiency and safety. Understand and meet the operational requirements of main stakeholders: airlines, authorities, ground service providers, passengers, and freight forwarders.

Objectives

By the end of this course practitioners shall learn to:

- Use proven techniques to improve operational practices, solve problems, and optimize benefits
- Combine modern business practices with operations to meet international standards
- Identify areas for improvement in your operations and facilitation processes
- Apply performance measurement techniques to support key operational project needs

Who Should Attend?

Airport operators and whom are responsible for maintenance activities and planners

Course Outline

DAY 1:
Introduction
- Airport master planning
- Managing the environment

Operations
- Airport as an operational system
- Airport emergencies
- Airport security
- Safety management system for airports
- Case studies
- Extreme weather operations
- Collaborative airport decision making
- Solving problems
- Corrective actions
- Planning for the future

Management
- Airside concessions
- Customer service
- Relations with airlines
- Managing problems
- Training requirements
- Passenger facilitation

DAY 2:
Airport Operation
- Pavement Maintenance
- Airport ICN Operation
- BHS Design & Operation
- Airport HVAC Operation
- Airport Fire Fighting System Design and Operation
- Airport Plant Facilities Design and Operation
- Airport Transportation Facilities Operation
- Airport Ground Lighting Design and Maintenance
- Airport Electric Power System Operation and maintenance

DAY 3:
Airport Business Management
- Aviation Industry Insight
- Airport Business Framework
- Airport Marketing
- Airport Development
- Airport Operation Planning
- Case studies
- Managing of equipment
- Best operation principles

DAY 4:
Airport Terminal Management
- Airport Environment Cleaning
- Airport Ground Access Transportation
- Airport Retail Design and management
- Airport Environment Facility
- Airport CS Quality Management
- Airport Terminal Design and disposition
- Airport Emergency Planning

DAY 5:
- Airport Apron Safety
- Airport Ramp Control
- Airport Security Screening Operation
- Airport Security Guarding and Access Control operation
- Airport Business Management
- Aviation Industry Insight
- Airport Business Framework
- Airport Marketing
- Airport Development
- Airport Operation Planning

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation
- slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, and case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

- Technical Session   08.30-10.00 am
- Coffee Break   10.00-10.15 am
- Technical Session   10.15-12.15 noon
- Coffee Break   12.15-12.45 pm
- Technical Session   12.45-02.30 pm
- Course Ends   02.30 pm

Course Fees*

- **2,950USD**
  VAT is Excluded If Applicable