

Aviation Standards and Consumer Protection Management

COURSE OBJECTIVES

- Enhance the participant's capabilities in monitoring, judging and auditing the level of services quality to assure customer satisfaction.
- To explore the relationship between the aviation services providers and their customers
- Identify key areas where cooperation and understanding can ensure the continued safe and economic growth of aviation
- Give the participants knowledge, skills and customer service attitude to anticipate and respond to the problems that customers face or complain of.
- Provide the knowledge needed to develop a total quality management (TQM) strategy for achieving organizational effectiveness in the aviation
- Illustrate the common aspects linking SMS to TQM in the field of aviation
- Clarify the importance of Consumer Protection Department, its mission and organization alternatives.
- Enhance the participants communication skills
- Study the Consumer protection experiences and exercise some case studies

WHO SHOULD ATTEND

- All aviation customers contact staff
- Aviation Customer services and public relations managers and staff.
- Auditors, Inspectors and consumer protection managers and officials.

COURSE MAIN CONTENTS

- The specific nature of Civil Aviation Services
- The need for quality and standardization in aviation services
- International and Regional Aviation Organizations
- Protection (Safety) versus production (commercial Aspects)
- The Safety Program and SMSs
- SMS and TQM in the field of aviation
- The customers and consumers of :
 - Civil Aviation Authority
 - An Airline operations /maintenance
 - An Airport
 - An Air navigation provider
- The aviation environmental impacts assessment , monitoring and management
- The liability and contractual manner between an aviation services providers and the customers (Air and Space Law Perspective)
- The societal responsibility of aviation services providers
- The importance and benefits of Customer Oriented Strategy

- The standards of targeted services provided by :
 - Civil Aviation Authority
 - An Airline
 - An Airport
 - An Air navigation provider
- CAAs role in retaining the targeted standards of services quality,
- Aviation Services Consumer Protection Mechanisms
- Consumer Protection Departments (CPD) mission, organization, officials recourses and tools.
- Communication Skills / working in groups
- Site visits to the concerned departments in :
 - MOCA : Customer Services Centre
 - CAC : Customer Information and Flight Displays
 - NANSC : Control Tower , Approach and ACC
- Consumer protection experiences and case studied (consumer`s rights)

COURSE DURATION

- 3 weeks