

Air Cargo Root Cause Analysis

Mastering Disruptions and Strengthening Operational Resilience

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

AIR CARGO PRODUCTS & QUALITY

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Description

Understand the root causes behind operational disruptions in air cargo and develop the ability to move from reactive problem-solving to structured, system-based decision-making. This course is designed to provide a comprehensive overview of disruption drivers across the end-to-end air cargo chain and the methods required to analyze and eliminate their underlying causes.

Over the duration of the course, you will explore the full cargo system, including key stakeholders, interfaces and typical failure points. You will learn how to apply modern root cause analysis techniques, combining analytical tools with systems thinking and human factors considerations. Through real-world case studies and practical exercises, you will examine common operational challenges such as delays, misroutings, ULD issues and documentation errors. You will further develop the ability to assess disruption impacts across cargo networks and understand how local issues can create system-wide effects. Building on this analysis, you will learn how to design effective corrective and preventive actions while avoiding common pitfalls in root cause analysis. The course also introduces resilience principles and future-oriented approaches, including digitalization and data-driven decision-making. This structured and practical training will support you in strengthening operational stability and improving long-term performance in air cargo environments.

Target group

- Airline Cargo & Operations Managers
- Ground Handling Agents
- Freight Forwarders
- Operations Control & Hub Management
- Quality & Process Improvement Professionals

Class location: Classroom training in Europe, or worldwide in-company
Included: course material, certificate

Learning objectives

- Understanding the structure of the end-to-end air cargo chain, including key stakeholders, interfaces and operational dependencies
- Identifying typical failure points and disruption drivers across different stages of cargo operations and handling processes
- Applying structured root cause analysis methods to complex operational problems in air cargo environments
- Analyzing real-world cargo disruptions and systematically identifying their underlying operational and systemic causes
- Understanding the short- and long-term impact of disruptions across interconnected cargo networks and supply chains
- Developing effective corrective and preventive actions based on root cause findings and operational insights
- Applying systems thinking and integrating human factors considerations into structured problem analysis processes
- Strengthening decision-making capabilities through data-driven, analytical and structured problem-solving approaches
- Understanding and applying resilience principles to improve stability and reliability in cargo operations
- Applying future-oriented thinking including digitalization, predictive approaches and emerging technologies in air cargo
- Evaluating the effectiveness of implemented solutions and adjusting actions based on performance and operational feedback
- Recognizing common pitfalls in root cause analysis and applying best practices to ensure sustainable problem resolution

Course outcomes

- Understanding of disruption drivers, root cause analysis methods and system interactions within air cargo operations
- Ability to analyze operational problems, identify root causes and implement corrective actions while strengthening resilience and decision-making in cargo environments
- Capability to evaluate, optimize and continuously improve cargo processes by applying structured analysis, resilience principles and data-driven decision-making approaches

