Airport processes and procedures are carried out in the same way as from the beginning of commercial aviation. An example is the airplane handling, or even some, such as security have been complicated due to terrorist threats. The technology helps but times before the departure of a flight, or on arrival are still very high. The recommendation of the agents involved is "goto the airport with enough time". The study of these processes as they are carried out, the application of methodologies implemented in the production industry, as well as considering new alternatives will be studied and improved in the coming years.

The simulation will allow the staging and interaction between all the variables that influence the airport processes, concluding that improvement procedures can be applied and some process time can be optimize.

This objective leads us to carry out a study and understanding of the current airport processes, and the variables that influence the terminal building, and platform. We will obviate the optimization methods related to the airside capacity (runways/taxiways), and specifically the part corresponding to airspace, as well as the organization of aircraft arrivals and departures.
### Content

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<th>Section</th>
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Self study: 1h |
| **PASSENGERS. VARIABLES AND SCENARIOS** | 4h | Theory classes: 2h  
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| **BAGGAGE HANDLING SYSTEMS, IATA RESOLUTION 753** | 4h | Theory classes: 2h  
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| **AIRPLANE (RAMP OPERATION). STANDS ORGANIZATION** | 4h | Theory classes: 2h  
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| **HANDLING / EQUIPMENT / AIRPLANE TURNAROUND** | 4h | Theory classes: 2h  
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<td>LOGISTICS</td>
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<td>Key Points to Improve, Main Conclusions</td>
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Learning time: 4h
Theory classes: 2h
Self study: 2h

Learning time: 4h
Theory classes: 2h
Self study: 2h

Learning time: 4h
Theory classes: 2h
Self study: 2h

Learning time: 4h
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Learning time: 4h
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Learning time: 4h
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Learning time: 4h
Theory classes: 2h
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Learning time: 4h
Theory classes: 2h
Self study: 2h
PROPOSAL OF THEORETICAL IMPROVEMENTS, AND PRACTICAL APPLICATION (AIRPORT VISIT). CUSTOMER EXPERIENCE

**Description:**
content english

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STUDENTS KEYNOTE

**Description:**
By groups participants will have chosen a process, or part of it, and will present the state of art and future proposals for its improvement

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Qualification system

The qualification will consist on a final presentation that the students will do about all the work done continuously during the course. In groups they would have chosen a process, or a part of itself, and will expose the state of art process, and future purposes for its improvement.

Bibliography