



## Quality Management in Airport Security

Delivery: Classroom

Duration: 5 days

The ACI Quality Management in Airport Security is a practical course and provides guidance to aviation security personnel at a managerial level on quality management in airport security and associated pro-active initiatives that are in accordance with QMS and airport industry leading practices.

### Learning objectives

By the end of this course students will be able to:

- Apply the concepts of quality management to aviation security and explain the role of the aviation security manager
- Describe in detail how a quality management system can be implemented
- Understand the contribution that Quality Management System (QMS) provides to an integrated security system
- Implement a robust quality control programme and a process of continuous improvement
- Set up and run a QMS committee
- Set up procedures and mechanisms for reporting and recording quality, service, and security incidents
- Create measures to benchmark and assess effectiveness
- Implement regular reporting mechanisms and communications channels within the airport and other relevant agencies
- Create a QMS training provision
- Develop and maintain quality management within the organization

### Target audience

- Airport managers and personnel with security and quality management responsibilities
- Suppliers and service providers with security responsibility at an airport (e.g., ground handlers, maintenance organization, cargo agents, catering, or airport security providers)
- Civil aviation security regulators

### Course content

- The importance of quality management and its application to airport security
- Principles of a systems approach to Quality
- A practical approach to quality management: how to design and implement initial and evolving QMS systems



- Internal quality assurance / audit approaches
- Threat and risk management
- Reporting and recording of incidents
- Quality, Safety, Service, and Security Culture
- Human resources
- Evolving the systems with and within the organization

This interactive course involves multiple simulation exercises on security planning and threat assessment in addition to managing simulated airport threats.

## **Pre-requisite for course registration**

1. Must hold a supervisory or management security position in a civil aviation airport
2. Must have a minimum of one to two years' experience in the field of airport security

This programme is intended for security supervisors and managers nominated by a senior executive of their organization.