Airport Performance Management Training Course

Professional Development Training Course Outline

Category	Aviation and Airport Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Airports operate in an increasingly dynamic, technology-driven, and customer-focused aviation environment where operational excellence, real-time performance monitoring, safety compliance, digital transformation, sustainability, and stakeholder collaboration determine long-term success. Airport Performance Management has become a strategic capability that enables airport operators to measure, monitor, analyze, and continuously improve operational efficiency across airside, landside, terminal operations, security, passenger services, baggage handling, resource utilization, environmental performance, and financial sustainability. Through the adoption of Key Performance Indicators (KPIs), performance dashboards, predictive analytics, Airport Collaborative Decision Making (A-CDM), artificial intelligence, big data, business intelligence, and integrated performance management systems, airports can optimize operations while enhancing passenger satisfaction, airline partnerships, and regulatory compliance. This course equips participants with globally recognized frameworks and practical tools for building high-performing airports capable of meeting rapidly changing aviation demands.

Airport Performance Management Training Course provides participants with practical knowledge and internationally recognized best practices for developing, implementing, monitoring, and continuously improving airport performance management systems. Participants will explore performance measurement frameworks, operational benchmarking, ICAO performance standards, Airport Service Quality (ASQ), operational resilience, risk-based decision-making, sustainability performance metrics, customer experience management, digital aviation technologies, and continuous improvement methodologies. Through real-world global case studies, interactive workshops, practical exercises, and scenario-based learning, participants will acquire the competencies needed to drive operational excellence, improve airport competitiveness, optimize resources, strengthen organizational resilience, and achieve measurable improvements in airport performance.

Programme Curriculum

Airport Performance Management Training Course

Introduction

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Course Objectives

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

1. Develop comprehensive airport performance management frameworks aligned with global aviation best practices.
2. Design measurable Key Performance Indicators (KPIs) for airport operational excellence.
3. Implement data-driven performance monitoring and reporting systems.
4. Apply Airport Collaborative Decision Making (A-CDM) principles to improve airport efficiency.
5. Utilize Business Intelligence (BI) and predictive analytics for performance optimization.
6. Improve passenger experience through performance measurement and customer service analytics.
7. Evaluate operational risks using performance-based decision-making techniques.
8. Benchmark airport performance against international aviation standards.
9. Optimize airport resource allocation through performance analysis.
10. Integrate sustainability performance indicators into airport management systems.
11. Develop continuous improvement strategies using Lean and Six Sigma methodologies.
12. Enhance stakeholder collaboration through integrated performance management.
13. Create performance dashboards that support executive decision-making and strategic planning.

Organizational Benefits

Organizations participating in this training will benefit through:

- Improved airport operational efficiency and productivity.
- Enhanced passenger satisfaction and customer experience.
- Better utilization of airport infrastructure and resources.
- Faster operational decision-making using performance data.
- Increased compliance with ICAO and international aviation standards.
- Reduced operational costs through process optimization.
- Stronger collaboration among airport stakeholders.
- Improved operational resilience during disruptions.
- Enhanced sustainability and environmental performance.
- Increased airport competitiveness and business growth.

Target Audience

- Airport Directors and Executives
- Airport Operations Managers
- Airside and Landside Managers
- Aviation Safety and Quality Managers
- Airport Performance Analysts
- Airline Operations Managers
- Civil Aviation Authority Officials
- Airport Planning and Development Professionals

Course Duration: 5 days

Course Modules

Module 1: Foundations of Airport Performance Management

- Introduction to airport performance management principles.
- Global airport performance frameworks and standards.
- Key performance dimensions across airport operations.
- Strategic alignment between airport goals and KPIs.
- Building a performance-driven organizational culture.
- Global Case Study: Singapore Changi Airport Performance Excellence Framework.

Module 2: Key Performance Indicators (KPIs) for Airports

- Designing effective airport operational KPIs.
- Airside performance measurement techniques.
- Landside operational performance indicators.
- Passenger service performance metrics.
- Financial and commercial airport performance indicators.

- Global Case Study: Heathrow Airport KPI Performance Management.

Module 3: Airport Data Collection and Performance Analytics

- Data collection methodologies.
- Airport operational data management.
- Business Intelligence applications.
- Predictive analytics for airport operations.
- Developing executive performance dashboards.
- Global Case Study: Amsterdam Schiphol Airport Digital Analytics.

Module 4: Airport Collaborative Decision Making (A-CDM)

- Principles of Airport Collaborative Decision Making.
- Stakeholder coordination strategies.
- Real-time operational performance monitoring.
- Managing airport turnaround performance.
- Improving airport capacity utilization.
- Global Case Study: Munich Airport A-CDM Success.

Module 5: Customer Experience and Operational Performance

- Measuring Airport Service Quality (ASQ).
- Passenger journey performance optimization.
- Service quality benchmarking.
- Customer feedback analytics.
- Digital technologies for passenger experience.
- Global Case Study: Hamad International Airport Customer Experience Excellence.

Module 6: Performance Improvement and Continuous Optimization

- Lean Airport Management principles.
- Six Sigma applications in aviation.
- Root cause analysis techniques.
- Continuous improvement methodologies.
- Performance improvement implementation planning.
- Global Case Study: Incheon International Airport Continuous Improvement Program.

Module 7: Sustainability and Risk-Based Performance Management

- Environmental performance indicators.

- Airport carbon management metrics.
- Operational resilience measurement.
- Risk-based performance assessment.
- Crisis performance management.
- Global Case Study: Copenhagen Airport Sustainability Performance Program.

Module 8: Developing an Integrated Airport Performance Management System

- Designing integrated airport performance frameworks.
- Executive reporting and governance.
- Performance review meetings and accountability.
- Digital transformation and smart airport technologies.
- Developing airport performance improvement roadmaps.
- Global Case Study: Dubai International Airport Smart Performance Management System.

Training Methodology

- Interactive instructor-led presentations.
- Facilitated group discussions and knowledge sharing.
- Airport performance assessment workshops.
- KPI development practical exercises.
- Business Intelligence dashboard demonstrations.
- Airport operational simulation exercises.
- Global aviation case study analysis.
- Team-based problem-solving activities.
- Performance data interpretation sessions.
- Scenario-based decision-making exercises.
- Action planning workshops.
- Post-training evaluation and feedback sessions.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.
f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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