

Course Description					
Name	Code	Semester	T+A Hour	Credit	ECTS
CRISIS and RISK MANAGEMENT in AVATION	HVY3215571	Spring Semester	3+0	3	5
Prerequisites Courses					
Recommended Elective Courses					
Language of Instruction	Turkish				
Course Level	First Cycle (Bachelor's Degree)				
Course Type	Elective				
Course Coordinator	Assist.Prof. Oğuz YILDIZ				
Name of Lecturer(s)	Assist.Prof. Oğuz YILDIZ				
Assistant(s)					
Aim	The course aims to provide theoretical explanations and evaluations of risk analysis and crisis management concepts related to accidents and emergencies in the aviation sector, where safety and security come first, as well as to analyze these concepts through real-life cases.				
Course Content	This course contains; Introduction to the course, a general overview of risk definition and management,SWOT and PESTEL: Analytical methods that businesses can use at the strategic level,Stages of risk management, the relationship between risk and crisis management,Change-oriented risk management in civil aviation operations: A case study on a Chinese air navigation service provider (article),Crisis Management and its relation to organization,Definition of crisis, characteristics and basic elements of crises,Concepts of failure, safety, security, and error. Failure Mode and Effects Analysis (FMEA), PDCA Cycle, Safety Management System,Dimensions of crisis management and stages of a crisis,Crisis management theories,Crisis management strategies,Crisis communication case: SQ-006 flight (article),Managing a crisis: A case study of UK airports: August 2006 terrorist threat (article),Risks in the atmosphere within the scope of civil aviation; crisis management from a European perspective (article),European airlines' strategic responses to the COVID-19 pandemic (article).				
Course Learning Outcomes			Teaching Methods	Assessment Methods	
1. Students will be able to explain the concepts of risk and risk analysis. 1.1. Students will be able to explain the steps of risk analysis. 1.2. Students will be able to establish a relationship between risk management and the aviation industry through case studies. 1.3. Students will be able to explain the relationship between risk analysis and crisis management.2. Students will be able to classify the characteristics and stages of a crisis. 2.1. Students will be able to establish a relationship between the characteristics of a crisis and the aviation industry. 2.2. Students will be able to establish a relationship between the stages of a crisis and the aviation industry.3. Students will be able to explain the 5M model (man, machine, mission, medium, and management). 3.1. Students will be able to perform risk analysis using the elements of the 5M model (man, machine, mission, medium, and management). 3.2. Students will be able to establish a relationship between the 5M model and the aviation industry.4. Students will be able to explain crisis management theories. 4.1. Students will be able to establish a relationship between crisis management theories and the aviation industry. 4.2. Students will be able to classify crisis management theories. 4.3. Students will be able to evaluate crisis management theories through industrial case studies.5. Students will be able to explain the strategies to be followed in the crisis management process. 5.1. Students will be able to establish a relationship between crisis management strategies and the aviation industry. 5.2. Students will be able to classify the strategies to be followed in the crisis management process. 5.3. Students will be able to evaluate crisis management strategies in aviation through case studies.				A, B, C	
Teaching Methods					
Assessment Methods			A: Traditional Written Exam, B: Short Answer Exam, C: Multiple-Choice Exam		
Lecture Schedule					
Sequence	Topics	Preliminary Preparation			
1	Introduction to the course, a general overview of risk definition and management	Reading			
2	SWOT and PESTEL: Analytical methods that businesses can use at the strategic level	Reading			
3	Stages of risk management, the relationship between risk and crisis management	Reading			
4	Change-oriented risk management in civil aviation operations: A case study on a Chinese air navigation service provider (article)	Reading			
5	Crisis Management and its relation to organization	Reading			
6	Definition of crisis, characteristics and basic elements of crises	Reading			
7	Concepts of failure, safety, security, and error. Failure Mode and Effects Analysis (FMEA), PDCA Cycle, Safety Management System	Reading			
8	Dimensions of crisis management and stages of a crisis	Reading			
9	Crisis management theories	Reading			
10	Crisis management strategies	Reading			
11	Crisis communication case: SQ-006 flight (article)	Reading			
12	Managing a crisis: A case study of UK airports: August 2006 terrorist threat (article)	Reading			
13	Risks in the atmosphere within the scope of civil aviation; crisis management from a European perspective (article)	Reading			
14	European airlines' strategic responses to the COVID-19 pandemic (article)	Reading			
Evaluation Methods		Weight(%)			
Midterm Exam		40			
General Exam		60			

Resources

1. İşletmelerde kriz yönetimi ve krizlerin işletmeler üzerine olası etkileri, Atatürk Üniversitesi İktisadi ve İdari Bilimler Dergisi, 2003, 17(2), 203-212.
2. Olay yönetimi, risk yönetimi ve kriz yönetimi: ilişkili noktalar üzerine bir çalışma, Yeni Düşünceler, 2007, 2, 185-205.
3. Henderson, Joan C. "Managing Crises: UK Civil Aviation, BAA Airports and the August 2006 Terrorist Threat." *Tourism and Hospitality Research* 8, no. 2 (2008): 125–36.
4. Yuan, L., Liang, M., & Xie, Y. Change-Oriented Risk Management in Civil Aviation Operation: A Case Study in China Air Navigation Service Provider. *Journal of Advanced Transportation*, 2020, 1-9.
5. Henderson, J. C. Communicating in a crisis: flight SQ 006. *Tourism Management*, 2003, 24(3), 279–287. doi:10.1016/s0261-5177(02)00070-5
6. Alexander, D. Volcanic ash in the atmosphere and risks for civil aviation: A study in European crisis management. *International Journal of Disaster Risk Science*, 2013, 4(1), 9–19. doi:10.1007/s13753-013-0003-0
7. Albers, S., & Rundshagen, V. (2020). European airlines' strategic responses to the COVID-19 pandemic (January-May, 2020). *Journal of Air Transport Management*, 87, 101863.