

AVIATION FESTIVAL

Asia

27-28 February 2019

Suntec Convention & Exhibition Centre, **Singapore**

AGENDA



27-28 February 2019 | Suntec Convention Centre, Singapore

ABOUT

From just 234 attendees when we launched in 2004 as the World Low Cost Airlines Congress Asia to just under 2,000 attendees at the 2018 edition, Aviation Festival Asia is now the must-attend event on the Asia-Pacific aviation calendar. With more airlines and airports represented than any other show in the region, Aviation Festival Asia is your gateway to the world's fastest-growing aviation market.

The festival banner now incorporates ten events, offering valuable insights for low-cost carriers, full service carriers, and airports from across Asia-Pacific and beyond:

- **World Low Cost Airlines Congress:** LCC business strategies and network expansion
- **Aviation Strategy:** Business considerations for FSCs, LCCs and alliances
- **AirXperience:** Bringing customer excellence to the aviation industry
- **Aviation IT Show:** New IT solutions for better sales, marketing and operations
- **Air Retail Show:** Strategies to grow ancillary revenue across multiple platforms
- **Aviation Marketing:** Digital marketing, loyalty marketing and Big Data for airline marketers
- **Aviation Human Capital:** Recruit, retain, develop and engage – ideas and strategies for aviation HR
- **Airport T.EX:** Technology & experience for modern airports

BRAND NEW FOR 2019:

- **Airline Revenue & Distribution:** Ancillary strategies, price management & distribution for the modern airline
- **AIVIATION:** AI, data-driven technology and the future of aviation

In 2019, Aviation Festival Asia will host 2,500+ attendees, 1,000+ airline and airport representatives, 180+ speakers and 100 exhibition booths. The festival will take place over two days with over 150 presentations taking place, 24 roundtable debates and ample networking opportunities. It will be an experience designed to help the attendees get the most out of the two days.



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2019 SPEAKERS

Jeffrey Goh, Chief Executive Officer, **Star Alliance**
Rob Gurney, Chief Executive Officer, **oneworld**
Pieter Bootsma, Executive Vice President Commercial & Revenue, **Air France-KLM**
Zhijie Wang, Chief Executive Officer, **Spring Airlines**
Joe Leader, Chief Executive Officer, **APEX**
Aimen Ahmed Sultan Al Hosni, Chief Executive Officer, **Oman Airports**
Karam Chand, Chief Executive Officer, **Royal Brunei Airlines**
Con Korfiatis, Chief Executive Officer, **flyadeal**
Lalitha Sivanaser, Chief Executive Officer, **AirAsia (Rokki)**
Hojo Chang, Chairman and Chief Executive Officer, **Tigerair Taiwan**
Vinod Kannan, Chief Commercial Officer, **Scoot**
Jayaraj Shanmugam, Chief Commercial Officer, **Jet Airways**
Charles Johnson, Chief Commercial Officer, **Air Seychelles**
Michal Fijol, Chief Commercial Officer, **LOT Polish Airlines**
Kam Jandu, Chief Commercial Officer, **Budapest Airport**
Jonathan Hutt, Commercial Director, **Hong Kong Express**
Kenny Chang, Chief Information Officer, **Korean Air**
Kashif Rana, Chief Systems Officer, **Pakistan International Airlines**
Chamara Perera, Head of Information Technology/Chief Information Officer, **SriLankan Airlines**
Azhar Nawaz, Chief Information Officer, **Pakistan International Airlines**
Heather Goh, Chief Marketing Officer, **AirAsia BIG Loyalty**
Azli Mohamed, Chief Strategy Officer, **Malaysia Airports**
Omar Keshtari, Chief Information Officer, **Nile Air**
Raheel Ahmed, Chief Human Resources Officer, **Pakistan International Airlines**
Jorge Mujica, Chief Information Officer, **Sky Airline**
Ravinder Pal Singh, Chief Information and Innovation Officer, **Vistara**
Hervé Gueusquin, Chief Executive Officer, **SAGA - Sahel And Gulf Airlines**
Pascal Belanger, Vice President and Chief Commercial Officer, **Winnipeg Airports Authority**
Ismail Fahmi Abdul Rahman, First Vice President of Human Resources, **FireFly**
Jeyhun Efendi, Senior Vice President, Commercial Operations and E-Commerce, **flydubai**
Raj Sivakumar, Senior Vice President, Network and Revenue Management, **Jet Airways**
Eija Hakakari, Senior Vice President, People and Culture, **Finnair**
Raj Raghavan, Senior Vice President, HR, **IndiGo**
Mofizur Rahman, Managing Director, **Novoair**
Alexander Lao, Vice President, Commercial Planning, **Cebu Pacific Air**
Solomon Wheeler, VP Marketing and Customer Experience (Chief Marketing Officer), **Vistara**
Glen Wilson, Vice President, Customer Experience and Operations, **Bangalore International Airport**
Jacqueline Loh, Vice President, Marketing, **Scoot**
Mauro Oretti, Vice President, Sales and Marketing, **SkyTeam**
Perry Chou, Vice President, Systems Operation Control Division, **China Airlines**

Mohammed Aslam, Vice President, Information Services, **Qatar Airways**
Murat Demirbilek, Vice President, Ground Operations, **Pegasus Airlines**
Alain Chisari, Vice President Sales, Asia Pacific, **Lufthansa Group**
Koji Tahakashi, Vice President, Aviation Sales and Marketing, **Narita International Airport Corporation**
Yevgeniya Ni, Vice President, HR and Administration, **Air Astana**
Akira Mitsumasu, Vice President, Products and Services, **Japan Airlines**
Christopher Amenechi, Vice President, Pricing and Revenue Management, **Copa Airlines**
Zafer Babur, Vice President, Operational Solutions, **Turkish Airlines**
Steve Smith, Vice President, Head of Global Sales, **Japan Airlines**
Joaquim Gonsalves, Associate Vice President Inflight Services, **IndiGo**
Priyaah Sundaraam, Associate Vice President, Customer Relations, **IndiGo**
Kiran Jain, Managing Director, India, **WOW Air**
Manish Dureja, Managing Director, **JetPrivilege**
Russell Shaw, General Manager, Network, Revenue Management and Alliances, **Virgin Australia**
Mark Anthony Nathan, General Manager, **Malindo Air**
Nik Laming, General Manager, Loyalty, **Cebu Pacific Air**
Christopher Chang, General Manager, Loyalty, **Hong Kong Express**
Levend Arisoy, General Manager, Singapore, **Turkish Airlines**
Zuks Ramasia, General Manager, Operations, **South African Airways**
Nivat Chantarachoti, General Manager, Singapore, **Thai Airways**
Suresh Nair, General Manager India, Sri Lanka, Bangladesh & Nepal, **AirAsia Berhad**
Mario Kalsch, Senior Director Category Management Ancillary Services & Retailing, **Lufthansa Group**
Valþór Druzin Halldórsson, Director, Data Development, **Icelandair**
Igor Aptsiauri, Commercial Director, **MyWay Airlines**
Stefan Kapactsis, Director Digital Services, **Lufthansa Group**
Julie Zhu, Deputy General Manager, IT Department, **Hong Kong Express**
Tomas Ecclefield, Commercial Director, Ancillary Revenue, **LATAM Airlines**
Guilhem Laurans, Commercial Director, APAC, **Air France-KLM**
Jean-Charles Odelé-Gruau, Director, Industry Payment Services, **IATA**
Vinit Gupte, Commercial Director, **JetAsia Airways**
Shingo Nishida, Representative Director, **TBL (Japan Airlines)**
Sari Suharso, Human Capital Director, **Garuda Indonesia**
Eric Fong, Director of Marketing, **CAM-Macau International Airport**
Ranon Viputsiri, Revenue Management Director, **Thai Smile Airways**
Narudh Cheramakara, Director of Aviation Research, **Nok Airlines**
Dr Sam Isaac, Director, Finance and Strategy, **Saudi-Gulf Airlines**
Yanik Hoyles, Director, New Distribution Capability, **IATA**
Pacino Qin, Service Delivery Department, Deputy General Manager, Inflight Operations, **HK Airlines**
Asad Bukhari, Deputy General Manager, ICT, **Pakistan International Airlines**
Khounphon Philakone, Deputy Director on ICT & E-Commerce, Commercial Department, **Lao Airlines**

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Zaeem Shaukat Mirza, Global Head – Online Marketing Channel, E-Commerce, **Qatar Airways**
Oliver Ross, Head of Loyalty, **flybe**
Peter Pohlschmidt, Head of Digital, **Malaysia Airlines**
Nils Hamsa, Head of Talent Acquisition, Mobilisation and L&D, **flydubai**
Dr. Nazareth Nicolian, Head of Training and Development, **Middle East Airlines**
Pete Sampson, Head of Recruitment, **Qatar Airways**
Indy Bolina, Head of HR (Europe, Asia and Canada), **American Airlines**
AbdulBasit al Rawahi, Head of Human Resources, **Salam Air**
Ajay Rajbanshi, Head – Ground School, **Spicejet**
Andrew Matters, Head of Industry Analysis, **IATA**
Kurt Abeloos, Head of Cabin Crew and Inflight Product, **Air Belgium**
Kenneth Andersson, Head of Innovation and Product Transformation, **AirAsia**
Zoran Radosavljevic, Head of PSS and Distribution, **Air Serbia**
Amine Boulaghmen, Head of Settlement Services, **IATA**
Maksat Isayev, Head of Ground Services, **Turkmenabat Airport Administration**
Prabh Sharan, Head of Delivery for Digital 2020, **Etihad Airways**
Senaka Bandaranayake, Senior Manager Product Development, **SriLankan Airlines**
Tupac Bastidas, Senior Project Manager, Department of Innovations, **S7 Airlines**
Suzanne Bailey, Credit and Fraud Leader, **Virgin Australia**
Patrick Murphy, Executive Advisor, **Peach Aviation**
Oliver Haas, Mobile App Manager and Sustainability Ambassador, **Cathay Pacific**
Alain Dominic A. Yu, Manager – Projects, Inflight Catering and Sales, **Cebu Pacific Air**
Benito E. Gliponeo III, Manager, Project and Application Management – Commercial, Information Systems, **Philippine Airlines**
Octavianus Tana, Continuous Improvement Manager, **PT. Indonesia AirAsia**
Jitendra Pandey, Senior Manager, Business Contracts, **Spicejet**
Irawan Bayuaji, Senior Manager IT Program Management, **Garuda Indonesia**
M. Osama Sheikh, Project Manager - Digital Transformation, **Pakistan International Airlines**
Jonathan Wan, Regional Manager, Marketing, Asia-Oceania, **Japan Airlines**
David Vazquez, Big Data Program Manager, **Air France-KLM**
Dr Julian Fischer, Manager, New Products and Innovation, **Austrian Airlines**
Stijn Bannier, Product Manager Open API, **KLM Royal Dutch Airlines**
Iain Smart, Technology Design Lead, Airport Development & Delivery, **Auckland Airport**
Adam Thompson, Customer Service Manager, Customer Operations, **American Airlines**
Marie-Louise Philippe, VP for Airlines, Airports and Cargo, **International Aviation Women's Association**
Thomas Gunther, Manager, Customer Service International, **American Airlines**
Hilary Pang, Procurement Manager, **Cathay Pacific Airways**
Sarvesh Sohoni, Manager, Revenue, Airline Pricing and Inventory, **Air India Express**
Yamini Pillay Purmanund, Brand Marketing and Advertising Manager, **Air Mauritius**
Youvraj Seeam, E-Sales & Product Manager, Commercial (E-Commerce), **Air Mauritius**
Egor Bogoslovsky, Data Analyst, **S7 Airlines**

Evan Soesanto, Financial Planning Analyst for Loyalty and Ancillary Revenue, **Garuda Indonesia**
Paulina Baumert, Asian Markets Expert, **LOT Polish Airlines**
Jordan Wattimena, Product Owner & Senior Business Consultant, **KLM Royal Dutch Airlines**
Teun van den Braber, KLM designer and 3D model specialist, **KLM Royal Dutch Airlines**
Manoj Kumar, Licensed Aircraft Engineer, **Spicejet**
Capt. Rajeev Bhalla, Fleet Supervisor, Standards & Quality Assurance, Line Training Captain & Cadet Pilot Inductions, **IndiGo**
Badi Lattif, Social Media Officer, **Royal Brunei Airlines**
Mehaboob Thurakkal, Passenger Services Officer, **Rotanajet**
Davis Nabutovskis, Account Manager, **SmartLynx Airlines**
Andrea Giuricin, Fellow, **University of Milan Bicocca**
Kim Chua, Assistant Professor, **Embry-Riddle Aeronautical University**
Daniel Kwek, Acting Programme Chair, Aviation Management, **Republic Polytechnic**
Manish Yadav, Assistant Professor, Faculty of Aviation Management/Airport Operations, **Modern College of Business & Sciences, Oman**
Ajai Jayathilakan, Senior Lecturer, Aviation Management, **Modern College of Business & Science, Oman**
Brett Henry, Chief Executive Officer, **Travel Daily Media**
Thomas Jaeger, Chief Executive Officer, **ch-aviation**
Mark Thomas, Editor, **HMG Aerospace**
Philipp J Jacke, Managing Director, **Media Carrier**
David Gunnarsson, Chief Executive Officer, **Dohop**
Daria Kalenskaya, Chief Product Officer, **SolringAir**
Ingo Rössler, Chief Commercial Officer, **EDIfly**
Ron Chapman, President, **ASIP Tech**
Seth Cassel, President, **EveryMundo**
Jimmy Martinez von Korff, Founder, **Immfly**
Alex Rogers, Head of Global Partnerships, **Conxxe**
Al Tredinnick, Head of Business Development, **15below**
Julien Sivan, Chief Executive Officer, **SKYdeals**
Laurent Safar, Chief Executive Officer, **Adaptive Channel**
Kadir Oguz, Chief Executive Officer, **Further**
Kevin Clark, Chief Executive Officer, **Bluebox Aviation**
Elaine Woon, Director of Development, **Orbis**
Kresimir Budinski, Founder and Managing Director, **ATA.ONE**
Marko Javornik, Vice President/General Manager, Mobility & Travel, **Comtrade Digital Services**
Prasanna Kumar Veeraswamy, Chief Product Officer, **GoQuo**
Tammam Shaibani, Founder and Head of Inflight, **Aeria Games**
Mike Parkinson, UK GM/Director of Travel, **Trustly**
John Aitken, Director Business Development, APAC, **Navitaire**
Porntippa Pongthomma, Co-Founder, **Mobipax**

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Peter Brewer, CEO, Maxamation

Ashish Sharma, Lead Solution Architect, Nagarro

















Bob Albert, Chief Executive Officer, Routehappy

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AGENDA-AT-A-GLANCE

DAY ONE: 27 FEBRUARY, 2019										
OPENING KEYNOTE PLENARY										
08:50	C-LEVEL KEYNOTE INTERVIEWS									
09:45	C-LEVEL KEYNOTE PANEL									
10:15	TITLE SPONSOR ADDRESS									
10:35	Exhibition Visit & Networking Refreshments									
	 AIRLINE REVENUE & DISTRIBUTION	 AVIATION STRATEGY	 AIRXPERIENCE	 AVIATION MARKETING	 AIRPORT T.E.X.	 AIR RETAIL & PAYMENTS SHOW	 AVIATION IT SHOW	 AVIATION HUMAN CAPITAL	 AVIATION AI	
	ENCOURAGING DIRECT BOOKING	BUSINESS EVOLUTION	IFEC	CMO INSIGHTS	SELF-SERVICE	SEAMLESS PAYMENTS	CIO INSIGHTS	RECRUITING THE RIGHT TALENT	AI & MACHINE LEARNING	
12:30	Exhibition Visit & Networking Lunch									
	DISTRIBUTION PARTNERSHIPS	AIRCRAFT ACQUISITION	CONTENT & CONNECTIVITY	DIGITAL MARKETING & ANALYTICS	SEAMLESS PASSENGER EXPERIENCE	ENABLING SIMPLE PASSENGER PAYMENTS	DIGITAL TRANSFORMATION	TALENT MANAGEMENT	MAKING OPERATIONS SMARTER	
	THE FUTURE OF AIRLINE DISTRIBUTION		NEXT-GENERATION IFEC	PERSONALISATION		PAYMENT SECURITY & TACKLING FRAUD	MOBILITY	RETAINING TALENT	BLOCKCHAIN IN OPERATIONS	
15:50	Exhibition Visit & Networking Refreshments									
16:30	ROUNDTABLE DISCUSSION SESSION									
KEYNOTE PLENARY										
17:20	Hub2Hub connectivity: expanding a network into Asia									
17:40	Blockchain: what does it mean for airlines and passengers?									
18:00	Networking Drinks Reception									
DAY TWO: 28 FEBRUARY, 2019										
KEYNOTE PLENARY										
09:00	KEYNOTE PANEL: GOING DIGITAL									
10:00	PLATINUM SPONSOR ADDRESS									
10:20	Exhibition Visit & Networking Refreshments									
	 AIRLINE REVENUE & DISTRIBUTION	 WORLD LOW COST AIRLINES CONGRESS	 AIRXPERIENCE	 AVIATION MARKETING	 AIRPORT T.E.X.	 AIR RETAIL & PAYMENTS SHOW	 AVIATION IT SHOW			
	ANCILLARY AND REVENUE MANAGEMENT	LONG-HAUL-LOW-COST	DISRUPTION MANAGEMENT	LOYALTY	AIRPORT DESIGN (1)	DRIVING IN-FLIGHT SALES	DATA & CYBERSECURITY			
12:40	Exhibition Visit & Networking Lunch									
	ANCILLARY AND REVENUE MANAGEMENT (2)	ROUTES & REGIONS	A WORLD-CLASS ONBOARD EXPERIENCE	DOING SOCIAL RIGHT	AIRPORT DESIGN (2)	BUILDING YOUR E-COMMERCE BUSINESS	EMERGING TECHNOLOGY			
	DATA, TECHNOLOGY & PARTNERSHIPS		NEW TECHNOLOGIES	BRANDING	NEW AIRPORT TECHNOLOGY	E-COMMERCE & PARTNERSHIPS	DISRUPTIVE TRENDS			
15:50	Exhibition Visit & Closing Networking Refreshments									
16:30	Close of Aviation Festival Asia 2019 – See you in 2020!									

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PREMIUM CONFERENCE AGENDA

DAY ONE: 27 FEBRUARY 2019

OPENING KEYNOTE PLENARY

08:50	C-LEVEL KEYNOTE INTERVIEWS Asian aviation is changing: with more passengers flying than ever, a growing number of LCCs taking over not only regional markets but also long-haul flights, and new technology radically changing passengers' expectations from their flying experience, airlines need to adapt – and quickly. With increasing pressures on yields, a high operating cost environment and more competition for passengers than ever before, the winners will be the ones who innovate. This session will bring together leaders from a combination of FSCs and LCCs to discuss their views on innovation, technology and changing business strategies, first through a series of 10 minute interviews and then in a lively panel discussion.								
	INTERVIEWEES: Jeffrey Goh , Chief Executive Officer, Star Alliance Rob Gurney , Chief Executive Officer, oneworld Pieter Bootsma , Executive Vice-President Commercial & Revenue, Air France-KLM Zhijie Wang , Chief Executive Officer, Spring Airlines								
09:45	C-LEVEL KEYNOTE PANEL <ul style="list-style-type: none"> Where should airlines be prioritising spending and budgets? Are there opportunities for LCCs and FSCs to work together through alliances? Long-haul-low-cost: a threat to the traditional airline business model? In an age of increasing competition and ultra-low-cost carriers, is loyalty dead? 								
	PANELLISTS: Jeffrey Goh , Chief Executive Officer, Star Alliance Rob Gurney , Chief Executive Officer, oneworld Pieter Bootsma , Executive Vice-President Commercial & Revenue, Air France-KLM Zhijie Wang , Chief Executive Officer, Spring Airlines								
10:15	TITLE SPONSOR ADDRESS								
10:35	Exhibition Visit & Networking Refreshments								
									
	ENCOURAGING DIRECT BOOKING	BUSINESS EVOLUTION	IFEC	CMO INSIGHTS	SELF-SERVICE	SEAMLESS PAYMENTS	CIO INSIGHTS	RECRUITING THE RIGHT TALENT	AI & MACHINE LEARNING
				CHAIRPERSON: Senior representative, Ogilvy					CHAIRPERSON: Senior representative, Airbus
11:30	Direct bookings: it's all about inspiration Guilhem Laurans , Commercial Director, APAC, Air France-KLM	LCC strategies: setting your airline apart Andrew Matters , Head of Industry Analysis, IATA	PANEL – Big Data and analytics: optimising ancillary revenue opportunities and the IFE experience	PANEL – CMO Insights: what makes a winning marketing strategy? <i>Target marketing throughout the customer experience is key to the</i>	Seamless self-service: a case study from the new Muscat Airport Aimen Ahmed Sultan Al Hosni , Chief Executive Officer, Oman Airports	Cryptocurrency payments: what you need to know Jean-Charles Odelé-Gruau , Director,	PANEL – CIO Insights: new technology, new opportunities <i>Technology is now at the centre of the whole airline, whether customer-facing or</i>	So you want talent? Here's where you should be looking!	AI and the airline: opportunities for innovation Jorge Mujica , CIO, Sky Airline

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			PANELLISTS: Pacino Qin , DGM, Inflight Products & Operations, HK Airlines Oliver Ross , Head of Loyalty, flybe	<i>success of any airline, whether LCC or FSC. We begin this session by exploring this with 3 CMO interviews before they share their views in an engaging panel discussion.</i> • Digital or die? • Targeting multiple appropriate demographics • Working with agencies • Is influencer marketing dead or just beginning? • Is it all about the price? • Marketing your onboard experience effectively		Industry Payment Services, IATA	<i>in operations. We begin this session by exploring this with 3 CIO interviews before they share their views in an engaging panel discussion.</i> • Prioritising which technologies to invest in • Using technology to empower employees • Overcoming new system migration challenges • Retrofitting legacy systems vs installing new ones • Removing silos to align the business behind one IT vision • How much should a CIO value the customer experience?		
11:50	Putting the airline in control of the booking process: what role should NDC play in your distribution strategy? Yanik Hoyles , Director, NDC Program, IATA	PANEL – Working together for success: is the future bright for alliances? • Where do LCCs fit into the alliance landscape? • Interline partnership agreements • Positioning your brand through partnerships • LHLC: how will traditional FSC alliances be affected?			New self-service technology: reduce waiting times and increase passenger engagement Zuks Ramasia , GM Operations, South African Airways	PANEL – Understanding & innovating your payments value chain • Increasing processing efficiency & decreasing acceptance costs • Working with new acquirers: who are the innovators? • How are AFOPs changing the game? • Keeping up with new payments systems • Choosing the right PSP • New POS capabilities for airline retailing		PANEL – Explosive growth, no talent: plugging the talent gap PANELLISTS: Raj Raghavan , SVP HR, IndiGo Nils Hamsa , Head of Talent Acquisition, Mobilisation and L&D, flydubai Indy Bolina , Head of HR (Europe, Asia & Canada), American Airlines Pete Sampson , Head of Recruitment, Qatar Airways	PANEL – Future Focus: how will AI & other data-driven technology shape the future of aviation? MODERATOR: Senior representative, Airbus PANELLISTS: Manoj Kumar , Licensed Aircraft Engineer, Spicejet Zafer Babur , VP Operational Solutions, Turkish Airlines
12:10	Metasearch: the only true winners moving forward?	PANELLISTS: Hojo Chang , CEO, Tigerair Taiwan Nivat Chantarachoti , GM Singapore, Thai Airways Russell Shaw , GM, Network, Revenue Management and Alliances, Virgin Australia	Creating a fully-connected on-board experience Ron Chapman , President, ASIP Tech	MODERATOR: Senior representative, Ogilvy PANELLISTS: Heather Goh , CMO, Air Asia BIG Loyalty Solomon Wheeler , VP Marketing/CMO, Vistara	How big's your bag? Incorporating AR into the check-in experience Jordan Wattimena , Product Owner & Senior Business Consultant, KLM Teun van den Braber , KLM designer and 3D model specialist, KLM	PANELLISTS: Benito E. Gliponeo III , Project and Application Manager, Philippine Airlines Kadir Oguz , CEO, Further Mike Parkinson , UK GM/Director of Travel, Trustly	PANELLISTS: Azhar Nawaz , CIO, Pakistan International Airlines Kenny Chang , CIO, Korean Air		
12:30	Exhibition Visit & Networking Lunch								
	DISTRIBUTION PARTNERSHIPS	AIRCRAFT ACQUISITION	CONTENT & CONNECTIVITY	DIGITAL MARKETING & ANALYTICS	A SEAMLESS PASSENGER EXPERIENCE	ENABLING SIMPLE PASSENGER PAYMENTS	DIGITAL TRANSFORMATION	TALENT MANAGEMENT	MAKING OPERATIONS SMARTER
				CHAIRPERSON: Brett Henry , CEO, Travel Daily Media					CHAIRPERSON: Senior representative, Airbus
13:50	Forging meaningful partnerships: why you need to understand the path to purchase Jonathan Hutt , Commercial Director, Hong Kong Express	Scaling rapidly: what opportunities is Asia's expanding leasing market creating for LCCs?	The future is bright, the future is BYOD Dr Julian Fischer , Manager, New Products and Innovation, Austrian Airlines	Unlocking the power of your data: making analytics work for you Chris Chang , GM Loyalty, HK Express	SkyPriority: guiding passengers through the airport with speed and ease Mauro Oretti , VP, Sales & Marketing, SkyTeam	Integrated payments & tokenisation: making it easy for your passengers to spend Jayaraj Shanmugam , CCO, Jet Airways	Putting digital transformation at the heart of your IT & technology agenda Kenneth Andersson , Head of Innovation and Product Transformation, Air Asia	PANEL – Building tomorrow's skills today: creating an effective training & development programme PANELLISTS:	Performance-based navigation: where do we stand? Ajay Rajbanshi , Head – Ground School, Spicejet

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14:10	<p>An address from Dohop David Gunnarsson, CEO, DOHOP & airline client</p>	<p>The outlook for aircraft leasing in Asia: players, markets and movers Davis Nabutovskis, Account Manager, SmartLynx Airlines</p>	<p>Future-proofing your IFEC</p>	<p>Bringing it all together: what makes a successful, integrated digital campaign?</p>	<p>Seamless baggage tracking in the information age Adam Thompson, Customer Service Manager, American Airlines</p>	<p>WeChat & social payments: making it easy for your customers to pay where they are Marko Javornik, VP/GM, Mobility & Travel, Comtrade Digital Services</p>	<p>Creating an open platform: why opening up to the ecosystem will drive digital transformation Senior representative, Airbus</p>	<p>Kim Chua, Assistant Professor, Embry-Riddle Aeronautical University Dr. Nazareth Nicolian, Head of Training and Development, Middle East Airlines Raheel Ahmed, Chief HR Officer, PIA Sari Suharso, Human Capital Director, Garuda Indonesia AbdulBasit al Rawahi, Head of HR, Salam Air</p>	<p>Predictive maintenance for aircraft upkeep David Vazquez, Big Data Program Manager, Air France-KLM</p>
14:30	<p>Create & control: the future of airline retailing Bob Albert, CEO, Routehappy & airline client</p>	<p>Structuring the deal: making sure you get maximum value</p>	<p>Connecting the business and pleasure of flying: new IFEC technologies Lalitha Sivanaser, Chief Executive Officer, AirAsia (Rokki)</p>	<p>Turning data into insights: why it's about much more than just web analytics Daria Kalenskaya, Chief Product Officer, SolringAir</p>	<p>Creating an intermodal transportation hub: understanding the end-to-end passenger experience Paulina Baumert, Asian Markets Expert, LOT Polish Airlines</p>	<p>Direct payments: no credit card fees, real-time revenue Senior representative, Worldpay</p>	<p>Enabling digital transformation in airline operations: how to keep within budget Chamara Perera, Head of IT, SriLankan Airlines</p>	<p>Making a success of succession planning: preparing your future leaders Senior representative, Workplace by Facebook</p>	<p>The pilotless plane: will we ever see it?</p>
	THE FUTURE OF AIRLINE DISTRIBUTION		NEXT-GENERATION IFEC	PERSONALISATION		PAYMENT SECURITY & TACKLING FRAUD	MOBILITY	RETAINING TALENT	BLOCKCHAIN IN OPERATIONS
				CHAIRPERSON: Brett Henry, CEO, Travel Daily Media					CHAIRPERSON: Senior representative, Airbus
14:50	<p>Chatbots and AI: boosting sales through new communications channels Tupac Bastidas, Senior PM, Dept. of Innovations, S7 Airlines</p>	<p>Preparing for a higher interest environment: how can you manage risk on financing fleet growth? Mofizur Rahman, Managing Director, Novoair</p>	<p>Maximising flexibility with a modular approach to connectivity</p>	<p>Plotting the customer journey: identifying the touchpoints where personalisation can make a difference Akira Mitsumasu, VP Products and Services, Japan Airlines</p>	<p>Bytes not Bricks - digitising the passenger experience at the world's second fastest growing airport Glen Wilson, VP Customer Experience and Operations, Bangalore International Airport</p>	<p>Preventing fraud in onboard payments: what progress has there been? Suzanne Bailey, Credit and Fraud Leader, Virgin Australia</p>	<p>Creating a single, central enterprise mobility strategy: what you need to know Ravinder Pal Singh, Chief Information and Innovation Officer, Vistara</p>	<p>Transforming company culture: keeping staff at the heart of your airline growth strategy Eija Hakakari, SVP, People and Culture, Finnair</p>	<p>Blockchain and aviation: where are the opportunities?</p>

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15:10	<p>PANEL – What does the future of distribution look like, and how can you make sure your business is ready?</p> <p>PANELLISTS: Jayaraj Shanmugam, CCO, Jet Airways Steve Smith, VP, Head of Global Sales, JAL Alain Chisari, VP Sales, APAC, Lufthansa Group Kresimir Budinski, Founder and MD, ATA.ONE John Aitken, Director Business Development, APAC, Navitaire</p>	<p>PANEL – Positioning your airline for rapid growth</p> <ul style="list-style-type: none"> Getting the right fleet structure Making the right investment Managing your financial investments Insurance concerns The changing market for second-hand aircraft <p>PANELLISTS: Con Korfiatis, CEO, flyadeal Davis Nabutovskis, Account Manager, SmartLynx Airlines</p>	<p>PANEL – Taking IFEC to the next level</p> <ul style="list-style-type: none"> Will we ever see a pure-play BYOD experience on long-haul flights? AR & VR applications for IFE Integrating additional revenue opportunities into IFEC The business case for serious investment in on-board WiFi <p>PANELLISTS: Senaka Bandaranayake, Senior Manager Product Development, SriLankan Airlines Jimmy Martinez von Korff, Founder, Immfly Kevin Clark, CEO, Bluebox</p>	<p>Personalised marketing: modernising the business and improving customer experience via the Air France – KLM API landscape</p> <p>Stijn Bannier, Product Manager Open API, KLM</p>	<p>PANEL – Creating a seamless customer-centric experience</p> <ul style="list-style-type: none"> Optimising resources & managing passenger flow Easily integrated & flexible solutions for your airport Mobility & location-based platforms: capturing “on-the-move” revenue <p>PANELLISTS: Mark Anthony Nathan, General Manager, Malindo Air Pascal Belanger, VP and CCO, Winnipeg Airports Authority Jitendra Pandey, Senior Manager, Business Contracts, Spicejet</p>	<p>Enabling real-time cardholder authentication at 30,000 feet</p>	<p>PANEL – Transforming your airline IT strategy: what’s hot and what’s not?</p> <p>PANELLISTS: Mohammed Aslam, VP Information Services, Qatar Airways Irawan Bayuaji, Senior Manager IT Program Management, Garuda Indonesia Stefan Kapactsis, Director Digital Services, Lufthansa Group</p>	<p>Engaging your staff with technology</p> <p>Yevgeniya Ni, VP, HR and Administration, Air Astana</p>	<p>Using blockchain based smart contracts for aircraft refuelling</p> <p>Egor Bogoslovsky, Data Analyst, S7 Airlines</p>
15:30				<p>Global strategy, local delivery: how personal should your campaigns be?</p> <p>Seth Cassel, President, EveryMundo</p>		<p>Securing your payments platforms</p> <p>Omar Keshtari, CIO, Nile Air</p>	<p>10 tips for great employee engagement</p> <p>Ismail Fahmi Abdul Rahman, First VP, HR, FireFly</p>	<p>The urban aircraft future?</p>	
15:50	Exhibition Visit & Networking Refreshments								

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ROUNDTABLE DISCUSSION SESSION	
16:30	 <p>AIRLINE REVENUE & DISTRIBUTION 2019 ASIA ROUNDTABLE 1 David Gunnarsson, CEO, Dohop</p>
	 <p>AIRLINE REVENUE & DISTRIBUTION 2019 ASIA ROUNDTABLE 2 Powershifts in airline distribution moving forward? Kresimir Budinski, Founder and MD, ATA.ONE</p>
	 <p>WORLD LOW COST AIRLINES CONGRESS 2019 ASIA ROUNDTABLE 3 Long-Haul-Low-Cost: the biggest threat to national carriers?</p>
	 <p>AVIATION IT SHOW 2019 ASIA ROUNDTABLE 4 Digitalising the overall group booking experience Ashish Sharma, Lead Solution Architect, Nagarro</p>
	 <p>AVIATION 2019 ASIA ROUNDTABLE 5 Incorporating blockchain into your regular airline operations</p>
	 <p>AIRPORT.TEX 2019 ASIA ROUNDTABLE 6 Personalisation while dealing with a high volume of customers Thomas Gunther, Manager, Customer Service International, American Airlines</p>
	 <p>AVIATION MARKETING 2019 ASIA ROUNDTABLE 7 Developing valued loyalty benefits without eroding ancillary revenue Oliver Ross, Head of Loyalty, flybe</p>
	 <p>AIR RETAIL & PAYMENTS SHOW 2019 ASIA ROUNDTABLE 8 Senior representative, Heineken</p>
	 <p>AIRXPERIENCE 2019 ASIA ROUNDTABLE 9 Control not catastrophe: how to minimise the damage when disruption hits Al Tredinnick, Head of Business Development, 15below</p>
	 <p>AIR RETAIL & PAYMENTS SHOW 2019 ASIA ROUNDTABLE 10 Youvraj Seem, E-Sales & Product Manager, Commercial (E-Commerce), Air Mauritius</p>
	 <p>AVIATION MARKETING 2019 ASIA ROUNDTABLE 11 LCC loyalty: making the model work Nik Laming, GM, Loyalty, Cebu Pacific Air</p>
	 <p>AVIATION MARKETING 2019 ASIA ROUNDTABLE 12 Senior representative, Ogilvy</p>
 <p>AIRPORT.TEX 2019 ASIA ROUNDTABLE 13 Designing an airport to meet customer needs</p>	
 <p>AVIATION IT SHOW 2019 ASIA ROUNDTABLE 14 Senior representative, IBM</p>	
 <p>AVIATION STRATEGY 2019 ASIA ROUNDTABLE 15 Africa: a huge business opportunity for Asia? Hervé Guesquin, CEO, Sahel And Gulf Airlines</p>	
 <p>AVIATION HUMAN CAPITAL 2019 ASIA ROUNDTABLE 16 Attracting talent: how to deal with personnel shortages Nils Hamsa, Head of Talent Acquisition, Mobilisation and L&D, flydubai</p>	
 <p>AVIATION STRATEGY 2019 ASIA ROUNDTABLE 17 Preparing for takeoff: starting up a successful airline Kurt Abeloos, Head of Cabin Crew and Inflight Product, Air Belgium</p>	
 <p>AIRLINE REVENUE & DISTRIBUTION 2019 ASIA ROUNDTABLE 18 Cross-selling ancillaries across multiple carriers Mauro Oretti, VP Sales and Marketing, SkyTeam</p>	
KEYNOTE PLENARY	
17:20	<p>Differentiating your airline: how are RB preparing for growth? Karam Chand, Chief Executive Officer, Royal Brunei Airlines</p>
17:40	<p>Hub2Hub connectivity: expanding a network into Asia Michal Fijol, Chief Commercial Officer, LOT Polish Airlines</p>
18:00	<p>Networking Drinks Reception</p>








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DAY TWO: 28 FEBRUARY 2019

KEYNOTE PLENARY

09:00	<p>KEYNOTE PANEL: GOING DIGITAL The Fourth Industrial Revolution, an era characterised by technology breakthroughs in fields like cyber-physical systems, data analytics, artificial intelligence, and the Internet of Things, isn't coming, it's already here. This session will bring together aviation leaders in digital transformation to discuss disruptive innovation and the future of the industry.</p> <ul style="list-style-type: none"> • Comparing Asia and the rest of the world, where are we now with digital transformation? • In 5 years' time, how will digitalisation further transform passengers' expectations of their flying experience? • Which customer touchpoints should budget and effort be focused on? • How will emerging technologies disrupt the aviation industry? <p>MODERATOR: Senior representative, IBM</p> <p>PANELLISTS: Kashif Rana, Chief Systems Officer, Pakistan International Airlines Peter Pohlschmidt, Head of Digital, Malaysia Airlines</p>						
10:20	Exhibition Visit & Networking Refreshments						
	 ANCILLARY AND REVENUE MANAGEMENT	 LONG-HAUL-LOW-COST	 DISRUPTION MANAGEMENT	 LOYALTY	 AIRPORT DESIGN (1)	 DRIVING IN-FLIGHT SALES	 DATA & CYBERSECURITY
		<p>CHAIRPERSON: Mark Thomas, Editor, HMG Aerospace</p>					
11:20	<p>Working together on personalisation & ancillary revenue: are you missing the mark? Kam Jandu, CCO, Budapest Airport</p>	<p>What does the rise of LCC carriers mean for FSCs? Nivat Chantarachoti, GM Singapore, Thai Airways</p>	<p>Going digital with irregular operations: how new technology can keep even disrupted passengers happy Thomas Gunther, Manager, Customer Service International, American Airlines</p>	<p>Building a loyalty programme for 2019: gamification and appealing to millennials Nik Laming, GM, Loyalty, Cebu Pacific Air</p>	<p>The intelligent airport: how is technology changing the role of the airport in the end-to-end passenger experience? Azli Mohamed, Chief Strategy Officer, Malaysia Airports</p>	<p>In the nick of time: maximising inflight revenue Kurt Abeloos, Head of Cabin Crew and Inflight Product, Air Belgium</p>	<p>Flight route profitability: integrating data systems to cut costs and increase profit Dr Sam Isaac, Director, Finance and Strategy, Saudi-Gulf Airlines</p>
11:40	<p>Optimising ancillary pricing: best practices to drive revenue Senior representative, Revenue Management Systems</p>	<p>Building an LHLC carrier: JAL's vision and objectives Shingo Nishida, Representative Director, TBL (JAL)</p>	<p>Improving operational performance & business process in tandem: a path to increased profitability Murat Demirbilek, Vice President, Ground Operations, Pegasus Airlines</p>	<p>Designing next generation loyalty programmes</p>	<p>Changing from domestic to international: welcome to the new Turkmenabat Airport Maksat Isayev, Head of Ground Services, Turkmenabat Airport Administration</p>	<p>Moving away from the catalogue and the cart: new inflight selling opportunities</p>	<p>Building data analysis capabilities using commodity tools at Icelandair Valþór Druzin Halldórsson, Director, Data Development, Icelandair</p>

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12:00	<p>PANEL – Futureproofing your ancillary revenue strategy</p> <ul style="list-style-type: none"> To unbundle, or not to unbundle? Right offer, right time Making sure you're not penny-wise and pound-foolish Managing price and inventory in real time Exploring predictive analytics applications for ancillary sales <p>PANELLISTS: Ranon Viputsiri, Revenue Management Director, Thai Smile Airways Jeyhun Efendi, SVP, Commercial Operations and E-Commerce, flydubai Tomas Ecclefield, Commercial Director, Ancillary Revenue, LATAM Airlines</p>	<p>PANEL – The evolution of LHLC: where are we going?</p> <ul style="list-style-type: none"> Has the launch of LHLC routes created more appetite for LHLC among LCCs? What sort of load factors do we need to make LHLC profitable? How much can be unbundled under the LHLC model? When you're talking about 8+ hours in the sky, is it really still all about cost? The potential for LHLC carriers to join major alliances What customer segments are most likely to be targeted by LHLC routes? How open are LHLC customers to alternative airports, if it facilitates a reduced purchase price? <p>MODERATOR: Mark Thomas, Editor, HMG Aerospace</p> <p>PANELLISTS: Vinod Kannan, CCO, Scoot Kiran Jain, MD, India, WOW Air</p>	<p>Getting personal with notifications</p> <p>Priyaah Sundaraam, Associate Vice President, Customer Relations, IndiGo</p>	<p>PANEL – The future of loyalty: rewarding your most frequent flyers</p> <ul style="list-style-type: none"> How can you make your loyalty programmes attractive in an environment of increasing mile redemption requirements, fees and reduced mile earning Who should you be rewarding more? Your most frequent flyers or your most lucrative ones? Loyalty for disloyal customers: getting creative Personalising your loyalty offering using Big Data <p>PANELLISTS: Manish Dureja, MD, JetPrivilege Evan Soesanto, Financial Planning Analyst for Loyalty and Ancillary Revenue, Garuda Indonesia Oliver Ross, Head of Loyalty, flybe Charles Johnson, CCO, Air Seychelles</p>	<p>From curbside to gate: keeping passengers happy through their airport journey</p> <p>Senior representative, Airports of Thailand</p>	<p>PANEL – Getting more from your passengers: making in-flight retail profitable</p> <ul style="list-style-type: none"> Exploring different approaches to merchandising Integrating convenience, personalisation and exclusivity into your in-flight retail strategy Choosing a channel: making it easy for your passengers to 'connect' with in-flight offers Unlocking the value of your data: what customer data should you be using to increase the likelihood of an in-flight purchase? Unlocking millions in untapped revenue <p>PANELLISTS: Joaquim Gonsalves, AVP Inflight Service, IndiGo Hilary Pang, Procurement Manager, Cathay Pacific Airways Vinit Gupte, Commercial Director, JetAsia Airways Alain Dominic A. Yu, Manager – Projects, Inflight Catering and Sales, Cebu Pacific Air</p>	<p>Blockchain: a panacea in passenger data protection?</p>
12:20			<p>Coping during a natural disaster: minimising disruption to airline operations</p> <p>Perry Chou, VP Systems Operation Control Division, China Airlines</p>		<p>Designing the world's largest airport</p> <p>Levend Arisoy, GM Singapore, Turkish Airlines</p>		<p>Taking cybersecurity seriously: setting a futureproof, concrete cybersecurity strategy</p>
12:40	Exhibition Visit & Networking Lunch						
	ANCILLARY AND REVENUE MANAGEMENT (2)	ROUTES & REGIONS	A WORLD-CLASS ONBOARD EXPERIENCE	DOING SOCIAL RIGHT	AIRPORT DESIGN (2)	BUILDING YOUR E-COMMERCE BUSINESS	EMERGING TECHNOLOGY
		<p>CHAIRPERSON: Thomas Jaeger, Chief Executive Officer, ch-aviation</p>					
13:50	<p>Lufthansa's new Premium and ancillary revenue strategy</p> <p>Mario Kalsch, Senior Director Category Management Ancillary Services & Retailing, Lufthansa Group</p>	<p>India</p> <ul style="list-style-type: none"> India has the world's fastest growing domestic market and will soon be the world's third largest aviation market: what opportunities is this creating for LCCs in country? New international opportunities for LCCs following the removal of the 5/20 rule and an updated National Civil Aviation Policy <p>Suresh Nair, GM India, Sri Lanka, Bangladesh & Nepal, AirAsia Berhad</p>	<p>What's next for Premium Economy?</p>	<p>Creating a winning social strategy: how to engage your customers where they 'live'</p> <p>Jacqueline Loh, Vice President, Marketing, Scoot</p>	<p>Redesigning Narita to accommodate and reflect the 2020 Olympic and Paralympic Games</p> <p>Koji Takahashi, VP, Aviation Sales and Marketing, Narita Airport</p>	<p>Setting your e-commerce strategy: getting more from your passengers</p> <p>Zaem Shaukat Mirza, Global Head – Online Marketing Channel, E-Commerce, Qatar Airways</p>	<p>Mobile apps & the airline: new technology, new efficiency, new revenue</p> <p>Zafer Babur, VP Operational Solutions, Turkish Airlines</p>

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14:10	Ancillary revenue meets digital platforms: creating a marketplace	PANEL – Northeast Asia <ul style="list-style-type: none"> The LCC market in Northeast Asia is congested and complex – what's next for LCCs in the region? China has the world's fastest-growing middle class – where do they want to fly? In countries with a proliferation of LCCs, will we see consolidation? Are there strong biases towards national FSCs, or is there more opportunity for LCCs? Growing international connections 	Using passenger data for a personalised on-board offering	What are your customers saying about you? Unlocking insights with sentiment analysis	PANEL – The airport of the future: catering to the needs of tomorrow's passengers <ul style="list-style-type: none"> How can we make sure the airport meets changing passenger needs? Human vs machine The impact of new technologies on airport design What does tomorrow's premium passenger want from their airport experience? Putting the customer at the heart of the airport travel experience: is this how we need to be thinking? Future-proofing your airport 	Scalability: how do you go from an in-flight catalogue to integrated e-commerce operations? Zoran Radosavljevic , Head of PSS and Distribution, Air Serbia	AI applications in back-office systems: predictive analytics & more
14:30	Effective post-sale inventory management Chris Amenechi , VP Pricing and Revenue Management, Copa Airlines	MODERATOR: Thomas Jaeger , Chief Executive Officer, ch-aviation PANELLISTS: Zhijie Wang , CEO, Spring Airlines	Personalising your F&B offering: keeping your customers comfortable Alain Dominic A. Yu , Manager – Projects, Inflight Catering and Sales, Cebu Pacific Air	Using AI and chatbots to better engage with customers throughout their journey Youvraj Seeam , E-Sales & Product Manager, Air Mauritius	PANELLISTS: Kam Jandu , CCO, Budapest Airport	Designing your digital sales channels Khounphon Philakone , Deputy Director on ICT & E-Commerce, Commercial Department, Lao Airlines	How are new IT applications driving disruption in the airline industry? Osama Sheikh , PM - Digital Transformation, PIA
	DATA, TECHNOLOGY & PARTNERSHIPS		NEW TECHNOLOGIES	BRANDING	NEW AIRPORT TECHNOLOGY	E-COMMERCE & PARTNERSHIPS	DISRUPTIVE TRENDS
14:50	It's not just about seats & food: maximising ancillary revenue opportunities through partnerships Raj Sivakumar , SVP Network and Revenue Management, Jet Airways	Japan: new players, new opportunities Patrick Murphy , Executive Advisor, Peach Aviation	Incorporating design thinking into your technology strategy: how to be customer driven Oliver Haas , Mobile App Manager and Sustainability Ambassador, Cathay Pacific	Rebranding & relaunching Jonathan Wan , Regional Manager, Marketing, Asia-Oceania, Japan Airlines	From curb-side to on-board: integrating the entire travel experience through technology Iain Smart , Technology Design Lead, Airport Development & Delivery, Auckland Airport	Identifying new airline-airport retail opportunities Amine Boulaghmen , Head of Settlement Services, IATA	PANEL – Bringing it all together: IT meets the rest of your airline <ul style="list-style-type: none"> Do we need to start taking a more holistic view of technology, rather than it being silo'd into the IT function? Building an integrated digitisation strategy including front and back end functions Cloud technology applications Can airlines make use of edge computing capabilities? Building a technology savvy workforce Getting buy in from the boardroom for increased technology procurement
15:10	Lean Six Sigma: saving on operational costs and generating revenue Octavianus Tana , Continuous Improvement Manager, PT. Indonesia AirAsia	PANEL – Southeast Asia: is there still untapped opportunity? <ul style="list-style-type: none"> With intense competition and overcapacity concerns, what are the growth prospects for SEA's LCC market? How can airports work effectively with airlines to facilitate growth? What cooperation benefits need to be explored? Will we see consolidation in the region as carriers look to cooperate rather than compete? 	How IoT can transform the passenger experience Asad Bukhari , Deputy General Manager, ICT, Pakistan International Airlines	Brand 101: what to do in a crisis	How AI & Big Data are combining to improve the customer experience	Increasing loyalty through co-branded retail partnerships	
15:30	Using Big Data to unlock ancillary revenue Sarvesh Sohoni , Manager, Revenue, Airline Pricing and Inventory, Air India Express	MODERATOR: Thomas Jaeger , Chief Executive Officer, ch-aviation PANELLISTS:	Biometrics: making travel easier in the future?	Positioning your airline as a travel business Yamini Pillay Purmanund , Brand Marketing and Advertising Manager, Air Mauritius	Robotics & automation in the airport: where are we headed? Ravinder Pal Singh , Chief Information and Innovation Officer, Vistara	Working your Wi-Fi: bringing an online retail experience onboard	PANELLISTS: Prabh Sharan , Head of Delivery for Digital 2020, Etihad Airways Julie Zhu , DGM, IT, HK Express

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		Eric Fong , Director of Marketing, CAM-Macau International Airport Narudh Chermakara , Director of Aviation Research, Nok Airlines Alexander Lao , VP Commercial Planning, Cebu Pacific Air					
15:50	Exhibition Visit & Closing Networking Refreshments						
16:30	Close of Aviation Festival Asia 2019 – See you in 2020!						



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AIRLINE UNIVERSITY

	AIRLINE UNIVERSITY: Day One – Wednesday 27 th February, 2018	AIRLINE UNIVERSITY: Day Two – Thursday 28 th February, 2018
10:00	Rebuilding a brand: how to revive loyalty after bad press	LCC business models: adaptability to sustain in the business Ajai Jayathilakan, Senior Lecturer, Aviation Management, Modern College of Business and Science, Muscat
11:00	Marie-Louise Philippe , Vice President for Airlines, Airports and Cargo, International Aviation Women’s Association	Social media: breathing new life into a mature national carrier’s marketing strategy Badi Lattif, Social Media Officer, Royal Brunei Airlines
12:00	Tweaking the low-cost carrier business model: case study of South Asian airlines Manish Yadav, Assistant Professor, Faculty of Aviation Management/Airport Operations, Modern College of Business & Sciences, Oman	Aviation vs rail: collaboration or competition? Andrea Giuricin, Fellow, University of Milan Bicocca
13:00	Enhancing strategy through digitisation Marko Javornik, Vice President/General Manager, Mobility & Travel, Comtrade Digital Services	Airlines meet AI: what can data-driven technology do for the aviation industry?
14:00	Big Data applications for airlines	Keeping customers happy: what do passengers want from their airport experience? Mehaboob Thurakkal, Passenger Services Officer, Rotanajet
15:00	What does it take to be an airline pilot in today’s world? What is the best course of action to become a pilot? Capt. Rajeev Bhalla, Fleet Supervisor, Standards & Quality Assurance, Line Training Captain & Cadet Pilot Inductions, IndiGo	Phones in the air: good or bad?
16:00	Airport planning and design: how to cater to customer needs Daniel Kwek, Acting Programme Chair, Aviation Management, Republic Polytechnic	



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ONFLOOR SEMINARS

	ONFLOOR SEMINARS: Day One – Wednesday 27 th February, 2018	ONFLOOR SEMINARS: Day Two – Thursday 28 th February, 2018
11:00	Media Carrier Philipp J Jacke, Managing Director, Media Carrier	InstaVR
11:30	Laminaar Aviation InfoTech	Comtrade Digital Services Marko Javornik, VP/GM, Mobility & Travel, Comtrade Digital Services
12:00	3DSeatMap VR	EDifly Ingo Rössler, Chief Commercial Officer, EDifly
12:30	Hitit Computer Services	Mobipax Porntippa Pongthomma, Co-Founder, Mobipax
13:00	Aviator by Maxamation Peter Brewer, CEO, Maxamation	Immfly Jimmy Martinez von Korff, Founder, Immfly
13:30	KIU Systems	ATPCO
14:00	SKYdeals Julien Sivan, CEO, SKYdeals	Reserved for Enterprise Ireland
14:30	Aeria Games Inflight Tammam Shaibani, Founder and Head of Inflight, Aeria Games	Reserved for Enterprise Ireland
15:00	GoQuo Prasanna Kumar Veeraswamy, Chief Product Officer, GoQuo	Reserved for Enterprise Ireland
15:30	Conxxe Alex Rogers, Head of Global Partnerships, Conxxe	Reserved for Enterprise Ireland
16:00	Adaptive Channel Laurent Safar, CEO, Adaptive Channel	
16:30	Orbis Elaine Woon, Director of Development, Orbis	
17:00	Further Kadir Oguz, CEO, Further	