

Managing Air Cargo Operations

From Operational Execution to Strategic Cargo Performance

3 DAYS COURSE | MIN PARTICIPANTS | Available Languages: DE+EN

AIR CARGO MANAGEMENT

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Description

Air cargo operations are no longer just about execution – they are about orchestrating complex, interconnected systems in a dynamic and highly competitive environment. This course equips you with the mindset, tools, and leadership capabilities required to design, manage, and continuously evolve high-performing air cargo operations.

Moving beyond traditional operational management, you will explore how strategy, processes, technology, and people interact across the entire cargo ecosystem. You will learn how to translate business objectives into operational excellence, optimize performance through data-driven decision-making, and build resilient, future-ready operations. A strong focus is placed on system thinking, service value creation, and continuous improvement. From facility design and material handling to supplier management and performance frameworks, this course enables you to take a holistic view of operations while mastering the practical levers that drive efficiency, quality, and profitability. By combining modern leadership principles with proven operational methodologies, you will be prepared to lead transformation, manage complexity, and create sustainable competitive advantage in today's and tomorrow's air cargo landscape.

Target group

- Air cargo operations managers and supervisors
- Airline station managers with cargo responsibility
- Ground handling and terminal operations leaders
- Cargo professionals transitioning into leadership roles
- Process, performance, and quality managers in air cargo
- Professionals involved in operations strategy or transformation

Class location: Classroom training in Europe, or worldwide in-company

Included: course material, certificate

Learning objectives

- Understand and manage air cargo operations as an integrated, end-to-end system across multiple stakeholders and operational interfaces
- Translate strategic business objectives into structured, measurable, and actionable operational frameworks
- Apply system thinking to analyze, design, and continuously optimize cargo processes, flows, and infrastructure
- Develop and manage operational performance using advanced KPIs, dashboards, and data-driven decision-making approaches
- Design efficient facilities, workflows, and material handling concepts aligned with operational demand and customer expectations
- Apply lean management, Six Sigma, and continuous improvement methodologies to drive sustainable operational excellence
- Manage third-party providers and strategic partners through structured governance models and performance-based SLAs
- Integrate digital tools, automation, and cargo technologies into operational environments to enhance efficiency and transparency
- Strengthen financial and commercial understanding to balance cost efficiency with service quality and revenue contribution
- Lead change initiatives and transformation programs within complex, time-critical operational environments
- Enhance decision-making capabilities in high-pressure situations through structured problem-solving and risk assessment
- Build and sustain a performance-driven culture focused on quality, accountability, and continuous improvement

Course outcomes

- Design and lead efficient, scalable, and future-ready air cargo operations aligned with strategic business objectives
- Drive operational excellence through data-driven performance management, process optimization, and continuous improvement initiatives
- Lead teams, partners, and stakeholders effectively to deliver high service quality while optimizing cost and operational resilience

