

GROUND HANDLING AND PROCESS OPTIMISATION

EXCHANGE PROGRAMME

INFORMATION FOR INTERNATIONAL STUDENTS



GROUND HANDLING AND PROCESS OPTIMISATION

THIS PROGRAMME WILL HELP YOU BETTER UNDERSTAND, MANAGE, AND OPTIMISE GROUND HANDLING, AIRLINE AND AIRPORT OPERATIONS. IN AN INTERNATIONAL PROJECT TEAM, YOU WILL DEVELOP A BUSINESS PLAN FOR A GROUND SERVICE PROVIDER AND YOU WILL LEARN ABOUT OPERATIONS MANAGEMENT AND BUSINESS OPTIMISATION.

In this programme you will learn to examine related and interrelated processes and activities in the aviation industry, by focusing on two themes: Ground Handling and Process Optimisation.

COURSE FOCUS AREAS

Ground Handling

You will:

- ▶ broaden your knowledge of the business side of ground services as part of various processes such as passenger and baggage handling, flight catering and aircraft fuelling.
- ▶ gain valuable knowledge about international standards in aviation operations.
- ▶ learn how to apply logistics models for warehousing, sales and operations planning within the aviation services industry context, which all handlers – including freight handlers, baggage handlers, flight caterers and fuel providers – use in their daily operations.
- ▶ develop a business plan for a ground service provider at a new airport.
- ▶ learn about cost structures and ground service provider economics.
- ▶ gain a solid understanding of the business side of ground services as part of various processes such as passenger handling, baggage handling, flight catering and aircraft fuelling.

Process Optimisation

This focus area introduces you to operations management and business optimisation within the context of airline and airport operations. Airline and airport managers are under constant pressure to optimise processes and reduce costs while at the same time ensuring that safety, security, quality and environmental standards are not compromised. You will gain insights in mutual benefits and common issues among multiple industry stakeholders.



EDUCATIONAL FORMAT

As this programme is part of a regular Bachelor's curriculum at the AUAS, you will be working closely with Dutch students. Reflecting the real-life air transport business, you will work collaboratively in project teams, bringing all your different backgrounds to bear on developing solutions for the course assignments. Each focus area consists of one group assignment (6 credits) and three supporting modules (3 credits each) with a focus on logistics, business, and modelling and simulation.

Your group will work on this assignment independently, supervised by a consulting lecturer, thereby developing your project management skills. You will defend your solutions during a presentation and Q&A session. Additional workshops cover aspects of project management, research skills, professional skills and English.

LEARNING OUTCOMES

After completing this programme you will be able to:

- ▶ define all airport handling activities, including aspects such as legal demands, standard safety procedures and other considerations.
- ▶ apply basic business economics and process performance parameters in order to make buying decisions.
- ▶ design and dimension airport handling processes.
- ▶ effectively negotiate with various providers for ground handling services.
- ▶ write a business proposal/tender.
- ▶ evaluate the operational benefits of airport optimisation initiatives.
- ▶ evaluate the financial impact of airport optimisation initiatives.

- ▶ Convincingly present project results, geared to your target audience.
- ▶ Effectively monitor, control and manage project progress.
- ▶ Master the creation of a professional report.
- ▶ Competently give a presentation in proficient English.

PROGRAMME OUTLINE

- ▶ Credits: 30 ECTS
- ▶ Educational format: assignment, lectures, workshops
- ▶ Term: spring semester (beginning of February - mid July)

ADMISSION REQUIREMENTS

- ▶ At least 90 credits (ECTS) obtained at your home university before the exchange period.
- ▶ Proficiency in English (CEFR B1).



HOW TO APPLY

If you would like to enrol in this exchange programme, please visit amsterdamuas.com/technology-courses and complete the application form before the deadline.

Enrolment deadline

- ▶ Spring semester: 1 November

PRACTICAL MATTERS

- ▶ International office: internationalofficeft@hva.nl
(visa, housing and other practical matters)

Cover photo: Jeffrey Schäfer

AMSTERDAM UNIVERSITY OF APPLIED SCIENCES
FACULTY OF TECHNOLOGY
WEESPERZIJDE 190
1097 DZ AMSTERDAM
NETHERLANDS

