

A large commercial airplane is parked on a tarmac. Ground crew members are visible around the aircraft, some standing and others on a mobile staircases. The scene is set during the day with a clear sky. The image is overlaid with a semi-transparent dark blue filter and orange decorative bars in the corners.

# GROUND HANDLING

PRESENTATION BY GROUP 04



**let's get started**






# **about ground handling**



Ground handling services include all the services an aircraft needs during the period it remains on the ground. Some airlines receive these services from a ground handling services company while others prefer to use their own equipment. Ground handling services in five different operational areas: ramp services; passenger services; cargo and mail services; load control, communication and flight operations services; representation and supervision services.





# mission

A variety of such services are provided, including:

- Check-in
- Boarding
- Ramp handling
- Maintenance
- Cleaning
- Catering
- Fueling

Coordination and security are two crucial elements to dispatch an aircraft on time during a scheduled stopover.



# Chief Operating Officer

## RESPONSIBILITIES

- Optimizing limited resources to create maximum value for stakeholders.
- Create a bridge between all employees and company goals.
- Optimize planning by taking into account customers, employees and requirements
- Maintain, monitor and motivate staff.
- Measure and evaluates performances.

# Chief Operating Officer

## EXPECTATIONS

Improve the quality of service by reducing the required time to clean the aircraft. Willing to improve the number of people and wages, but only at a managerial scale.

Emphasize the competitive approach of the task.





# CEO

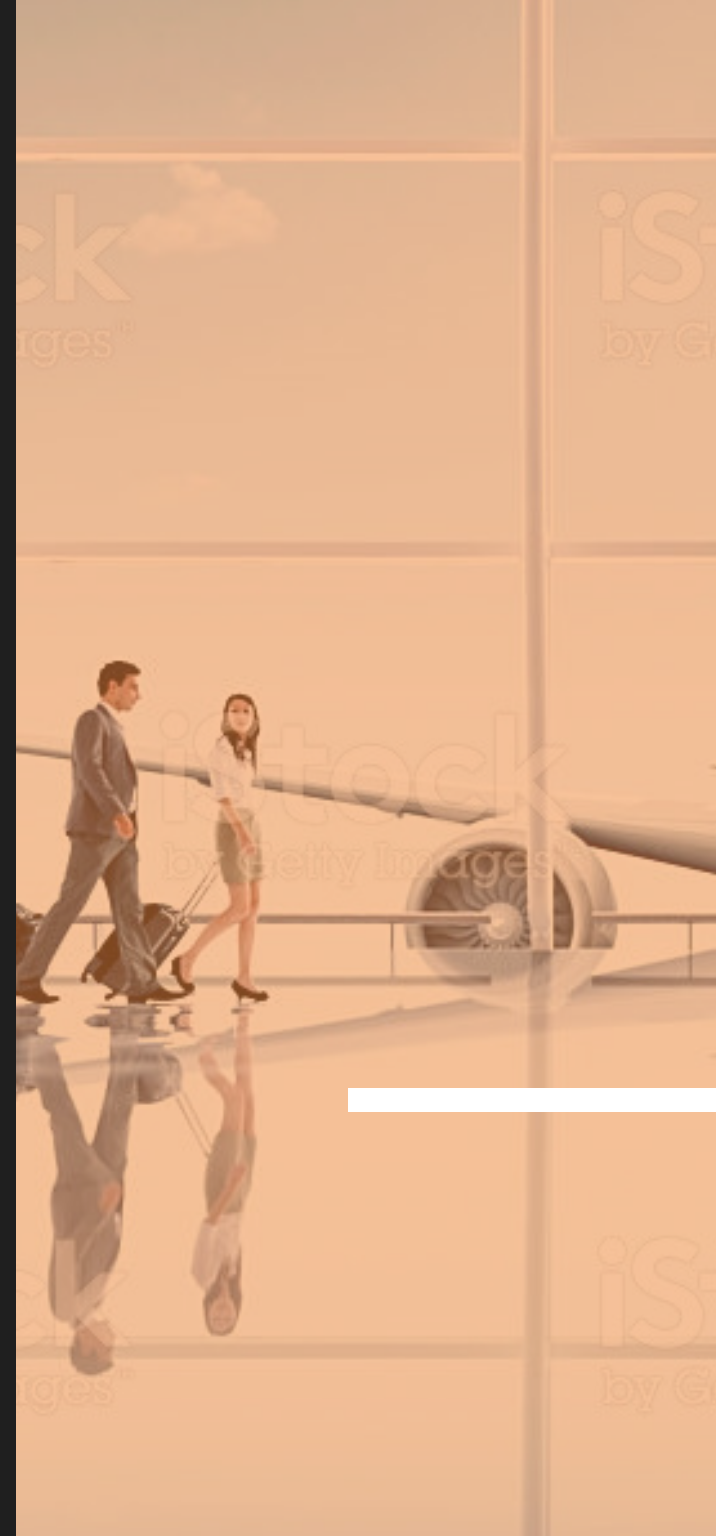
## ROLE & RESPONSIBILITY

Communicating, on behalf of the company,  
with shareholders, government and the  
public

Creating and implementing the company's  
short- and long-term strategy

Evaluating the work of other executive  
leaders including directors

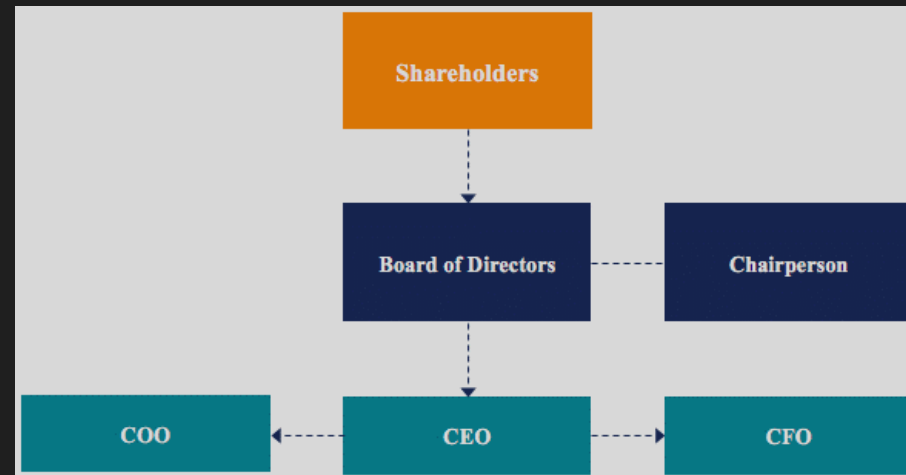
Setting strategic goals and making sure it is  
measurable or describable.



## THE RESPECTIVE EXPECTATIONS AT THE BEGINNING

Coordinate with HR and staff union to get a feasible solution for cutting the turn time. Based on the collected information, decide which is the critical factor: Personnel, Equipment or Methodology. Getting the resources from Rising Sun Airlines COO to fix the problem. Resolve the contradiction between the staff and employer, airport and airline, ease the atmosphere.

## CEO





# Human Resource

## Duties and Responsibilities

Perform a long-range planning for inventory, human resources, capacity, and visiting planning.

- Wage Policies
- Resource Management
- Execute Billings

Conduct short term planning to prepare visit packages and ensure manpower, parts, hangar capacity, facilities available, and tools/equipment will be available.

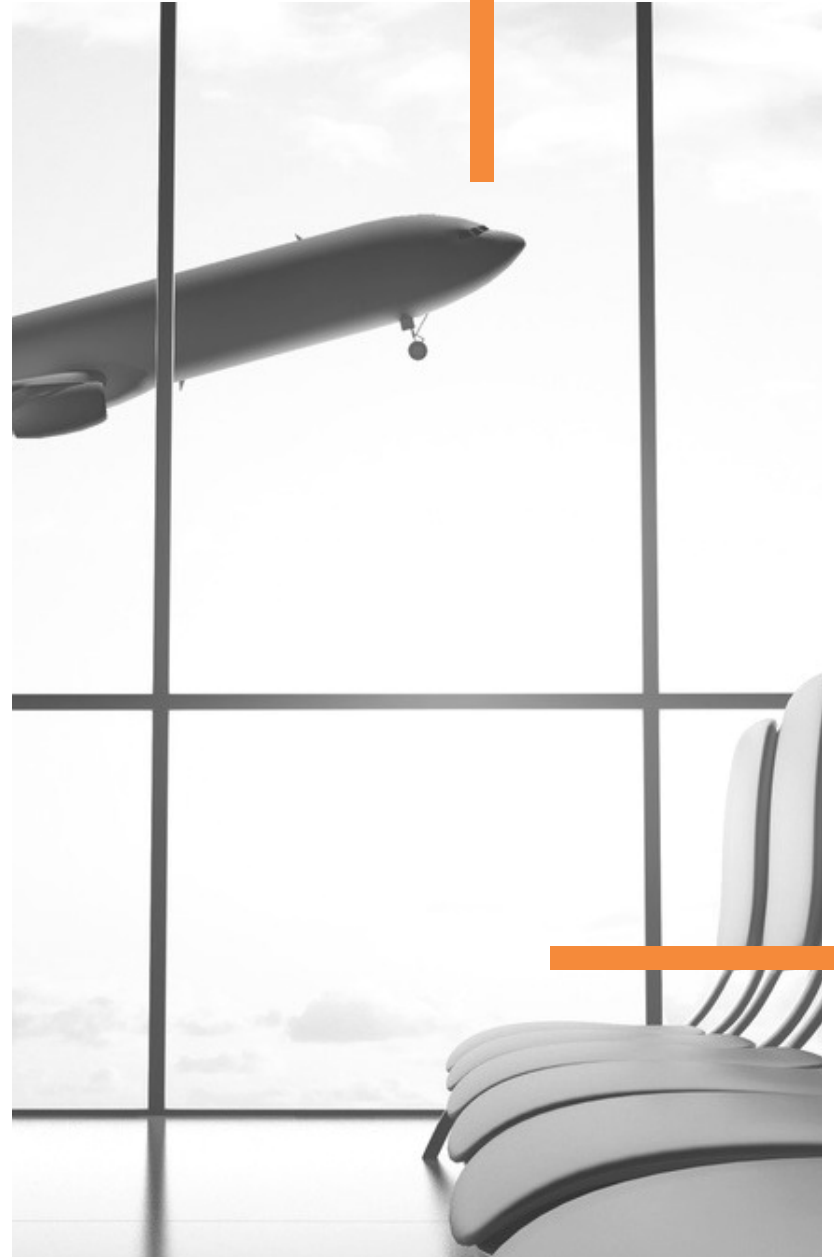
- Effective Hiring of Personnel
- Increment and Promotion of Nubuos with reduction in Lady stop-watches



# Human Resource

## Duties and Responsibilities

- Establish Capability for non-routine work.
- Create Efficiently Sequenced Work Orders.
- Provide Detailed Resource Planning and Capacity Constraint Management Information.



# Staff

## Roles and Responsibilities

State that the ground service is very busy and some of the workers is not experienced enough to punctually finish the work;  
State the real situation and the burden of every workers.

## Respective Expectations of Ground Staff Representative

Because the burden for each worker is very heavy, the representative want more workers to join, or it is also be useful if company invest the training to increase working efficiency.

Increase the worker salary so as to increase attract new workers and keep experienced workers.

Representatives want more bonus from both airport and airlines so as to get more inspires.



**T H A N K S !**