

## **Quality management of service of ground handling service of aircraft in terms of international airport**

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**Research Methodology.** With the use of general scientific methods of analysis and synthesis, as well as monitoring and comparing, the features of the quality management system, operating at the enterprise, were studied. With the help of special methods of content analysis and survey by questionnaire the estimation of the level of quality of the basic services provided to passengers and airlines at the international airport was carried out. Using the method of formalization the evaluation of the level of satisfaction of representatives of airlines with the quality services for ground handling of aircrafts was carried out.

**Results.** The modern state and peculiarities of functioning of system of quality management. Carried out an overall assessment of the effectiveness of the quality management system. Obtained and summarized the results of a survey of passengers and determine the actual level of quality of basic services provided to passengers of the airport. Set the level of quality of service of land service of aircrafts with attraction of representatives of leading international airlines. The degree of satisfaction of these companies about the quality of these services.

**Novelty.** The method of evaluation of quality of service of ground servicing of aircraft and the level of satisfaction with these services by representatives of the leading airlines in the world was developed.

**The practical significance.** The conducted research allowed to carry out the independent and objective evaluation of the quality level of basic services provided to passengers of the airport and its corporate clients in handling the aircraft. The method of assessing the level of quality of airport services, recommended to be used as a component of the quality management system, was proposed.