

Event Details	
Event Type	Extension and Outreach programs
Topic	Industrial Visit to Sri Guru Ram Das Ji International Airport, Amritsar
Date	2024-11-26 to 2024-11-26
Mode	Offline
Organizer Name	Dr. Nayhel Sharma, Department of SCM & General Management
No. of Participants	53
SDG No	SDG 1: No Poverty, SDG 4: Quality Education, SDG 9: Industry, Innovation and Infrastructure, SDG 17: Partnership for the Goals

Objective:

- To bridge Academic Learning and Practical Exposure.
- To understand Airport Operations and Management.
- To learn About Key Aviation Concepts.
- To observe technology integration and teamwork.
- To emphasize time management and coordination.

Description:

On 26th November 2024, the students of BBA Aviation Management (2024 Batch) from Chitkara Business School, Chitkara University, Punjab, embarked on an insightful industrial visit to Sri Guru Ramdas Ji International Airport, Amritsar, organized by the SCM & General Management department. Guided by officials from the Airport Authority of India, the visit aimed to bridge the gap between academic learning and real-world aviation practices by providing the students with a comprehensive understanding of airport operations. The students witnessed the intricacies of various processes, including the arrival and departure of domestic and international flights, showcasing the coordination and efficiency required in managing passenger flow. They observed the customs and immigration procedures and learned about their critical role in ensuring compliance with legal and security protocols for international travellers. The concept of turnaround time (TAT) was explored as students observed how ground crews meticulously handle operations like passenger deboarding, cargo unloading, refuelling, cleaning, and preparing aircraft for subsequent departures to minimize delays and enhance efficiency. A significant highlight was witnessing the real-time aviation turbine fuel (ATF) refuelling process, where precision and adherence to safety measures were paramount. Additionally, students observed the towing of aircraft on the tarmac, emphasizing the importance of optimal space utilization and smooth ground movement. The visit also offered an opportunity to understand the baggage handling systems, from check-in to delivery, showcasing the integration of advanced technology, human intervention, and strict security protocols to ensure passenger convenience and safety. Observing check-in and boarding procedures further acquainted the students with customer service operations and their role in ensuring a seamless passenger experience. Throughout the visit, officials from the Airport Authority of India shared valuable insights, emphasizing the importance of teamwork, adherence to global aviation standards, and the dynamic nature of the aviation industry. This hands-on exposure allowed the students to connect theoretical knowledge with practical applications, gaining a deeper appreciation for the challenges and complexities of airport management. The experience reinforced key academic concepts, inspired the students to pursue excellence in their studies and future careers, and underscored the significance of time management, coordination, and adaptability in aviation operations. Feedback from students highlighted their gratitude for this enriching opportunity, with many acknowledging the clarity it provided regarding their future roles and aspirations within the aviation sector. The visit concluded with mutual appreciation, as airport officials commended the enthusiasm and curiosity displayed by the students, while the students expressed their sincere thanks to Chitkara Business School, the Airport Authority of India, and all organizers for facilitating such a meaningful and enlightening learning experience.

Outcomes:

- The Visit provided students with hands-on exposure to real-world airport operations and related them to academic concepts in aviation management.
- The students were familiarized with critical airport functions, such as flight arrivals and departures, customs, immigration, and ground handling operations.
- The students gained a practical understanding of how airlines manage TAT efficiently to minimize delays and enhance operational productivity.
- The students observed the end-to-end process of baggage management, including check-in, security screening, and delivery, and understood its integration with technology.



Students with Dr. Nayhel outside the Airport (26-11-2024)



Dr. Nayhel with Airport Manager along with students (26-11-2024)



Students in the Airport facility (26-11-2024)



Students at the Airport (26-11-2024)