Comprehensive Airport Operations Management Training

16 – 20 August 2027
Milan (Italy)



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Ref: 321724_169031 **Date:** 16 – 20 August 2027 **Location:** Milan (Italy) **Fees:** 5200 GBP

Why This Course

Efficient and safe airport operations are critical for passenger satisfaction, regulatory compliance, and overall airport performance. This intensive 1-week program equips participants with the knowledge and skills to manage all aspects of airport operations, from airside and landside activities to terminal management. Through a mix of theory, practical exercises, and real-world case studies, attendees will learn to optimize operational efficiency, enhance customer experience, and ensure safety and security across airport environments.

What You'll Learn and Practice

By attending this course, you will be able to:

- Understand the complexities of airside, landside, and terminal operations.
- Implement safety management systems and emergency response procedures.
- Apply customer service strategies to enhance passenger experience.
- Ensure regulatory compliance and adopt industry best practices.
- Optimize resource allocation and operational efficiency.

The Program Flow

Day 1: Introduction to Airport Operations

- Overview of airport systems and key stakeholders
- Regulatory frameworks and compliance requirements
- Airport certification standards
- Roles and responsibilities in airport management

Day 2: Airside Operations

- Runway, taxiway, and apron management
- Aircraft parking and ground handling procedures
- Wildlife hazard management
- Coordination with air traffic control



Day 3: Terminal Operations

- Managing passenger flow and congestion
- Baggage handling systems and logistics
- Security screening processes
- Retail, concessions, and passenger services management

Day 4: Landside Operations

- Ground transportation systems and coordination
- Parking facilities management
- Wayfinding, signage, and passenger guidance
- Airport access roads and traffic flow management

Day 5: Safety, Security, and Emergency Management

- Safety Management Systems SMS implementation
- Security protocols and threat assessment
- Emergency response planning and drills
- Crisis communication strategies

Individual Impact

Participants will leave this program with:

- The ability to implement effective safety and emergency management systems.
- Skills to optimize airport operations for efficiency and reliability.
- Strategies to enhance passenger satisfaction and overall airport experience.
- Techniques for effective stakeholder engagement and communication.

Organizational Impact

Airports and aviation organizations will benefit from:

- Improved operational efficiency across airside, landside, and terminal functions.
- Enhanced safety and security compliance.
- Elevated passenger service standards and satisfaction levels.
- Teams capable of managing complex airport operations with confidence.



Training Methodology

- Interactive lectures and scenario-based exercises
- Case studies from real airport operations
- Hands-on workshops and group problem-solving activities
- Practical exercises in safety, security, and operational management

Beyond the Course

By the end of this 1-week program, participants will be ready to:

- Implement comprehensive airport operations management plans.
- Ensure safety, security, and regulatory compliance across airport environments.
- Improve passenger experience through effective terminal and landside management.
- Coordinate efficiently with stakeholders for seamless airport operations.

