

# AAIS Agenda

**Tuesday 17th October, 2023**

**0800-2000**

- **Arrival, Registration & Check-In**

**Wednesday 18th October, 2023**

**Opening Ceremony**

- **0800-0830:** Welcome Coffee & Networking
- **0830-0840:** Opening Remarks by the Master of Ceremony

**Speeches**

- **0840-0930: Speeches by:**
- **Allan Kilavuka** - CEO, Kenya Airways
- **Mr. Abderahmane Berthe** - Secretary General, AFRAA
- **Hon. Kipchumba Murkomen** - Cabinet Secretary, Ministry of Roads and Transport, Kenya
- **Ald Geordin Hill-Lewis** - Executive Mayor - Cape Town

**Keynote Speech**

- **0930-1000: Navigating Cloud Nine:** Redefining Customer-Centric Horizons in Aviation
- **Julian Kyula** - CEO and Founder, EdomX

**Session I**

- **1000-1100: Panel Discussion** - Tailwinds of Transformation: Creating an Enabling Environment for End-to-End Customer-Centric Aviation
- **Moderator** - Martin Kibisu - Associate Director of Acceleration & Advisory, Sinapis
- **Panelists**
  - Allan Kilavuka** - CEO & GMD, Kenya Airways
  - Mr. Mesfin Tasew** - Group Chief Executive Officer, Ethiopian Airlines
  - Mr. Abderahmane Berthe** - Secretary General, AFRAA
  - Patrick Roux** - Chief Executive Officer, SkyTeam

**Tea, Networking Break**

- **1130-1230: Panel discussion** - Aviation Alchemy: Transforming Passengers into Raving Fans
- **Moderator** - Martin Kibisu - Associate Director of Acceleration & Advisory, Sinapis
- **Panelists**
  - Alex Chamwada** - Media Consultant & CEO, Chams Media Ltd
  - Julius Thairu** - Chief Commercial and Customer Officer, Kenya Airways
- **1230-1300: Talk** - Captain Kiddo: Crafting Unforgettable Air Travel Experiences for Kids
- **Felix Goshier**

**Lunch**

- **1300-1400 Lunch**



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## Session 3

- **1400-1500: Panel Discussion**  
Onboard Everyone: Navigating the Skyways of Inclusive Aviation Experiences
- **Moderator:** Grace Vihenda - Head Innovation and Sustainability, Kenya Airways
- **Panelists**  
**Victo Nalule** - Executive Director, Tunaweza Foundation  
**Eve Kibare** - Executive Producer, Blind Girl Experience  
**Sandra Dryers**

## Tea, Networking Break

## The Gala Dinner

- **1530-1630: Breakout Sessions**
- **Gala Dinner (Theme: Out of Africa)**
- **1830-1900:** Welcome speeches
- **1900-1940: Keynote Speech** - Wings of Africa: Elevating Customer Obsession through African Culture
- **Patricia de Lille** - Minister, Ministry of Tourism SA
- **1940-2100:** Entertainment & networking

**Thursday 19th October, 2023**

## Session 4

- **0830-0840:** Opening Remarks by the Master of Ceremony
- **0840-1000: Panel Discussion** - Sky-High Expectations: Balancing Sustainability and Customer Obsession in Aviation
- **Moderator:** Maureen Kahonge - Snr Business Dev. & Comm. Manager, AFRAA
- **Panelists**  
**Edward Mungai** - Founder, Inspire Leadership  
**Gerold Tumulka** - Chief Strategy and Innovation Officer, Kenya Airways  
**Kingsley Kalusha**

## Networking Break

- **1030-1130: Panel Discussion** - Tech Turbos: How Digital Solutions are Fueling Customer Obsession in Aviation
- **Moderator:** Ronald Okumu\*
- **Panelists**  
**Fred Kitunga** - Chief Information and Data Officer, Kenya Airways  
**Hawkins Musili** - General Manager, Fahari Aviation
- **1130-1300: Talk** - Wheels Up, Customer First: A New Era in Aviation Innovation  
**Speaker: Matt Twilley** - Digital Innovation Senior Manager, MEA - AWS

## Lunch

- **1300-1400 Lunch**
- **1400-1530: Master Classes**
- **1530-1600: Closing Ceremony** - Clear for Take-off: Flying High with Customer-Centricity
- **Gerold Tumulka** - Chief Strategy and Innovation Officer, Kenya Airways
- **Ald Geordin Hill-Lewis** - Executive Mayor - Cape Town



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## Tea, Networking Break

- **1600-1700** Tea and Networking Break
- **Guests Leave At Their Own Pleasure.**

 **Ends**



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