

# We know Ground Handling

Ground handling is fundamental to safe and reliable airline operations. Even though third-party handling has become the norm in recent years, ground handling still requires close attention by airline management. IATA Consulting has the tools and expertise to help you ensure your ramp operations are as efficient as possible.



## **What are the issues?**

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Airport ramp operations are very complex. Ground handlers must orchestrate a lot of activity within a confined area, around a very expensive airplane, in a short period of time. Precision delivery and safety rely on how well everyone works together.

In a world of diminishing profit margins, increasing fuel prices and intense competition with its associated effect on revenue growth, it certainly makes sense to look at every opportunity to reduce costs and boost efficiency without compromising safety and levels of service.

IATA Consulting's approach addresses two fundamental issues:

- » **How to turn around aircraft safely in the shortest amount of time**
- » **How to use ground handling resources (human and equipment) more efficiently and effectively**

## What are our services?

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We have extensive experience promoting smooth and safe ground operations. Together, we will:

- » **Review work processes and recommend changes as per best practices;**
- » **Determine models required to facilitate manpower / equipment resources allocation;**
- » **Determine optimum resources required as per the changing business scenario;**
- » **Reduce baggage mishandling and turnaround time**

## Why choose IATA Consulting?

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What airports need	What IATA Consulting offers
In-depth knowledge of international standards, recommended practices and emerging trends	Access to the experts on the Ground Handling Council (GHC) and numerous other IATA and ICAO task forces IATA Safety Audit for Ground Operations (ISAGO) IATA Airport Handling Manual (AHM) and IATA Ground Operations Manual (IGOM), the industry standards you trust every day
Global reach with regional and local insight	Presence in 62 countries with 66 offices around the globe
Intimate knowledge of airlines and their strategies	Direct access to more than 240 airlines representing 84% of total air traffic
Leading-edge data	Accurate and proprietary IATA databases (e.g., CargoIS and AirportIS)
Knowledge in all fields of aviation	Multilingual, multicultural and multidisciplinary teams of experts in all areas of airport development and management
Access to all industry stakeholders	Our dedicated country managers have extensive local networks of airport, airline, government and civil aviation authority contacts

## Who recommends IATA Consulting?

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We recently prepared ground handling resource productivity reviews in the following countries. References available upon request.

- » **Airline in Ecuador** – Resource productivity enhancement and reorganization
- » **Airline in Iran** – Improvement of ground handling processes
- » **Airline in Kuwait** – Improvement of ground handling processes and reorganization
- » **Airline in Oman** – Resource productivity enhancement and reorganization
- » **Airline and ground handlers in Turkey** – Resource productivity enhancement and reorganization
- » **Airport in Russia** – Improvement of ground handling processes and reorganization

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