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COURSE BROCHURE

Turnaround Coordination and On-Time Performance Training Course

27 September – 1 October 2027
Milan

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Registered in the United Kingdom and Saudi Arabia

Turnaround Coordination and On-Time Performance Training Course

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Turnaround Coordination and On-Time Performance is a 1-week training course for turnaround coordinators, ramp supervisors, station managers and ground handling leads, built around a station turnaround and punctuality plan that sets the critical path, handover times and delay ownership for each aircraft type. Short ground times and crowded aprons leave little slack between arrival and pushback. Jupiter Prime Training designed this Turnaround Coordination and On-Time Performance course for those who own ramp minutes.

Why Turnaround Coordination and On-Time Performance Matter Now

Airlines schedule tighter ground times to squeeze more sectors from each aircraft, while handlers juggle staff shortages and shared equipment across several carriers. Passengers judge an airline by whether it leaves on time, and every late pushback ripples through crew duty limits, connections and later rotations. Stations that run a choreographed turnaround and code delays honestly protect punctuality and avoid penalty clauses; those that do not argue over blame while delays repeat. The course draws on the IATA Airport Handling Manual AHM, including its standard delay codes AHM 730 and service level agreement template AHM 803.

Who Gains Most from Turnaround Coordination and On-Time Performance

- Coordinators who sequence ground tasks and call readiness for each departure
- Ramp supervisors who allocate loaders, equipment and pushback crews
- Station staff who agree service levels with handlers, caterers and fuel suppliers
- Passenger service leads who control check-in close-out and boarding
- Performance staff who code delays and report punctuality

A station where the airline representative, the handling lead and the ramp supervisor attend together gains most, since all three then share one turnaround chart.

Turnaround Coordination and On-Time Performance Capabilities

Each outcome replaces last-minute firefighting on the apron with a planned sequence of tasks whose timing everyone at the aircraft can see.

- Map the turnaround for each aircraft type with its critical path and float — station managers
- Specify start and finish times for fuelling, catering, cleaning, baggage and boarding — handling partners
- Apply standard delay codes consistently to every late departure — airline performance teams
- Analyse root causes of repeated delays using delay chains and reactionary effects — station reviews
- Design service level agreements with measurable turnaround standards — handler contract owners

- Calculate on-time performance, turnaround adherence and reactionary delay share — operations management

Key Turnaround Coordination and On-Time Performance Terms

- Turnaround — the ground process between an aircraft's arrival on stand and its next departure, including all servicing and passenger tasks.
- Critical path — the sequence of turnaround tasks that sets the shortest possible ground time; a delay on it delays departure.
- Minimum ground time — the shortest turnaround an airline plans for an aircraft type at a station.
- On-time performance OTP — the share of flights departing or arriving within an agreed number of minutes of schedule.
- Delay code — a standard two-digit code recording the main cause of a departure delay.
- Reactionary delay — delay caused by the late arrival of the same aircraft, crew or passengers from an earlier flight.

Turnaround Coordination and On-Time Performance Day by Day

Day 1: The Turnaround and Its Stakeholders

- Airline, Handler and Airport Roles — Who Owns Each Turnaround Minute
- Ground Time Planning — Minimum Ground Times by Aircraft Type
- Stand and Equipment Allocation — Contact Versus Remote Stands
- Turnaround Safety Basics — Ramp Hazards and Aircraft Protection
- Station Punctuality Baseline — Current Delays and Repeat Flights

Day 2: Mapping the Critical Path

- Turnaround Process Mapping — Gantt Charts by Aircraft Type
- Critical Path and Float — Which Tasks Drive Departure
- Fuelling, Catering and Cleaning Timing — Parallel Task Constraints
- Baggage and Cargo Loading Sequence — Load Plan and Hold Readiness
- Boarding Strategy — Gate Close-Out and Passenger Flow Choices

Day 3: Running the Turnaround in Real Time

- Turnaround Coordinator Checklist — Readiness Calls and Escalation Points
- Pushback and Departure Readiness — Final Paperwork and Load Sheet Timing
- Milestone Time Sharing — Off-Block Targets with Airport Partners
- Short-Turn Recovery Tactics — Recovering Minutes After a Late Arrival
- Communication on the Ramp — Radio, Messaging and Handover Discipline

Day 4: Measuring Punctuality and Finding Causes

- IATA AHM 730 Delay Codes — Consistent Coding and Disputes
- On-Time Performance Measures — Departure, Arrival and Turnaround Adherence
- Reactionary Delay Analysis — Following Delay Chains Through the Day
- Root Cause Analysis — Five Whys and Fishbone for Repeat Delays
- IATA AHM 803 Service Level Agreements — Turnaround Standards and Penalties

Day 5: Practising the Station Turnaround and Punctuality Plan

- Turnaround Chart Exercise — Applying Critical Path to a Narrow-Body Rotation
- Delay Coding Case — Applying Codes to a Disrupted Departure Bank
- Root Cause Review — Applying Analysis to a Repeat Late Flight
- Punctuality Dashboard — OTP, Adherence and Reactionary Share
- Station Turnaround and Punctuality Plan — Charts, Standards and Owners

Applying Turnaround Coordination and On-Time Performance After the Course

- Observe five turnarounds of one aircraft type and redraw its critical path with actual task times.
- Recode a month of departure delays with the station's partners and agree the top three causes to address.

Turnaround Coordination and On-Time Performance Questions FAQ

What is turnaround coordination and on-time performance, and why does it matter now?

It is the planning and control of every ground task between arrival and departure so flights leave on schedule. It matters now because tighter ground times, stretched handling staff and passenger expectations make each lost minute costly.

Which roles gain most from turnaround coordination and on-time performance training?

Turnaround coordinators, ramp supervisors, station managers, passenger service leads and punctuality analysts gain most. They sequence ground tasks, manage handling partners and explain to their airline why each flight left late.

How does turnaround coordination and on-time performance training differ from load control training?

Load control training focuses on weight, balance and load sheet accuracy. Turnaround coordination and on-time performance training covers the whole ground process: task sequencing, critical path, delay coding, root causes and service levels with partners.

What do you bring back from turnaround coordination and on-time performance training?

You bring back a station turnaround and punctuality plan with turnaround charts by aircraft type, readiness checkpoints, delay coding rules, root cause findings and service level standards for each partner.

Turnaround Coordination and On-Time Performance: The Way Forward

The station turnaround and punctuality plan first informs which task on the critical path needs more staff or equipment. Coordinators and ramp supervisors run it each day, and station managers use its measures with handlers. After the next schedule change, minimum ground times and boarding strategy deserve a fresh look to confirm they still fit the rotations.