

## AVIATION MANAGEMENT MODULE *Qualification as Aviation Manager (SHB)*

„Geschätzt habe ich den hohen Praxisbezug, so dass die vermittelten Konzepte und Techniken auch in der eigenen Organisation umgesetzt werden können. Durch den strukturierten und aufbauenden Kursablauf erhielt ich wertvolle Erkenntnisse zu Aviation Management Systemen, Methoden und Regulationen.“

*Daniel Ritter, SR Technics Switzerland*



„Ich bin von den praxisnahen Präsentationen des Seminars beeindruckt und habe sehr von der exzellenten Darstellung der Themenbereiche Risikomanagement und Compliance und ihrer Einordnung in den Gesamtrahmen „Leadership“ profitiert.“

*Bernhard Drüner, QualiSafe GmbH*

„Sehr kompetente Referenten mit viel Erfahrung und aktuellem Fachwissen. Das Networking mit den Kursteilnehmern ist ein weiterer Pluspunkt, der das Aviation Management Module zu einer sehr wertvollen beruflichen und akademischen Weiterbildung macht.“

*René Puls, IBM*

## **AVIATION MANAGEMENT MODULE** *Qualification as Aviation Manager (SHB)*

**September 7<sup>th</sup>- 11<sup>th</sup>, 2015**

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## 1 Point of departure

The aerospace industry is dependent on the big customers such as Airbus and Boeing. The aerospace supply chain is represented over several tiers. Over these different tier suppliers profits are shared and especially from tier 3 and back cost pressure is very high.

But the aerospace industry is not only a challenging one from the market and cost perspective over all the tiers, but it is also a strongly regulated industry. Barriers to enter this industry are high, because of certifications which are demanded by the regulator for all technologies, products and components that are supplied to the aerospace industry. With this come complex and costly certification processes, risk management processes, quality management processes, etc. To handle these processes managers need to have outstanding project management skills to efficiently handle these complex processes.

This module will focus exactly on these challenges and include the following courses:

- Aviation Governance
- Certification Management
- International/ EASA Regulation
- Leadership and Human Resource Management
- Project Management
- Quality Management
- Risk Management

The topics will be handled in the courses by lectures, case study work and workshops, to ensure practical application next to theoretical understanding.

The course program was developed as a part of the TransNetAero Interreg project by the Center for Aviation Competence at the University of St. Gallen in collaboration with the German Aerospace Academy of the Steinbeis University.

## 2 Module schedule

### September 7<sup>th</sup>, 2015: Project Management, Leadership/ HRM

| Time          | Topic and content                                      | Lecturer         |
|---------------|--|------------------|
| 8.15 – 8.30   | Welcome and administration                             | Andreas Wittmer  |
| 8.30 – 10.00  | Project management in aerospace                        | Michel Guillaume |
| 10.00 – 10.30 | Coffee break   |                  |
| 10.30 – 12.00 | How to set up an efficient project management process  | Michel Guillaume |
| 12.00 – 13.00 | Lunch break  |                  |
| 13.00 – 14.30 | Leadership and Human Resources                         | Andreas Wittmer  |
| 14.30 – 15.00 | Coffee break   |                  |
| 15.00 – 16.30 | Leadership and Human Resources                         | Andreas Wittmer  |
| 16.30 – 17.00 | Organization of transfer work and exam                 | Andreas Wittmer  |
| 18.30         | Networking Dinner (costs included in registration fee) |                  |

### September 8<sup>th</sup>, 2015: Regulation

| Time          | Topic and content                     | Lecturer    |
|---------------|---------------------------------------|-------------|
| 8.30 – 10.00  | International Regulation: An overview | Joel Hencks |
| 10.00 – 10.30 | Coffee break                          |             |
| 10.30 – 12.00 | International Regulation: An overview | Joel Hencks |
| 12.00 – 13.00 | Lunch break                           |             |
| 13.00 – 14.30 | EASA Regulation specifically          | Joel Hencks |
| 14.30 – 15.00 | Coffee break                          |             |
| 15.00 – 16.30 | EASA Regulation specifically          | Joel Hencks |
| 16.30 – 17.00 | Open questions and discussion         | Joel Hencks |

### September 9<sup>th</sup>, 2015: Quality Management

| Time          | Topic and content                                  | Lecturer        |
|---------------|--|-----------------|
| 8.30 – 10.00  | Quality management: Introduction and overview      | Andreas Wittmer |
| 10.00 – 10.30 | Coffee break                                       |                 |
| 10.30 – 12.00 | Quality management frameworks TQM, EFQM, ISO, etc. | Andreas Wittmer |
| 12.00 – 13.00 | Lunch break  |                 |
| 13.00 – 14.30 | Quality management process implementation          | Joel Hencks     |
| 14.30 – 15.00 | Coffee break                                       |                 |
| 15.00 – 16.30 | Quality management process implementation          | Joel Hencks     |
| 16.30 – 17.00 | Open questions and discussion                      | Joel Hencks     |

### September 10<sup>th</sup>, 2015: Aviation Governance and Risk Management

| Time          | Topic and content                                      | Lecturer      |
|---------------|--|---------------|
| 8.30 – 10.00  | Basics and overview of aviation governance             | Roland Müller |
| 10.00 – 10.30 | Coffee break   |               |
| 10.30 – 12.00 | Implementation and optimization of aviation governance | Roland Müller |
| 12.00 – 13.00 | Lunch break  |               |
| 13.00 – 14.30 | Basics and overview of risk management                 | Roland Müller |
| 14.30 – 15.00 | Coffee break   |               |
| 15.00 – 16.30 | Implementation and optimization of risk management     | Roland Müller |
| 16.30 – 17.00 | Open questions and discussion                          | Roland Müller |

### September 11<sup>th</sup>, 2015: Aviation Management Systems and Certification

| Time          | Topic and content  | Lecturer    |
|---------------|--|-------------|
| 8.30 – 10.00  | Aviation Management Systems according EASA (Safety Management & Compliance Monitoring) | Joel Hencks |
| 10.00 – 10.30 | Coffee break   |             |
| 10.30 – 12.00 | Aviation Management Systems according EASA (Safety Management & Compliance Monitoring) | Joel Hencks |
| 12.00 – 13.00 | Lunch break  |             |
| 13.00 – 14.30 | Certification process  | Joel Hencks |
| 14.30 – 15.00 | Coffee break   |             |
| 15.00 – 16.30 | Certification process  | Joel Hencks |
| 16.30 – 17.00 | Open questions and discussion  | Joel Hencks |

### 3 Assessment

The Assessment is necessary for receiving the certificate from the Steinbeis University and to be awarded the title “Aviation Manager”.

Transfer paper (70 % of total mark):

- 15 page paper about any topic related to the course, in groups of 2 - 4 participants

Exam: (30 % of total mark):

- One hour exam on Saturday after the teaching week.

### 4 Location and costs

#### Costs:

Participation fee for Aviation Management Module **including the certificate and to be awarded the title “Aviation Manager” from Steinbeis University**, credits for Master Diploma and certificate of participation from CFAC-HSG

- **Regular participants** CHF 5'500.-
- **Supporter CFAC-HSG** CHF 4'950.-

**Location:** Radisson Blu Hotel, St.Gallen

#### Public transport to the hotel

Take the train toward St. Gallen, and exit at the St. Gallen main station. Transfer to bus No. 3 toward Heiligkreuz (about a five-minute ride). Exit at the Schützengarten stop. The hotel is located just a few steps away.

#### Directions to the hotel from Zurich Airport

The hotel is located 80 kilometers, or about a 50-minute drive, from the Zürich Airport. From the airport, take highway A1 to Winterthur/St. Gallen. Drive 75 kilometers. Then take the St. Gallen-St. Fiden exit. At the first crossroad, turn left and after 1,000 meters (at the next crossroad), turn left again. After 300 meters, the hotel is on the right.

## 5 Lecturers

**Prof. Dr. iur. Roland Müller**, Lawyer, Flight Instructor, Professor for Privat- und Commercial Law as well as Air Law at the University of St. Gallen.

Professional experience:

- University of St. Gallen Center for Aviation Competence: President (since 6 years)
- University of Bern: Lecturer for Labour Law (since 4 years)
- University of St. Gallen: Lecturer for Privat Law, Commercial Law and Air Law (since 13 years)
- ME Advocat Lawyers: Chairman of the Board, Lawyer and Notary Public (since 20 years)
- Swiss Air Ambulance: Member of the Board of Foundation (since 7 years)
- Aero Club Switzerland: Chairman of the Board (6 years)
- Business Airport St.Gallen-Altenrhein: Chairman of the Board of Directors (6 years)
- SR Technics Group: Member of the Board of Directors and Chairman Risk Management Committee (6 years)
- Federal Aviation Commission: Member of the Commission (9 years)
- District Court Gossau/Switzerland: Extraordinary clerk (1 year)

More information about Roland Müller:

[https://www.alexandria.unisg.ch/Personen/Person/M/Roland\\_Mueller](https://www.alexandria.unisg.ch/Personen/Person/M/Roland_Mueller)

**Dr. Andreas Wittmer**, Managing Director of the Center for Aviation Competence at the University of St. Gallen, Senior Lecturer at the University of St. Gallen, the Module University Vienna, University of Applied Sciences in Chur and Zurich University of Applied Sciences in Winterthur.

Professional experience:

- University of St. Gallen  
Center for Aviation Competence, Managing Director,
- University of St. Gallen  
Institute for Systemic Management and Public Governance, Vice Director
- University of St. Gallen  
Institute for Public Services and Tourism, Project Director  
Lecturer: Marketing Tutorials
- University of St. Gallen  
Institute for Public Services and Tourism, Research Associate (part time during 3 years)
- Lindberg International AS (DK)  
Country Manager Benelux and Switzerland (work on new branch in Brussels and Switzerland during 2 years)
- Lindberg International Aarhus (DK)  
Market Research Consultant (part time while student in Aarhus during 3 years)
- Aarhus School of Business (DK)  
Department of Economics, Research Associate (Research and Analysis) (1 year)
- Ludwig & Partner AG Internship as Marketing Researcher (3,5 month)
- Credit Suisse First Boston, Zurich  
2 years Investment Bookkeeping then 2 years on recall during my studies



More information about Andreas Wittmer:

[https://www.alexandria.unisg.ch/Personen/Person/W/Andreas\\_Wittmer](https://www.alexandria.unisg.ch/Personen/Person/W/Andreas_Wittmer)

**Joel Hencks**, Managing Director, AeroEx GmbH, official Partner of the Center for Aviation Competence at the University of St. Gallen.

Professional experience:

- 2006 European Aviation Safety Agency „EASA“- Expert in the field of Aviation Law for Flight Operation
- 2004 Accredited Auditor for Aviation Companies
- 2003 Referent for „Aviation Safety Management Systems“ and Air Law (Accredited by the „International Business Aviation Council“)
- 2001 Managing Director of Consulting companies in aviation with a focus on certification of aviation companies as well as management systems
- 1999 Captain of several plane types with different companies

More information about AeroEx: <http://www.aeroex.eu/>

**Dr. Michel Guillaume**, Head of Center Aviation, Zurich University of Applied Sciences

Professional experience:

- Swiss F/A-18 Full Scale Fatigue Test Project Manager at RUAG Aerospace (1999-2004)
- General Manager of Aerodynamics Center at RUAG Aerospace (2004 – 2012); involved in various Aerospace Projects with Airbus, Boeing, Dassault, SAAB, Turkish Aerospace Industry (TAI)
- Head Center for Aviation at Zurich University of Applied Sciences (since 2012)
- National Delegate of the International Committee on Aeronautical Fatigue and Structural Integrity: ICAF (since 1999)
- Lecturer in Fatigue and Damage Tolerance at Federal Institute of Technology Zurich (ETH) since 2005
- Presentations at International Conferences in Aerospace: AIAA, ASIP, CEAS, ICAF, ICAS, CompTest, International Fatigue Conference

More information about Michel Guillaume:

[http://www.zhaw.ch/fileadmin/php\\_includes/popup/person-detail.php?kurzz=guil](http://www.zhaw.ch/fileadmin/php_includes/popup/person-detail.php?kurzz=guil)

## 6 Certificate

The Center for Aviation Competence of the University of St. Gallen provides a certificate of participation for the individual Module. The Steinbeis University provides a certificate with ECTS-credits which can be used for the European Aerospace Master program and awards the title “Aviation Manager”.