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## Leading in Ground Operations Safety Through Expertise Globally

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# Master Class Workshop: IGOM Implementation

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Duration: 2 Days [16 training hours]

Facilitators:

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**Overview:** Achieving a single ground operational standard was once thought to be impossible. Today, the IATA Ground Operations Manual (IGOM) provides a simplified way for airlines and GSPs alike to work based on common language and practice. It is designed to enhance safe procedures and make the operational environment more efficient which result in less cost and higher quality output. This course provides the 'how-to' methodology in a simplified and effective way to implement and adopt IGOM.

**Objectives:** Using operational scenarios, participants will:

- Explain the origins & background of IGOM
- Understand how to conduct a gap analysis
- Learn techniques used for the implementation & integration of IGOM
- Understand the benefits of IGOM

**Outline:**

- Scope & Applicability
- Gap Analysis process and tool box
- Practical exercises for conducting a gap analysis
- Procedural review process
- Practical exercises for reviewing and updating the procedures
- Implementation & Benefits
- Integration solutions

References: IATA AHM, IGOM,

Additional information:

Participants may bring their laptops to facilitate learning & assignments. English is the level of instruction as such a good level of English proficiency is needed.

**Evaluation:** Participants will undertake an exam at the end of course.

**Instructional aids:** Presentations, group exercises & discussions.

**Target Audience:** This course is open to the public providing great benefit to:

- Current students
- Recent graduates
- Aviation professionals
- Aviation organizations (airlines, airport authorities, ground service providers, General Sales Agents with oversight in ground operations, aviation security firms)
- Insurance firms, brokers & underwriters providing aviation insurance services