

Tracking Introduction

Course description

Audience

This course addresses beginners not familiar with tracking concepts.

Prerequisites

None

Duration

1 day

Course goals

This course gives you an introduction to standard tracking concepts. After completing the course you will have a thorough understanding of:

- the workflow in a crew tracking department
- the choices of a crew tracker
- the complexity of the tracking problem
- different approaches to solving tracking problems.

Course topics

- Crew management process
- Work situation for a crew tracker:
 - responsibilities
 - conditions
 - typical work tasks
- Prioritization:
 - quality
 - stability
 - cost aspects
- Rules:
 - legal
 - union agreements
- Problem solving

All exercises are done using a generic flight data and rule set (Carmen Airlines).