

Instructor Biography



André Schunck

Course: Passenger Experience Management

André Schunck joined Munich Airport in 2002 working in different positions within the aviation department, including apron control and supervision of the baggage handling system. He also acted as an internal staff trainer.

From 2009 till 2017 he joined Munich Airport`s consulting team working as Senior Expert for baggage handling systems, hold baggage screening, ground handling and airside operations. He developed trial programmes and conducted trainings and workshops on various operational readiness projects e.g. in India, Brazil, Singapore and the middle-east. He also worked with IATA Baggage Working Group on different topics like RFID and RP 1745.

Since 2017 he is part of Munich Airport`s quality management team responsible for ISO 9001:2015 certification, quality Improvement measures and developing training material for passenger experience management courses.