



# Aviation Business Process *educational program* (ABP*ep*) Fact Sheet

## Objectives

The objectives of the course are to

- Acquire a comprehensive overview of the aviation business processes
- Get participants to step outside their “silo” of expertise to appreciate instead what is going on around them by understanding the impact of individual decisions further along the business process chain
- Smoother workflows and improved internal collaboration levels
- Enhanced levels of customer service and quality standards
- Show how effective decision making is positive for profitability
- Enhance leadership and decision making competencies

## Content

The course will be delivered in 4 modules:

- Module 1: Outlook and Trends
- Module 2: Information Technology
- Module 3: Ground and Flight Operations
- Module 4: Leadership & Organization

## Target Group

Staff in positions involved in direct customer contact; staff who have regular inter-departmental contact; staff in supervisory / management positions; industry professionals who have spent more than 5 years within a single department; IT / finance staff; relative newcomers (<2 years' experience)

## Duration

3 days (3 subsequent days or split into 1 day per week)

## Training Methods

Classroom Training

## Class Size

It is recommended to run the course for no more than 12 delegates.

## Exam

There will be an entry and final exam to determine the learning progress throughout the course.