

Air Cargo Contract Management

Strengthening commercial performance, risk control, and contract effectiveness

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

AIR CARGO MANAGEMENT

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Description

Air cargo operations rely on complex contractual structures that directly influence performance, risk exposure, and commercial outcomes across the supply chain. This program delivers a comprehensive and practical understanding of contract management in air cargo, focusing on how contracts shape operational execution, cost structures, service quality, and business relationships. It moves beyond legal fundamentals and positions contract management as a critical lever for performance, control, and profitability.

Participants acquire structured insights into key contract types within the air cargo environment, including agreements between airlines, ground handlers, freight forwarders, and logistics partners. The course explores how contractual terms impact operational reliability, service levels, pricing mechanisms, and risk allocation in day-to-day operations. A strong focus is placed on translating contractual frameworks into operational reality. Participants learn how to interpret, apply, and manage contracts effectively, ensuring alignment between commercial agreements and operational delivery. This includes managing service level agreements, standard ground handling agreements, performance expectations, liability and compliance requirements. In addition, the program addresses common challenges such as contract misalignment, unclear responsibilities, performance disputes, and risk exposure. Participants develop the ability to identify gaps, improve contract structures, and strengthen negotiation and management approaches.

Target group

- Airline, cargo airline and ground handling commercial, service contract and operations managers
- Freight forwarders and logistics professionals managing supplier agreements
- Operations supervisors and performance managers involved in service delivery
- Procurement, contract, and vendor management professionals in air cargo
- Professionals involved in SLA management, pricing structures, and partner coordination

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

Included: course material, certificate

Learning objectives

- Understand the role of contract management as a key driver of operational performance and commercial outcomes in air cargo
- Analyze different contract types and structures across airlines, handlers, and logistics partners within the air cargo ecosystem
- Interpret contractual terms and translate them into operational execution and performance requirements
- Understand and manage service level agreements (SLAs) and their impact on operational reliability and service quality
- Identify risks, liabilities, and contractual gaps that affect operational and commercial performance
- Align contract structures with operational processes, responsibilities, and performance expectations
- Improve decision-making in contract-related situations, including disputes, performance issues, and service deviations
- Understand pricing structures, cost drivers, and financial implications of contract design in air cargo operations
- Strengthen negotiation awareness and the ability to evaluate contractual conditions from a business perspective
- Improve coordination between commercial, operational, and contractual functions within organizations
- Apply structured approaches to monitor, manage, and improve contract performance over time
- Identify opportunities to optimize contract frameworks to enhance efficiency, transparency, and long-term partnerships

Course outcomes

- Improved ability to manage contracts as performance and business tools
- Stronger alignment between contractual agreements and operational execution
- Reduced contractual risks, ambiguities, and performance-related issues
- Enhanced control over service levels, pricing structures, and responsibilities
- Improved commercial performance and more effective partner collaboration

