

# Air Cargo Quality Management & Continuous Process Improvements

## Enhancing operational reliability, KPI transparency, and data-driven decision-making

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

AIR CARGO MANAGEMENT

AVIATIONNOW.ACADEMY

### Description



Quality management in air cargo is evolving from compliance-driven control into a data-driven performance system that directly influences operational reliability, efficiency, and customer experience. This program equips participants with a future-oriented understanding of quality management and continuous process improvement, with a strong focus on KPI-driven performance, operational transparency, and measurable outcomes. It positions quality not as a control function, but as a core driver of operational excellence and business performance.

Participants obtain structured insights into how quality systems are designed, implemented, and managed across the air cargo value chain. The program connects quality management directly to operational KPIs such as process reliability, error rates, service performance, and operational efficiency. A strong emphasis is placed on data-driven quality management and the increasing role of digitalization, automation, and AI-supported monitoring. Participants learn how to use performance indicators, dashboards, and structured feedback systems to identify inefficiencies, detect risks early, and drive continuous improvement. The course also addresses modern challenges such as increasing operational complexity, dependency on third-party providers, and the need for scalable, standardized quality systems across global operations.

### Target group



- Airline and cargo airline quality, safety, and operations managers
- Ground handling and freight forwarders quality control and performance personnel
- Logistics professionals responsible for service quality and process performance
- Operations supervisors and KPI/performance managers
- Quality auditors, compliance specialists, and continuous improvement professionals
- Professionals responsible for data-driven performance monitoring and operational excellence

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

**Included:** course material, certificate

### Learning objectives



- Understand quality management as a KPI-driven performance system within air cargo operations and logistics networks
- Analyze operational processes using structured approaches to identify quality gaps, inefficiencies, and performance deviations
- Design and implement quality systems aligned with operational KPIs such as reliability, accuracy, and service performance
- Integrate quality management with operational decision-making and performance measurement frameworks
- Apply continuous improvement methodologies to optimize processes and improve measurable performance outcomes
- Use KPI-based monitoring systems to track performance, identify trends, and support data-driven decision-making
- Understand and apply relevant quality standards, regulatory requirements, and industry frameworks in air cargo
- Leverage digital tools, automation, and AI-supported analysis to enhance quality monitoring and process control
- Improve audit processes, including KPI-based internal, external, and third-party performance assessments
- Identify and manage performance risks related to third-party providers and complex operational environments
- Strengthen cross-functional coordination to improve KPI alignment and operational consistency
- Develop structured corrective and preventive actions based on performance data and root cause analysis
- Evaluate customer-related KPIs such as service quality, reliability, and satisfaction
- Build scalable, standardized, and KPI-driven quality frameworks for global air cargo operations

### Course outcomes



- Improved KPI transparency and process consistency and therefore enhanced ability to measure, monitor, and improve operational performance
- Reduced operational risks, errors, and process inefficiencies
- Stronger implementation of data-driven processes and better alignment between quality systems, operational KPIs, and business objectives

### MODULES

Quality as a Performance System in Air Cargo

Process Analysis and KPI-Based Risk Identification

Designing KPI-Driven Quality Systems

Audits, Compliance and KPI Monitoring

Data, Digitalization and AI in Quality Management

Continuous Improvement & Performance Optimization

Third-Party Performance and Operational Complexity

Customer-Centric KPIs and Future Trends

Final workshop presentation and certification