

## Professional Certificate Course

**Course Name** Design and implement Key Performance Indicators for Airports

**Delivery** *Virtual Class / Online* 4 days (3 hours per day)  
*Onsite / Classroom* 4 days (8 hours per day)

### About the Course

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 completion of this course, participants will be able to:

- Gain an in-depth understanding of the contents of ICAO Annex 14
- 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 Rates (Euro)

Virtual Class / Online			Onsite / Classroom		
ACI Africa Member	ACI Member	Non-Member	ACI Africa Member	ACI Member	Non-Member
500	750	1000	1000	1500	2000

For more information or clarification, please contact ACI Africa at [aci-africa@aci-africa.aero](mailto:aci-africa@aci-africa.aero)