



**LACAC/ KOREA COURSE
“CUSTOMER SATISFACTION QUALITY
MANAGEMENT”**



(Bogotá, Colombia, 23-27 July 2018)

1. PURPOSE

This course is to learn how to gather the information from the airport customers in/out of the airport, analyze customer-related data obtained from them, thereby strengthening CS quality management ability, familiarizing the airport staff with the cornerstones of creating and sustaining organizational effectiveness, and also with: what an airport needs to do to remain competitive in a global CS trends? How to improve processes and integrate functions so that they provide customer satisfaction through the best use of the resources available? How to create an internal environment that enables everyone to perform to the best of their ability at the front, how to monitor the field of M.O.T (Moment Of Truth) and improve the service effectively for customer satisfaction and so on.

2. AGENDA

- What is the definition of the customer satisfaction
- Define the Customer both Internal and External
- Understanding M.O.T and polished manner of handling customers
- Learn the Tool of Customer Satisfaction Index and Service Quality Index
- How to Collect and Handle the Valuable Voice of Customer
- Find out the Service Improvement Issue and Develop the Issue effectively
- Management of Human Service and Glance Training Programmes regarding CS management.

4. PARTICIPATION REQUIREMENTS

- At least 3 years of work experience in civil aviation in participating countries.
- Good health and be able to participate in the English language.

ATTACHMENT 1



LACAC/ KOREA COURSE
“AIRPORT POLICY AND AIRPORT
CONSTRUCTION FOR EXECUTIVES”



(Bogotá, Colombia, 23-27 July 2018)

TENTATIVE WORK PROGRAM

Monday, July 23, 2018

0800- 0900	Registration of participants
0900- 0915	Inauguration of the Seminar
0915- 0930	Interval to dismiss Authorities
0930- 1045	Work session
1045- 1100	Coffee break
1100- 1230	Work session
1230- 1300	Coffee break
1300- 1430	Work session

Tuesday, July 24, 2018

0900- 1030	Work session
1030- 1045	Coffee break
1045- 1230	Work session
1230- 1300	Coffee break
1300- 1430	Work session

Wednesday, July 25, 2018

0900- 1030	Work session
1030- 1045	Coffee break
1045- 1230	Working session
1230- 1300	Coffee break
1300- 1430	Work session

Thursday, July 26, 2018

0900- 1030	Work session
1030- 1045	Coffee break
1045- 1230	Work session
1230- 1300	Coffee break
1300- 1430	Work session

Friday, July 27, 2018

0900- 1030	Work session
1030- 1045	Coffee break
1045- 1230	Working session
1230- 1300	Coffee break
1300- 1430	Delivery of certificates and closing.