

Air Cargo Operations Leadership Program

Optimizing Performance, Strengthening Resilience, Leading Transformation

15 DAYS DIPLOMA | MAX 16 PARTICIPANTS | Available Languages: DE+EN

AIR CARGO LEADERSHIP

AVIATIONNOW.ACADEMY

Description

Step into the future of air cargo operations leadership and develop the operational, technical and leadership capabilities required to manage complex cargo processes and ensure reliable performance. This immersive 15-day program transforms professionals into confident operations leaders who combine operational expertise, process thinking and leadership skills to deliver safe, efficient and customer-focused cargo operations in a rapidly evolving air cargo environment.

From the foundations of air cargo operations to advanced operational leadership and continuous process improvement, the program covers key elements of the operational value chain. Across six interconnected modules, participants gain practical insight into optimizing operational workflows, managing resources and ensuring compliance while maintaining high service standards. Expert-led sessions, operational case studies and practical exercises ensure knowledge can be applied to daily cargo operations. A dedicated customer visit provides insight into shipper expectations and highlights how operational performance influences customer satisfaction. Participants also explore Continuous Process Improvement approaches to enhance efficiency and operational reliability, while optional business coaching supports individual leadership development. The program empowers operations professionals to evolve into operations leaders who drive efficiency, reliability and service excellence across the global air cargo industry.

Target group

- Functional managers recently transitioned or will soon transition into a business leadership position
- Air Cargo executives, management, high-potential and future leaders with air cargo experience
- Managers, supervisors and frontline from airlines, cargo agents, consolidators, freight forwarders and suppliers involved in the transport of Air Cargo
- Individuals and groups willing to enhance or refresh their knowledge and who are experienced in the Air Cargo industry
- Innovation and Digitalization managers and officers in Air Cargo logistics
- Employees of logistics departments in the shipping and loading industry

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

Included: course material, certificate

Learning objectives

- Introduction to the strategic role and responsibilities of Air Cargo Operations leaders within global logistics environments
- Insight into professional leadership identity and the executive mindset required for operational excellence
- Understanding the end-to-end air cargo operations ecosystem and its key strategic interfaces
- Acquisition of data-driven decision-making and business intelligence competencies
- Application of structured operational and strategic optimization methodologies
- Comprehension of risk anticipation, disruption management and resilience-building principles
- Development of accountable performance steering and cross-functional leadership capabilities
- Insight into market trends and emerging opportunities within the air cargo industry
- Understanding and application of innovation and digital transformation in operations
- Demonstration of integrated operational leadership competence through applied assessments
- Acquisition of reflective leadership skills to translate insights into measurable operational impact

Course outcomes

- Individualized learning roadmap with structured performance feedback and continuous operational progress reflection
- Assessment of Operations Leadership competence through applied case work, scenario simulations and decision-making exercises
- Access to optional Executive Business Coaching for Air Cargo Operations Leaders to strengthen leadership impact and ensure sustainable transfer into operational practice



Managing Air Cargo Operations

From Operational Execution to Strategic Cargo Performance

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

AIR CARGO MANAGEMENT

AVIATIONNOW.ACADEMY

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



Air Cargo Warehouse Logistics & ULD Management

Improving efficiency, handling accuracy, and performance

Description

Air cargo warehouse operations are evolving from handling functions into performance-critical systems within increasingly complex and time-sensitive logistics networks. This program provides a comprehensive and future-oriented understanding of warehouse logistics and ULD management, focusing on operational efficiency, handling accuracy, and performance optimization across the entire cargo handling process.

Participants gain both practical and strategic insights into modern warehouse environments, including process design, resource utilization, ULD lifecycle management, and the integration of Lean and performance-driven approaches into air cargo operations. ULDs are positioned not only as handling tools, but as critical assets influencing safety, efficiency, and operational reliability.

The course goes beyond traditional handling procedures by connecting operational execution with performance outcomes such as speed, quality, cost efficiency, and risk reduction. Special attention is given to the interaction between warehouse, ramp, and aircraft operations, ensuring a system-wide understanding of air cargo logistics. Through interactive exercises, real-world scenarios, and case-based learning, participants learn to identify inefficiencies, optimize processes, improve handling accuracy, and strengthen coordination across operational interfaces. By the end of the program, participants are equipped to improve warehouse performance, optimize ULD handling and utilization, reduce operational risks, and contribute directly to more efficient, reliable, and future-ready air cargo operations.

Target group

- Airline, cargo airline and ground handling operations staff and warehouse personnel
- Freight forwarders, logistics professionals and cargo handling specialists
- Operations supervisors, performance managers and ULD management personnel
- Instructors and trainers in air cargo operations

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

Included: course material, certificate

Learning objectives

- Understand the role of warehouse operations as critical performance drivers within the broader air cargo logistics system and value chain
- Analyze end-to-end cargo handling processes to identify inefficiencies, operational risks, and structured optimization potential
- Apply systematic approaches to improve operational efficiency, handling accuracy, and overall process reliability in the warehouse
- Understand ULDs as critical operational assets and manage their life cycle, utilization, and handling structure and performance-oriented
- Optimize ULD build-up, break-down, storage, and movement processes to ensure safe, efficient, and consistent operational execution
- Integrate Lean principles and process optimization methods into cargo handling operations to reduce waste and improve flow
- Improve coordination and interface management between warehouse, ramp, and aircraft operations to ensure seamless process integration
- Strengthen decision-making and operational control in time-critical, high-pressure air cargo environments
- Identify, analyze, and reduce operational errors, damage risks, and process deviations through structured approaches and best practices
- Understand and apply safety, security, and regulatory requirements in warehouse and ULD operations within real operational contexts
- Manage special cargo requirements, including DG and temperature-sensitive shipments, with a focus on operational accuracy and compliance
- Evaluate warehouse performance and identify improvement opportunities across processes, infrastructure, equipment, and daily practices

Course outcomes

- Improved operational efficiency and handling accuracy in warehouse environments
- Reduced operational errors, rework, and process inefficiencies
- Optimized ULD handling, utilization, and operational control
- Stronger coordination between warehouse, ramp, and aircraft operations
- Increased reliability, safety, and consistency in cargo handling processes

MODULES

Warehouse Operations in a System Context

End-to-End Cargo Processes

ULD Management & Optimization

Safety, Security & Compliance

Handling Accuracy & Risk Management

Operational Efficiency & Performance

Operational Interfaces & Coordination

Future Trends in Air Cargo Operations

Final workshop presentation and certification

Air Cargo Product Handling

Managing complex cargo products with accuracy, compliance, and operational control

AVIATION NOW
ACADEMY



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

AIR CARGO PRODUCTS & QUALITY

AVIATIONNOW.ACADEMY

Description

Air cargo product handling is becoming increasingly complex, driven by specialized cargo requirements, strict regulatory frameworks, and growing demands for safety, compliance, and operational precision. This course offers a comprehensive and practice-oriented understanding of handling different air cargo product categories, focusing on accurate execution, regulatory compliance, and operational control across the entire handling process.

Participants receive in-depth insights into the specific requirements of various cargo products, including dangerous goods, perishables, pharmaceuticals, live animals, valuables, and other sensitive shipments. The course connects product-specific requirements with real operational processes, ensuring that handling decisions are aligned with safety, quality, and performance standards. A strong focus is placed on industry standards and certifications, including IATA regulations, CEIV frameworks, GDP requirements, and Cargo IQ performance standards. Participants learn how these frameworks influence daily operations and how to translate them into practical handling procedures. Moreover, the program integrates the use of Special Handling Codes (SHC) within the Air Waybill (AWB), ensuring clear communication, correct classification, and consistent execution across the supply chain. Through real-world scenarios and applied problem-solving, participants learn to manage complexity, reduce handling errors, ensure compliance, and improve operational reliability.

Target group

- Airline, cargo airline and ground handling operations and handling staff plus warehouse personnel
- Freight forwarders and logistics professionals involved in cargo handling
- Special cargo and product handling specialists plus operations supervisors and quality personnel
- Professionals responsible for compliance, safety, and handling accuracy

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

Included: course material, certificate

Learning objectives

- Understand the complexity and operational impact of different air cargo product categories within the global supply chain
- Identify and differentiate key cargo products such as dangerous goods, perishables, pharmaceuticals, live animals, and valuables
- Apply product-specific handling requirements in alignment with safety, compliance, and operational standards
- Understand and apply relevant industry regulations and certifications, including IATA standards, CEIV frameworks, GDP requirements, and Cargo IQ principles
- Interpret and correctly use Special Handling Codes (SHC) in the Air Waybill to ensure accurate communication and execution
- Analyze operational risks associated with different cargo products and implement appropriate handling measures
- Improve handling accuracy and reduce errors through structured processes and standardized procedures
- Ensure compliance with regulatory, safety, and security requirements across all product categories
- Strengthen coordination and communication across operational stakeholders involved in cargo handling
- Manage sensitive and high-risk cargo with a focus on reliability, traceability, and operational control
- Apply best practices for documentation, labeling, and cargo identification
- Improve decision-making in complex and time-critical handling situations

Course outcomes

- Improved handling accuracy and compliance across all cargo product categories, ensuring correct classification and consistent execution
- Enhanced capability to manage complex and sensitive cargo with a strong focus on safety, control, and risk reduction
- Increased operational reliability through standardized processes, improved coordination, and reduced handling errors



Air Cargo Contract Management

Strengthening commercial performance, risk control, and contract effectiveness

AVIATION NOW
ACADEMY



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

AIR CARGO MANAGEMENT

AVIATIONNOW.ACADEMY

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

MODULES

Contract Management in the Air Cargo Context

Contract Structures & Key Agreement Types

Performance Control for SLA and SGHA

Contract Execution and Operational Alignment

Pricing Structures and Commercial Implications

Risk, Liability and Contractual Clarity

Performance Monitoring and Optimization

Partnerships, Negotiation and Future Challenges

Final workshop presentation and certification



Air Cargo Quality Management & Continuous Process Improvements

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

AVIATION NOW
ACADEMY



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



Air Cargo Operations Customer Service incl. Customer Visit

Driving operational excellence through customer experience and service performance

AVIATION NOW
ACADEMY



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

AIR CARGO SALES & CUSTOMER SERVICE

AVIATIONNOW.ACADEMY

Description

Customer service in air cargo is no longer limited to communication and responsiveness—it is a critical component of operational performance, customer retention, and business success. This workshop provides a practical and operationally focused understanding of customer service within air cargo environments, where time pressure, complexity, and service expectations require structured, reliable, and performance-driven interaction with customers.

Participants receive insights into how customer experience is shaped by operational execution, including shipment handling, irregularities, delays, and coordination across stakeholders. The course connects customer interaction directly to service reliability, operational performance, and long-term business relationships. A strong focus is placed on managing customer interactions in real operational situations. Participants learn how to handle challenging scenarios, manage expectations, and communicate effectively in high-pressure environments while maintaining control and professionalism. A key component of the program is the preparation and execution of a structured customer visit. Participants develop the ability to plan, conduct, and follow up on customer interactions in a professional and outcome-oriented way, strengthening trust, transparency, and long-term partnerships.

Target group

- Airline, cargo airline and ground handling operations and customer service staff
- Freight forwarders and logistics professionals managing customer interactions
- Professionals involved in service delivery and customer-facing operational personnel
- Operations supervisors, team leaders and performance managers
- Key account managers and customer relationship professionals

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

Included: course material, certificate

Learning objectives

- Understand customer service as an operational performance factor within air cargo logistics systems
- Analyze how operational execution directly influences customer experience and service perception
- Manage customer interactions effectively in time-critical and high-pressure operational environments
- Handle irregularities, delays, and service disruptions with structured communication and control
- Improve service reliability and consistency through better coordination and process understanding
- Strengthen communication skills for complex B2B interactions within the air cargo supply chain
- Align customer expectations with operational capabilities and service realities
- Apply structured approaches to manage complaints, escalations, and service challenges
- Understand the role of customer relationships in long-term business performance and retention
- Prepare, structure, and conduct professional customer visits with clear objectives and outcomes
- Improve follow-up processes to strengthen transparency, trust, and continuous relationship development
- Enhance collaboration between operational, commercial, and customer-facing functions

Course outcomes

- Improved ability to manage customer interactions in operational environments with confidence and control
- Enhanced service reliability and customer satisfaction through better communication and coordination
- Stronger customer relationships and improved alignment between operational delivery and customer expectations



Air Cargo Business Coaching

Tailored coaching program for personal development

Description

The **Air Cargo Business Coaching** is a tailored coaching offering designed to support personal development, leadership transformation, and professional growth within the air cargo industry. Each coaching engagement is **individually designed**, ensuring that the content, focus areas, and development goals are aligned with the participant's specific challenges, career objectives, or organizational priorities.

The coaching framework may include elements such as **Business Coaching for Air Cargo Executives and Managers, Leadership Transformation, Talent Assessment, and Strategic Capability Development** providing a flexible and comprehensive approach to leadership development across different management levels.

This coaching is also offered as **Track 7 within selected leadership programs**, including the **Air Cargo Executive Leadership Program, Future Leadership Accelerator Program, Air Cargo Sales Leadership Program** and **Air Cargo Operations Leadership Program**. Within these programs, coaching provides integrated support throughout the learning journey, helping participants reflect on their leadership development and apply new insights directly to their professional environment.

When booked as a **stand-alone coaching program**, the format typically includes **10 individual coaching sessions of 50 minutes each**. Participants work closely with an experienced coach to develop a **personalized development roadmap**, addressing leadership challenges, strategic thinking, communication, and decision-making in the air cargo business context.

Within the **Leadership Programs**, the coaching component consists of **5 hours of dedicated coaching**, included as part of the overall program package. Participants receive structured feedback on exercises and assessments, along with continuous reflection and professional guidance throughout the program. Following the completion of the program, additional coaching sessions can support the **transfer of leadership insights into daily business practice**, ensuring long-term impact and sustainable leadership development.

The coaching can also be delivered as part of **in-company leadership programs**, where it can be integrated into a company's internal leadership and talent development initiatives.

Learning objectives

- Develop a personalized leadership development plan aligned with individual goals or, in the case of in-company programs, organizational leadership priorities.
- Monitor and evaluate their learning progress through structured coaching sessions throughout the program.
- Receive detailed feedback on business cases, exercises, and assessment results to support continuous improvement.
- Work closely with an experienced coach to reflect on leadership challenges and deepen their leadership capabilities.
- Strengthen the transfer of learning into daily leadership practice through targeted follow-up coaching.
- Gain clear insights into their leadership development through a concise summary of achievements and recommended next steps.

Course outcomes

- Develop and implement a personalized leadership development roadmap aligned with individual or organizational objectives.
- Strengthen strategic thinking, communication, and executive decision-making skills.
- Apply leadership insights and coaching outcomes effectively in daily air cargo business practice.
- Track and reflect on leadership development progress through structured feedback and assessment.

Target group

- Participants of the Air Cargo Executive Leadership Program
- Participants of the Air Cargo Sales Leadership Program
- Participants of the Future Leadership Accelerator Program
- Air cargo professionals seeking personalized development support in areas such as leadership, strategic thinking, communication, or team management
- Executives and managers preparing for a new leadership role or organizational transition
- In-company talent identified for leadership development as part of internal programs
- Individuals looking for coaching support on specific challenges, outside of a structured training program

Class location: Online or In-House

Included: coaching material, certificate