# Enhancing Quality Assurance in Airport Operations Training Course



16 - 20 Nov 2026

Amsterdam

5900 € (Per Person)

Ref: #AIR3941_78356

## Course Introduction / Overview:

This comprehensive training course is designed to provide a deep and practical understanding of Quality Assurance (QA) principles within the complex and dynamic environment of airport operations. In an industry where safety, efficiency, and passenger experience are paramount, a robust Quality Management System (QMS) is not just a regulatory requirement but a critical driver of success. This program delves into the core components of aviation quality, from international regulatory frameworks like ICAO and IATA to the practical implementation of audit programs and continuous improvement initiatives. Drawing on the foundational principles of quality management articulated by pioneers like W. Edwards Deming in his seminal work "Out of the Crisis," the course emphasizes a proactive approach to identifying risks, managing compliance, and fostering a culture of excellence. Participants will explore how to integrate Safety Management Systems (SMS) with QMS for a holistic approach to operational integrity. BIG BEN Training Center has developed this curriculum to equip aviation professionals with the skills to enhance airport service quality (ASQ), optimize ground handling processes, and ensure the highest standards of airside operations safety, ultimately leading to improved performance and stakeholder satisfaction.

## Target Audience / This training course is suitable for:

- Airport Managers and Directors.
- Quality Assurance and Compliance Managers.
- Operations Supervisors and Team Leaders.
- Safety Management Personnel.
- Ground Handling Agents and Supervisors.
- Airline Station Managers.
- Airport Security Managers.
- Customer Service and Passenger Experience Managers.
- Regulatory and Civil Aviation Authority Staff.
- Aviation Consultants and Auditors.

## Target Sectors and Industries:

- Airport Authorities and Operators.
- Airlines and Air Cargo Carriers.
- Ground Handling and Fuelling Service Providers.
- Aviation Security Companies.
- Air Navigation Service Providers (ANSPs).
- Maintenance, Repair, and Overhaul (MRO) Organizations.
- Governmental bodies, including Civil Aviation Authorities and Transport Ministries.
- Aviation Catering and Retail Concessionaires.

## Target Organizations Departments:

- Operations Department.
- Quality Assurance and Compliance Department.
- Safety and Security Department.
- Customer Service and Passenger Experience Department.
- Ground Handling and Ramp Services.
- Technical and Maintenance Services.
- Human Resources and Training.
- Corporate Planning and Strategy.
- Procurement and Contract Management.

## Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement a comprehensive Quality Management System (QMS) tailored for airport operations.
- Understand and apply international aviation regulations and standards from ICAO and IATA.
- Conduct effective internal and external quality audits and inspections.
- Integrate Safety Management Systems (SMS) with quality assurance processes.
- Utilize root cause analysis techniques for incident investigation and prevention.
- Analyze airport performance metrics to drive continuous improvement.
- Enhance passenger experience through targeted service quality initiatives.
- Manage non-compliance issues and implement effective corrective action plans.
- Foster a proactive quality and safety culture throughout the organization.
- Assess and mitigate operational risks in airside, terminal, and landside environments.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply their learning to real-world airport environments. We move beyond traditional lectures to create a dynamic learning experience centered on active participation. The course utilizes a blend of expert-led presentations, in-depth case studies of actual airport quality challenges, and collaborative group discussions that encourage peer-to-peer learning. A significant portion of the training is dedicated to hands-on workshops and practical exercises, such as developing audit checklists, conducting mock risk assessments, and creating process improvement plans. Participants will work in teams to analyze scenarios, solve problems, and present their findings, simulating the collaborative nature of airport stakeholder management. This immersive approach is supported by continuous feedback from the instructor, ensuring a deep understanding of concepts like Total Quality Management (TQM) and Lean Six Sigma in an aviation context. Our goal is to empower attendees with not just knowledge, but the confidence and skills to lead quality assurance initiatives effectively.

## Course Agenda (Course Units):

### Unit One: Foundations of Quality Assurance in Aviation

- Introduction to Quality Management in the Airport Environment.
- The Evolution of Quality and Safety in Aviation.
- Understanding Key Terminology: QA, QC, QMS, and SMS.
- International Regulatory Frameworks: ICAO Annexes and IATA Standards.
- The Role of National Civil Aviation Authorities (NCAAs).
- Core Principles of a Quality Management System (ISO 9001 in an Aviation Context).
- Establishing a Positive Quality and Safety Culture.

### Unit Two: Implementing and Managing a Quality Management System (QMS)

- Designing the Airport QMS: Policy, Objectives, and Manual.
- Documentation and Record-Keeping Requirements.
- The Process Approach to Airport Operations Management.
- Resource Management and Competency Development.
- Leadership Commitment and Management Responsibility.
- Integrating QMS with the Safety Management System (SMS).
- Change Management in Quality System Implementation.

### Unit three: Quality Assurance Tools and Techniques

- The Principles of Auditing and Inspection.
- Planning and Conducting Internal and External Quality Audits.
- Techniques for Observation, Interviewing, and Evidence Gathering.
- Writing Effective Audit Reports and Non-Conformance Statements.
- Root Cause Analysis (RCA) Methodologies (5 Whys, Fishbone).
- Risk Assessment and Mitigation Strategies in Airport Operations.
- Performance Measurement: Key Performance Indicators (KPIs) and Metrics.

## Unit Four: Applying QA to Core Airport Operations

- Quality Control in Airside and Ramp Operations.
- Ensuring Quality in Passenger Terminal and Facilitation Services.
- Managing Quality in Baggage Handling Systems.
- QA for Ground Handling and Service Level Agreements (SLAs).
- Quality Aspects of Airport Security and Emergency Response.
- Supplier and Contractor Quality Management.
- Monitoring and Enhancing the Passenger Experience (ASQ).

## Unit Five: Continuous Improvement and Future Trends

- Developing and Implementing Corrective and Preventive Action (CAPA) Plans.
- The Role of Data Analysis in Driving Continuous Improvement.
- Management Review Meetings and Strategic Quality Planning.
- Human Factors and Their Impact on Quality and Safety.
- Leveraging Technology for Enhanced Quality Assurance.
- Future Trends in Airport Quality Management and Digital Transformation.
- Sustaining a Culture of Excellence and Operational Readiness.

# FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

How can an airport balance the stringent demands of regulatory compliance with the commercial pressure to enhance passenger experience and operational efficiency?

## What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by offering a holistic and integrated framework that connects regulatory compliance, operational excellence, and passenger-centric service quality. Unlike programs that focus narrowly on auditing or compliance checklists, this course provides a strategic perspective on building a sustainable quality culture. It moves beyond theoretical concepts by immersing participants in practical, real-world scenarios drawn from diverse airport operations globally. The curriculum emphasizes the critical link between a robust Quality Management System (QMS) and an effective Safety Management System (SMS), teaching professionals how to create a unified system that enhances overall operational integrity. Furthermore, the course content is deeply rooted in the principles of continuous improvement and data-driven decision-making, equipping participants not just to manage quality but to lead it. By focusing on actionable insights and strategic leadership skills, it prepares attendees to drive tangible improvements in efficiency, safety, and passenger satisfaction, making it an invaluable investment for any aviation professional dedicated to achieving world-class airport performance.