

BAGGAGE HANDLING SERVICES & SYSTEMS

25-27 AUG 2020

Baggage mishandling costs the air transport industry around US\$2.9 billion annually. Correct baggage handling not only reduces costs but also contributes to facilitation and passenger comfort. Learn to recognize baggage handling problems at the source and enhance your service efficiency by incorporating improved processes, infrastructure, and service management in your organization. Analyze the various airline service models and learn how to apply them to check-in, ramp and baggage claim procedures.

Course format

This classroom course provides 3 days (24 hours) of instructions delivered by an official IATA Instructor. Student performance will be based on an assessment.

Course Fee:

Regular – \$ 2100 | IATA Members – \$ 1890 | DNA - \$ 1470

What you will learn

Upon completing this course you will be able to:

- >> identify main problems in your baggage handling
- >> analyze the impact of mishandled baggage for stakeholders
- >> measure the performance of a handling system at an airport or outstation
- >> improve baggage handling processes and infrastructure
- >> identify planning requirements and airport infrastructure improvements
- >> discuss solutions based on best practices, using IATA's experience with industry-wide projects

Who should attend

This course is recommended for: Airport operations managers, station managers, baggage handling supervisors, airport development specialists.

Course content

- >> Airport types and airline requirements
- >> Processes within passenger terminal operations
- >> Operating characteristics of Baggage Handling Systems (BHS)
- >> Lost and mishandled luggage
- >> Slow processing
- >> Infrastructure planning and processes, measuring efficiency and performance, managing baggage handling teams
- >> Outstation operations and control
- >> Improving existing systems and processes, contingency towards uninterrupted services
- >> Future developments in BHS

Certificate awarded

An IATA Certificate of Completion is awarded to participants obtaining a grade of 70% or higher and a special distinction is awarded to participants obtaining a grade of 90% or higher, in all exercises and exams.

Bird Academy IATA RTP

Plot No. 7, Local Shopping Center Sector- C, Pocket 6 & 7, Vasant Kunj, New Delhi
+91 11 435 278 42/45, 64730040 | rtp@birdacademy.in
www.birdacademy.in | www.facebook.com/birdacademy

