

Airport Total Quality Management

COURSE OBJECTIVES

- Provide the knowledge to develop a total quality management (TQM) strategy for achieving organizational effectiveness in an airport environment.
- Address the practicalities of conflicting agency agendas, and the always-important requirements
- Meeting the customer needs at the airport.

WHO SHOULD ATTEND

- Airport Managers and Supervisors
- Civil Aviation Authority Managers
- Airline Station Managers
- Customs and Immigration Authority Managers
- Security Agency Managers

COURSE MAIN TOPICS

- Quality history and background
- Quality concepts
- TQM principles and strategies
- Importance of TQM in an airport environment
- Challenges of applying TQM at airports
- Consider the practical uses of a TQM strategy at an airport
- Building TQM approach at airports
- Follow up and Continual Improvements

COURSE DURATION

- 1 week