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29 May 2013





ACI-Developing Nations' Airports Assistance Programme Seminar Agadir, Morocco, 13-15 April 2013

By Kevin Caron, Assistant Director, Global Training



The ACI-Developing Nations' Airports Assistance Programme (ACI-DNA) delivered its first seminar last month in partnership with CIFAL Atlanta UNITAR. The three-day seminar was organized in conjunction with the ACI Africa Board and Working Group Meetings (8-9 April 2013) sponsored by Office National des Aéroports (ONDA) as well as the ICAO African Regional Runway Safety Seminar (10-12 April). This all took place in the picturesque coastal city of Agadir, Morocco.

SMS Training Seminar

The ACI-DNA - CIFAL Atlanta UNITAR seminar was offered in French and attended by ACI members from twelve African countries.

The seminar was facilitated by Mercedes Tercier who is an accomplished ACI Instructor in safety and wildlife. Her the control of the control of the control of the control of the state of the control of the cont

principles starting with the basics of SMS.

Discussions brought forth specific perspectives on the participants' situations and their working practices at their respective airports.

All representatives were thoroughly involved in the course and participated extensively in the discussions and exercises. The knowledge acquired during the course will be implemented in the representatives' airports to upgrade Africa's overall runway safety.

Partnership with CIFAL Atlanta UNITAR

The course was organized by ACI through the ACI-DNA in partnership with CIFAL Atlanta UNITAR. CIFAL is part of a global network of training centers developed to deliver the training activities for government authorities and civil society leaders from the Local Development Programme of United Nations Institute for Training and Research (UNITAR). CIFAL stands for "Centre International de Formation des Acteurs Locaux" (in French). CIFAL Atlanta is specialized in a few specific themes including the Airports Assistance Programme.

Our thanks and merci to the commitment from representatives of ACI Africa member airports, the ACI Africa office, ONDA and of course Mercedes our Instructor! Surely the lessons learned and knowledge acquired in this seminar will enhance the safety of African airports.

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Certificate in Terminal and Landside Operations Goes Live!

The ACI Certificate in Terminal and Landside Operations is now available online after several months of development and quality reviews.

This new self-paced online training programme explores a wide range of activities that take place throughout the terminal and landside areas of an airport with a focus on:

- Customer Experience Management
- Passenger Terminals
- Landside Operations
- Baggage and Cargo
- International Perspectives and Regulations

The programme can be taken as a stand-alone Certificate or as part of our new Airport Operations Diploma programme.



'In studying the ACI Airport Operations Diploma Program, I have gained a renewed perspective, focus, and passion for the global aviation addustry"

"The new Terminal and Landside Certification course was truly enlightening. I really enjoyed learning about how to develop and promote of customer centric airport environment and discovering the various organizations that contribute to a global aviation system"

Justin Julian, C.M., ACE Airports Operations Officer Register online at www.olc.aero or contact enrolments@olc.aero for more information.

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First ACI Global Training Course of the year in Latin America-Caribbean region

By Issa Castro, Manager, Global Training, ACI World



ACI's first 2013 training for the Latin America-Caribbean region was recently held May 8-10, 2013 in Port of Spain, Trinidad and Tobago. The 3-day Safety Management Systems Implementation Workshop, delivered by ACI Instructor Daniel Maurino, was attended by 15 participants, including delegates from Servisair, Curacao Airport Partners N.V. and Airports Authority of Trinidad and Tobago.

According to the participants, all aspects of the course were found to be extremely useful towards the implementation of SMS at airports. All arrangements on-site were excellently supported by Oswald Bruce, Manager of the Airports Authority Aviation Training Center.

The Safety Management Systems Implementation Workshop was designed to provide participants with basic training that will enable airport professionals to plan, develop and implement a Safety Management System and further, to manage the system once implemented. The next offering of this workshop will be in Spanish, to be held August 19-21, 2013 in Panama City, Panama.

For additional information or to request for this course as an in-house training to be delivered exclusively to your airport, please contact training@aci.aero

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Airport Revenue Generation Course

Abu Dhabi, U.A.E., 21-25 April 2013

By John Webster, Senior Manager, Global Training, ACI World



The ACI AMPAP inaugural of the Airport Revenue Generation course occurred April 21-25, 2013 in Abu Dhabi. The participants came from across the United Arab Emirates, smaller airports in Africa and as far away as the South Pacific. This week-long effort produced lively debates, and some of the best course exercise presentations that the facilitator has ever seen. The course commenced with a challenging debate on the evolving role of airports to become marketing and commercial development oriented—this starts with a thorough understanding of all of the airports' varied customers.

Participants routinely identified the biggest obstacle to successful revenue generation efforts related to ensuring clarity of direction across the airport and with partners. In response, the marketing strategy session demonstrated how airport managers can bring together disparate interests to ensure an optimal balance between airline revenue sources and commercial revenues. These strategic efforts are crucial in the face of competition from other airports and from general retail services in nearby communities. But strategy is not enough, and the course focused a great deal on how to build a proper business case before proceeding on commercial activities. The effectiveness of this business case approach to revenue optimization was demonstrated with case studies that addressed Air Service Development, Land Development, and Commercial Development opportunities.

The course also focused on ensuring that customers—once attracted to the airport—received an appropriate level of service, including benchmarking techniques and consideration of an airport loyalty program. The participants particularly enjoyed the closing session that dealt with sales organization development necessary to attract and retain the best possible people to ensure customers receive the service that was promised.

The participants found the course exercise quite challenging but in the end, this also proved to be a fun teambuilding effort. The final presentations were realistic and demonstrated innovative solutions to achieve a successful marketing and commercial development outcome for a case study airport that had plenty of opportunities and challenges.

For further information on this course, please contact our training department at training@aci.aero

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Student's Zone

Read what they say about our courses!



Developing a Customer Service Culture at Airports: Measuring & Benchmarking the Results

TESTIMONIAL
Sarah Wittlieb (M.A. & IAP)
Strategy, Sustainability & Innovation
Munich Airport



"Developing a Customer Service Culture at our airport is a basic requirement for being competitive in the future. In order to achieve a unique and strong airport brand in cooperation with the partners of the airport — a project we are currently working on in Munich — it is crucial to meet basic quality demands and additionally to "surprise" customers with innovations. This brilliant ACI course shows the importance of a strategic service entrenchment in order to offer a great airport experience."

About this course

The objectives of this course are to show the importance of providing excellent customer service, how to implement it and the benefits of its applicability. The course will suggest techniques, principles and the practical applications necessary to allow you and your company to reap the very rewarding benefits that come from

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satisfaction research, the analysis of the results, the benefits of integrating customer service and security training and the use of performance management to achieve the desired results.

Registration Fee Members & WBP: 1600USD Registration Non Members: 2400USD

Upcoming dates:

15-19 July 2013, Montreal, Canada 25-29 August 2013, Abu Dhabi, UAE

Global Safety Network (GSN)

Module 4: Working with Annex 14

TESTIMONIAL
Marcel Predescu
ISAF Civilian Consultant
Kabul International, Afghanistan



"My participation in the GSN IV course was a great experience that I hope to repeat by attending the subsequent GSN V and GSN VI. The best part of the course was its practical approach supported by a seasoned instructor which I perceived as being able tell a story on almost any given paragraph in Annex 14. There is now a number of things on my aerodrome on which my perspective has been shifted, revealing both new issues and new ways to mitigate. Also, I appreciated the possibility to observe another airfield, in this case Otopeni International, as there are no two aerodromes alike. I am looking forward to the next course"

About this course

This course is ideally suited for Airside Safety Personnel and Planners who have already gained a basic knowledge of Airport Operations and Aerodrome design and who will be required to implement the Standards and Recommended Practices contained in ICAO Annex 14 - either through their Safety Management System or as part of a new Aerodrome Development.

About Global Safety Network (GSN) Diploma Programme

The ACI Global Safety Network Diploma Training Programme was launched in 2006. The programme consists of specialised courses on airport safety, and is specifically designed to meet the needs of airside operations and safety managers including developing, implementing and operating effective Safety Management Systems (SMS) at their airports.

Registration Fee Members & WBP: 1450USD **Registration Non Members:** 2100USD

Upcoming dates:

29 Sept-03 Oct 2013 Abu Dhabi, UAE

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Airport Enterprise Risk Management

Abu Dhabi, U.A.E., 21-25 April, 2013

By Susan Warner Dooley, ACI Instructor



Airport executives from ADAC, Changi, and Ghana recently learned the value of Enterprise Risk Management (ERM) as an important management and communication tool for addressing airport challenges and capturing opportunities. Enterprise Risk Management is a system that enables management to acknowledge and manage uncertainty in the forms of both risk and opportunity on a daily basis and as part of setting strategic direction. A fully effective ERM program is not just a risk management process; it is a culture that focuses on risk/reward decision-making.

As part of the week-long course, students learned how to work with their leadership team whereas coworkers learned to identify and assess the critical risks and opportunities facing their airports, examine the root causes, and develop action plans through a strong platform of cross-functional collaboration. Students also learned the importance of developing a risk/reward culture and communication strategies to use ERM as a decision making framework that is strongly integrated with strategic planning, business and operational continuity, and safety management systems. The students ended the week eager to use the problem solving skill sets in their respective dynamic airport environments.

For more information on this course, please contact us at training@aci.aero

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Featured ACI Global Training Steering Group Member Yulim Lee, Manager – Conference & Training, ACI Asia-Pacific



Yulim joined ACI Asia-Pacific in October 2012. In her capacity as Manager, Conference & Training in ACI Asia-Pacific, she is responsible for managing and developing programs related to training and talent development, in addition to taking an active role in communicating with HR experts in the Asia-Pacific region. Moreover, she is in charge of organizing overall ACI Asia-Pacific conferences and seminars.

Yulim has an extensive background in the fields of conference organization, international communications and marketing. Prior to joining ACI, she was Manager, International Relations with Incheon International Airport Corporation (Incheon Airport) overseeing International and Public Relations of the organization. She is very familiar to members of ACI Asia-Pacific. During her time with Incheon Airport, she was seconded to the regional office for one year, which broadened her views on the overall industry. She has been working in the aviation industry for over 17 years starting her career with Cathay Pacific Airways in 1996.

Yulim has a BA degree in Japanese Literature and Language from the Busan National University, Korea. She speaks fluent English. During her spare time, she brushes up her rusty Japanese and challenges to master a new language. She also likes movies, drawings, dancing and travelling to exotic destinations. Originally from Korea, she has now found herself home in Hong Kong.

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Meet our Faculty
Arturo García-Alonso



Arturo García-Alonso, Assistant Director, Facilitation & Airport IT, began work at ACI World in Geneva in April 2008. Arturo joined ACI from SENASA, the safety, security and technical services arm of the Spanish Civil Aviation Authority. Arturo has a degree in aeronautical engineering - with special focus in airport design and management, and he has worked with an airport planning consultancy firm and Acciona Airport Services, the Spanish ground handling company.

In ACI World, he is focused on a range of facilitation, service quality, and airport information technology issues, and takes the role of secretary to the ACI World Airport IT Standing Committee.

Arturo became an ICAO AVSEC Professional Manager in May 2009, and obtained the EFQM Excellence

Assessor (2010 Model) degree in December 2009. He belongs to the ACI GT Faculty since October 2008. Back to top

Descargar biografía de Arturo en Español

Arturo's upcoming course:

Course: Managing Service Quality at Airports (in Spanish)

Dates: 16 - 18 July 2013

Location: Panama City, Panama

Registration Fee **Members & WBP: 1400USD**Registration Fee **Non Members: 950USD**

Download Registration Form

Descargar formulario de inscripción en Español

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Course Calendar June - July 2013

Date	Month	Course	Member Price	Non-member Price	Location	Country
09-13	June	GSN 1 - Safety Management Systems	\$ 1,450.00	\$ 2,100.00	Abu Dhabi	UAE
24-26	June	Airport Non-Aeronautical Revenues	\$ 950.00	\$ 1,400.00	San Francisco	USA
15-19	July	Developing a Customer Service Culture at Airports*	\$ 1,600.00	\$ 2,400.00	Montreal	Canada
16-18	July	Managing Service Quality at Airports (IN SPANISH)	\$ 950.00	\$ 1,400.00	Panama City	Panama

^{*}This course can be taken as an elective for the Airport Management Accreditation Programme (AMPAP)

To view the full calendar, click here
Or send us an email: training@aci.aero



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Events





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