IATA GROUND HANDLING SOLUTIONS
CONSULTING • TRAINING • PUBLICATIONS

With almost 70 years in the business, nobody understands ground handling better than we do.
IATA Consulting
Smart solutions, expert advice

Baggage Services
Baggage mishandling remains a huge issue for the air transport industry, costing US$2.6 billion annually. IATA Baggage Services Consulting assesses your baggage operations, identifies issues and recommends custom solutions to improve your performance. IATA has helped over 200 airports and 80 airlines successfully upgrade their baggage services. How can we help you?
Contact baggageservices@iata.org to find out.

Ground Handling Safety
US$4 billion a year. That’s how much it is estimated our aviation industry could save by improving safety and reducing damage to aircraft and ground vehicles. IATA Consulting can help you get your share of these potential savings by improving your safety standards without compromising levels of service.
Contact schaeffer@iata.org to get started!

Ground Handling Productivity
Ground handling is fundamental to safe, secure and reliable aviation operations. Even though third-party handling has become the norm in recent years, ground handling still requires close attention by airline and airport management. IATA Consulting has extensive experience promoting smooth and safe ground operations. Let us show you how to make your passenger, cargo and ramp operations as efficient as possible.
Contact schaeffer@iata.org to find out more!

IATA Training
Smart solutions, professional training

The IATA Training & Development Institute has an unparalleled track-record in helping thousands of ground handling professionals stay at the top of their game. We offer the industry’s most dynamic and innovative training solutions for every aspect of ground operations, including on-time performance, team management and business relations.
Airport ramp operations are very complex. Precision delivery and safety rely on how well ground handlers are trained. Taught by industry experts, our courses focus on best practices.
Featured courses include:
• Ramp Services
• Airside Safety
• Emergency Response
• Passenger Ground Services
• SGHA & SLA and B2B relations
• Station Management
Learn more at: www.iata.org/groundops

www.iata.org
IATA Publications
Smart solutions, trusted source

IATA is your trusted source for ground handling information and regulations. We have a strong repository of reference products covering every aspect of ground operations, like the IATA Airport Handling Manual, IATA Ground Operations Manual and IATA Baggage Book. Standardized procedures are a powerful tool to improve ramp safety and reduce costs.

Airport Handling Manual
We have you covered
The Airport Handling Manual (AHM) is your definitive source for the latest industry-approved standards covering all facets of safe and efficient airport operations. The AHM includes policies, standards, and safety guidelines for ground operations including cargo.
Learn more at: www.iata.org/ahm

IATA Ground Operations Manual
Your go-to manual
The IATA Ground Operational Manual (IGOM) is the core instruction manual for all ground operations including cargo. It provides standard operating procedures for frontline personnel on the ramp. This hands-on manual is available bundled with the AHM.
Learn more at: www.iata.org/ahm

IATA Baggage Book
The A-Z of baggage processing
This online (wiki-based) publication provides good insight into key aspects of baggage operations. It identifies potential issues and suggests ways to overcome them. The IATA Baggage Book, a great tool to reduce the high cost of mishandled baggage, is available by annual subscription.
For more information, please visit: www.iata.org/baggage-book
Other baggage-related publications include:
• Baggage Identification Charts and Posters
• Baggage Services Manual
• Marshalling Signals – Quick Reference Guide and Posters
For more information, visit: www.iata.org/publications

IATA Integrated Solution for Ground Operations
Smart solutions, dynamic intelligence
IATA has combined four essential services for ground operations into one fully-integrated solution. IATA Safety Audit for Ground Operations and Ground Damage Database combined with IATA Airport Handling Manual and IATA Ground Operations Manual offers a unique solution on how to effectively manage risks in ground operations.
This results to:
• Simpler procedures and faster turnaround times
• Reduced training time
• More effective oversight and risk management
• Fewer audits
• Less ground damage

IATA Safety Audit for Ground Operations
Fewer audits, better safety
The IATA Safety Audit for Ground Operations (ISAGO) aims to improve safety and cut costs by drastically reducing ground accidents while, at the same time, cutting the number of audits by implementing a common set of norms. ISAGO is modelled on the successful IATA Operational Safety Audit (IOSA) program. ISAGO is an audit system conducted in a standardized and consistent manner, using internationally recognized quality auditing principles.
Learn more at: www.iata.org/isago

Ground Damage Database
Uniform reporting, reliable results
Until recently, there has been a wide range of reporting practices for ground damage incidents. The IATA Ground Damage Database (GDDB) standardizes data submission so you can better identify trends and their contributing factors. Use this reliable information to confidently launch performance improvement initiatives and track progress against global benchmarks.
Learn more at: www.iata.org/gdddb

For more information about the IATA Integrated Solution for Ground Operations, contact ighc@iata.org or visit www.iata.org/ground-handling

With the combined know-how and experience of our Consulting, Training and Publications units, we’ll find the answers you’re looking for.