



# Managing Air Cargo Operations

4-day classroom course (32 hours)

This course can be customized for your company and delivered at the location of your choice.

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.

## Objectives

Upon completion of this course you will be able to:

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Understand the Cargo operations management framework

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Gain insight on the development of strategies, initiatives to introduce and sustain competitive Cargo operations

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Focus on lean six sigma best practices, tools and models to develop and implement effective operations

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Understand the management tools and techniques used to manage day-to-day operations successfully

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Develop your management, finance, negotiation, and planning skills

## Target audience

- 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

## Key topics

- Regulatory requirements for storage of medicinal products
- General requirements for storage areas for Time and Temperature Controlled Products
- Use of Electronic Data Logging Monitor (EDLMS)
- Pharma specific storage area requirements
- Temperature mapping study preparation and execution

## Activities

- Business cases analyzing real life event
- Case study and individual presentation
- Final examination

## Prerequisites

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## Recommended level

- Management
- Professional

## Certificate awarded

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An IATA Certificate is awarded upon successful completion of the course and an assessment

## Table of contents

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### Industry overview and developments

- Competitive forces that shape Air Cargo Industry
  - Aviation Security Policy on Air Cargo
  - Operations Strategy
  - Know where you're going, how you will get there and why
  - Building a Vision
  - Trends in Cargo Technology
  - Are you as good as the integrators?
  - Air Cargo Finance
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### Process and Facility Design

- Physical Plant and System Design
- Material Handling: ULD and GSE Operations
- Cargo System Dynamic: Designed to win
- Change management and business readiness
- Creating a quality culture in your organization
- Customer requirements: how they impact your process design
- Customer's feedback to improve performance Metrics and Measurements
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## Associated diplomas

You may also apply this course toward an IATA Diploma in [Air Cargo Management](#)

### Process improvements

- Industrial Engineering
  - Six Sigma
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### Service Value Chain

- Change Management: The art of Execution
- Meeting Cargo 2000 goals in 2012 and beyond
- How Airlines select Vendors: Negotiating Service Level Agreement that makes sense
- Human Factors at workplace
- Performance Management
- Training for transformation

 [www.iata.org/training-tcgp69](http://www.iata.org/training-tcgp69)

Please contact us [www.iata.org/cs](http://www.iata.org/cs) if you have any questions