



Training Course:

Design and implement Key Performance Indicators for Airports

Delivery: Classroom or online

Duration: 4 days onsite/in-class, or
12 hours through virtual class

This course provides to all airport executives and managers as well as representatives of bodies in charge of airport economic oversight, an insight as well as the challenges of managing airport performances.

Learning Objectives

Upon completing this course, participants will be able to:

- Understand the fundamentals and importance of airport performance management.
- Understand the process for implementing airports Key Performance Indicators (KPIs)
- Learn about the different performance areas in the airport business
- Learn about the KPIs for each performance area
- Understand the role and importance of benchmarking
- Learn about key points to consider in the development of an airport concession contract
- Learn about the current global airport industry indicators and figures

Target Audience

- Airport Executives
- Airport operations and finance managers
- Civil aviation authorities
- Government bodies in charge of airport economic oversight
- Staff involved in airport performance monitoring

Course Contents

Based on ICAO requirements from DOC 9161 (Manual on air Navigation Services economics) and 9562 (Airports economics manual) and industry best practices the course content covers the following topics:

- ICAO fundamentals & requirements related to airport performance management
- Airport economic oversight
- The need of having effective performance management in African airports
- Process for setting airport KPIs



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- Airport performance areas presentation
- KPI definition per area
- Key points to consider during airport concession process
- Presentation and comments on global airports industry performances