# Comprehensive Terminal and Infrastructure Management Training Course



16 - 20 Nov 2026

Milan

5900 € (Per Person)

Ref: #AIR8373_78917

## Course Introduction / Overview:

This course provides a comprehensive framework for mastering the complexities of terminal facilities management and infrastructure maintenance. In an era of global connectivity, the efficiency and resilience of transportation hubs like airports, seaports, and logistics terminals are paramount to economic stability and growth. This program delves into the strategic and operational facets of managing these critical assets, moving beyond routine maintenance to encompass a holistic lifecycle approach. Participants will explore advanced concepts in asset management, predictive maintenance, and the integration of smart technologies to optimize performance and reduce operational costs. Drawing upon principles outlined by experts like Dr. Penny Burns, a pioneer in asset management, the course emphasizes a proactive rather than reactive stance. We will also reference key concepts from publications such as "Asset Management - The State of the Art" to provide a robust academic and practical foundation. At BIG BEN Training Center, we have designed this training to equip professionals with the skills to ensure safety, compliance, and sustainability, preparing them to lead the next generation of terminal infrastructure projects and operations with confidence and strategic foresight.

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

- Terminal Managers and Directors.
- Facility Maintenance Supervisors.
- Infrastructure and Asset Managers.
- Operations Managers in transportation hubs.
- Port and Airport Engineers.
- Logistics and Supply Chain Professionals.
- Project Managers involved in terminal construction or expansion.
- Safety and Compliance Officers.
- Government officials overseeing transportation infrastructure.

## Target Sectors and Industries:

- Aviation and Airport Authorities.
- Maritime and Port Operations.
- Rail and Intermodal Transportation.
- Public Transit and Bus Terminals.
- Logistics and Freight Forwarding.
- Third-Party Logistics (3PL) Providers.
- Governmental bodies and regulatory agencies responsible for public infrastructure.
- Large-scale commercial and industrial facility management.

## Target Organizations Departments:

- Operations and Terminal Management.
- Engineering and Maintenance.
- Facilities Management.
- Asset Management and Planning.
- Health, Safety, and Environment (HSE).
- Security and Compliance.
- Capital Projects and Development.
- Procurement and Supply Chain.

## Course Offerings:

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

- Develop a strategic asset management plan for terminal infrastructure.
- Implement effective preventive and predictive maintenance programs.
- Integrate smart technologies for enhanced operational efficiency and monitoring.
- Conduct comprehensive risk assessments for facility safety and security.
- Manage maintenance budgets and optimize resource allocation effectively.
- Ensure regulatory compliance with national and international standards.
- Lead capital improvement and terminal expansion projects.
- Enhance the sustainability and environmental performance of terminal operations.
- Develop robust emergency response and business continuity plans.
- Evaluate and improve the performance of terminal infrastructure using key metrics.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply the learned concepts in their professional roles. We employ a blended learning approach that combines expert-led presentations with dynamic group discussions, allowing for the exchange of ideas and experiences among peers from various sectors. A significant portion of the course is dedicated to analyzing real-world case studies of successful terminal management and maintenance challenges, providing practical insights into problem-solving. Participants will work in teams on collaborative projects and simulation exercises that mirror the complexities of managing large-scale infrastructure. These activities are designed to build critical thinking and decision-making skills in a controlled environment. Our expert instructors facilitate sessions that encourage active participation, and continuous feedback is provided to help individuals master the course objectives. The learning environment is supportive and focused on translating theoretical knowledge into tangible operational capabilities, ensuring a lasting impact on performance.

## Course Agenda (Course Units):

### Unit One Foundations of Terminal and Infrastructure Management

- Introduction to terminal facilities and infrastructure types.
- The strategic role of terminals in global supply chains.
- Core principles of facility management.
- Fundamentals of infrastructure maintenance and reliability.
- The asset lifecycle from acquisition to disposal.
- Key performance indicators (KPIs) for terminal operations.
- Understanding the regulatory and compliance landscape.

### Unit Two Strategic Maintenance and Asset Management

- Developing a comprehensive asset management plan.
- Preventive vs. predictive vs. corrective maintenance strategies.
- Implementing a Computerized Maintenance Management System (CMMS).
- Techniques for condition-based monitoring.
- Budgeting and financial planning for maintenance activities.
- Spare parts inventory management and optimization.
- Root Cause Analysis (RCA) for equipment failures.

### Unit Three Operational Excellence and Sustainable Practices

- Optimizing daily terminal operations and workflows.
- Energy management and efficiency in large facilities.
- Implementing sustainable and green infrastructure practices.
- Waste management and environmental compliance.
- Managing service level agreements (SLAs) with vendors and contractors.
- Passenger and cargo flow optimization techniques.
- Integrating technology for operational improvement.

## Unit Four Safety, Security, and Risk Management

- Developing a robust safety management system (SMS).
- Security protocols for passenger, cargo, and facility protection.
- Conducting comprehensive risk assessments and mitigation planning.
- Emergency preparedness and crisis response procedures.
- Compliance with international standards (ICAO, IMO, etc.).
- Fire safety and life-saving systems management.
- Occupational health and safety (OHS) in the terminal environment.

## Unit Five Future-Proofing and Advanced Project Management

- Managing capital improvement and infrastructure expansion projects.
- Principles of infrastructure resilience and climate adaptation.
- The role of automation and AI in future terminals.
- Stakeholder management and community relations.
- Change management for technology and process implementation.
- Developing a long-term strategic vision for terminal infrastructure.
- Final project presentation and course review.

# 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 will the integration of AI-driven predictive analytics and autonomous systems fundamentally redefine the roles and skill sets required for terminal infrastructure maintenance professionals over the next decade?

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

This course distinguishes itself by offering a holistic and strategic perspective that transcends traditional maintenance training. While many programs focus narrowly on the technical aspects of repair, our curriculum integrates high-level asset management strategy, financial planning, and operational excellence into a single, cohesive framework. We emphasize the critical link between infrastructure reliability and the broader business objectives of a transportation hub, teaching participants not just how to fix problems, but how to anticipate them and align maintenance with long-term strategic goals. The course content is forward-looking, with a dedicated focus on emerging trends such as sustainability, smart technology integration, and infrastructure resilience against climate change and other disruptions. Unlike purely theoretical courses, our methodology is deeply rooted in practical application, utilizing real-world case studies and interactive simulations that challenge participants to solve complex, multi-faceted problems. This approach ensures that graduates leave not only with new knowledge but with the confidence and critical thinking skills to lead and innovate in the dynamic field of terminal management.