



Turnaround Coordinator Training Course – Airport Customized Edition



Course Objective

To develop skilled **Turnaround Coordinators (TACOs)** who can **plan, coordinate, and monitor aircraft turnaround activities** to ensure safety, efficiency, compliance, and on-time performance across all ground handling operations.



DAY 1 – Introduction to Aircraft Turnarounds

Understanding Airport Operations and the TACO Role

- What is an aircraft turnaround and why it matters
 - Key phases of a turnaround operation (arrival to departure)
 - Impact of effective turnarounds on **on-time performance (OTP)** and **customer satisfaction**
 - Turnaround as a mini project: Scope, timing, and coordination
 - Overview of **airport-specific stakeholders**: Ground handlers, airline crew, ATC, fueling, catering, cleaning, baggage, etc.
 - Risk management in the airport environment
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DAY 2 – Pre-Planning and Stakeholder Preparation

Ensuring Readiness Before the Aircraft Lands

- Role of TACO in **coordinating with stakeholders** (security, customs, immigration, maintenance, etc.)
- Defining roles and responsibilities of turnaround stakeholders

- Identifying critical and non-critical turnaround tasks
 - Work scope planning: Pre-assigned, real-time requests (e.g., cleaning, refueling, catering, crew change)
 - Building a **risk-based checklist** for predictable and unexpected situations
 - Communication planning with control towers, gate agents, and support teams
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DAY 3 – Planning for Safety, Quality, and Speed

Orchestrating a Safe and On-Time Turnaround

- 5Ms applied to airside operations: Manpower, Machines (GSE), Methods, Materials, and Measurement
 - Site inspections and pre-arrival readiness surveys
 - Ground time estimation and gate optimization
 - Safety protocols for apron operations
 - Contingency planning for **delay scenarios**, weather, or technical issues
 - Using turnaround planning libraries/templates and creating a timeline
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DAY 4 – Scheduling and Resource Coordination

Putting the Plan into Motion

- Scheduling tasks within limited ground time (30-90 minutes)
- Coordinating multiple teams without overlap or delays
- Budgeting considerations: Ground service efficiency and cost-control

- Contractor and third-party team coordination (fueling, cleaning, catering, cargo)
 - Tools and software for turnaround scheduling (e.g., A-CDM, Airport Ops systems)
 - Case studies of successful turnarounds under pressure
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DAY 5 – Real-Time Execution and Continuous Improvement

Commanding the Apron Like a Pro

- Managing execution in real time – checklists, role assignments
 - Monitoring task completion with time stamps and turnaround KPIs
 - Incident handling: Safety breaches, delays, missed SLAs
 - Post-turnaround reviews and performance analysis
 - Lessons learned and continuous improvement
 - Final simulation/role play: **"Turnaround in 45 minutes" – Coordinator challenge**
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Training Methodology

- Instructor-led sessions
 - Real-life airport case studies
 - Simulation exercises and role plays
 - Hands-on use of turnaround checklists and coordination tools
 - Group activities and scenario-based discussions
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Who Should Attend

- Turnaround Coordinators
- Ground Handling Supervisors
- Operations Control Center (OCC) Staff
- Ramp Supervisors
- Airline Duty Officers
- Maintenance Planners