

# AAIS Agenda

**Tuesday 17th October, 2023**

**0800-2000**

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

**Wednesday 18th October, 2023**

**Opening Ceremony**

- **0800-0830:** Welcome Coffee & Networking

**Remarks**

- **0815-0830: Opening Remarks by the Masters of Ceremony**
- **Grace Vihenda**, Senior Manager Innovation and Sustainability - Kenya Airways
- **Martin Kibisu**, Associate Director of Acceleration & Advisory - Sinapi
- **Mark Muita**, Pilot - Kenya Airways

**Speeches**

- **0830-0930:**  
**Speeches by:**
- **Allan Kilavuka** - CEO, Kenya Airways
- **Mr. Abderahmane Berthe** - Secretary General, AFRAA
- **Alderman James Vos** - Mayoral Committee Member for Economic Growth - Cape Town
- **Patrick Roux** - Chief Executive Officer, Sky Team

**Keynote Speech**

- **0930-0950: Keynote Speech** - Navigating Cloud Nine: Redefining Customer-Centric Horizons in Aviation  
**Julian Kyula** - CEO and Founder, EdomX

**Session II**

- **0950-1020- Tea & Networking Break**
- **1020-1150: 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. Abderahmane Berthe**, Secretary General - AFRAA  
**Patrick Roux**, Chief Executive Officer - SkyTeam  
**Shaheed Regal**, Ag. General Manager - Airports Company South Africa

**Session III**

- **1150-1250: Panel discussion** - Aviation Alchemy: Transforming Passengers into Raving Fans
- **Moderator** - **Mark Muita**, Pilot - Kenya Airways
- **Panelists(Next Page)**

# AAIS Agenda

## Lunch

## Session IV

## Session V

## Networking Break

## Gala Dinner

- **Panelists**

**Alex Chamwada**, Media Consultant & CEO - Chams Media Ltd.

**Julius Thairu**, Chief Commercial and Customer Officer - Kenya Airways

**Ken Osei, Principal Investment Officer** - International Finance Corporation (IFC),  
Frequent Flyer

**Nomusa Khumalo**, Head of Customer Engagement, Africa & Middle East, Tourvest Travel

- **1250-1350: Lunch Break**

- **1350-1450: Panel Discussion** Captain Kiddo: Crafting Unforgettable Air Travel  
Experiences for Kids

**Moderator - Caroline Makumbe**, Children Protection Specialist - Mtoto News

**Panelists**

**Mfanafu Athi Mbongwe**, Managing Director - Play Africa

**Charlenè Bouwer**, Actress and Producer

**Prof Robert Nanima**, Associate Professor Research Fellow at the Children's Rights Project -  
University of the Western Cape

**Saadiq Daniels**, Child Gov. Monitor - Western Cape Commissioner for Children (WCCC)

- **1450-1550: Panel Discussion** - Onboard Everyone: Navigating the Skyways of Inclusive  
Aviation Experiences

**Moderator:**

**Grace Vihenda**, Senior Manager Innovation and Sustainability - Kenya Airways

- **Panelists**

**Victo Nalule**, Executive Director - Tunaweza Foundation

**Sandra Dreyer**, Head: Training, Education & Development - Cape Town Society for the Blind

**Laura Abraham**, Director of CX Innovation & Tech Strategy - Delta Air Lines

- **1550-1650 Tea & Networking Break**

- **1830-2130 Gala Dinner (Theme: Out of Africa)**

- **Gala Dinner Program**

**1830-1900:** Welcome speeches from the MCs and Sponsors

**1900-1920: Keynote Speech** - Wings of Africa: Elevating Customer Obsession through  
African Culture

**Minister de Lille, Minister** - Ministry of Tourism SA

**1920-2130:** Entertainment & networking

- **Local jazz band and dance troupe**

# AAIS Agenda

Thursday 19th October 2023

## Session VI

- **0830-0840:** Opening Remarks by the Master of Ceremony
- **0840-0940:** Panel Discussion - Sky-High Expectations: Balancing Sustainability and Customer Obsession in Aviation
- **Moderator**  
Maureen Kahonge, Senior Manager Business Development & Communications - African Airlines Association (AFRAA)
- **Panelists:**
  - **Edward Mungai**, CEO - Kenya Climate Innovation Centre
  - **Kingsley Kalusha**, General Manager - Africa Prospects Development Zambia
  - **Gerold Tumulka**, Chief Strategy and Innovation Officer - Kenya Airways
  - **Alex Avedi**, CEO - Safarilink Aviation

## Session VII

- **0830-0840:** Opening Remarks by the Master of Ceremony
- **0940-1040:** Panel Discussion - Tech Turbos: How Digital Solutions are Fueling Customer Obsession in Aviation
- **Moderator:** Martin Kibisu, Associate Director of Acceleration & Advisory - Sinapis
- **Panelists:**
  - **Fredrick Kitunga**, Chief Information and Data Officer - Kenya Airways
  - **Hawkins Musili**, General Manager - Fahari Aviation
  - **Volkert Paap**, Vice President Technology & Technical Innovation - KLM
  - **Andy Lui**, Vice President of Innovation - Sky Team

## Networking Break

- **1040-1110**  
Tea & Networking Break

## Session VIII

- **1110-1240: Interactive Workshop** - "Wheels Up, Customer First: A New Era in Aviation Innovation"
- **Speaker:** **Matt Twilley**, Digital Innovation Senior Manager MEA - AWS

## Lunch

- **1240-1340**  
Lunch Break

## Session IX

- **1340-1530:**
- **Master Classes**
  - Boeing-** Innovation Adventure - How to find new opportunities for your organization (Moore Ibekwe Jr, Sales Director Middle East and Africa - Boeing)
  - AWS-** A focus on Customer Experience, Data Monetization underpinned by Generative AI (Matt Twilley, Digital Innovation Senior Manager MEA - Amazon Web Services)
  - Embraer** - Innovation and Sustainability (Akie Chhabra, Sales Director Africa - Embraer Commercial Aviation)
  - Airbus-** Best-in-class Customer Centricity for Sustainability Innovation (Gary Wicks, Principal Innovation Architect Disruptive Innovation, Airbus Scale)

## Session X

- **1530-1600**
  - Closing Ceremony** - **Clear for Take-off: Flying High with Customer-Centricity**
    - **Gerold Tumulka**, Chief Strategy and Innovation Officer - Kenya Airways
    - **Alderman James Vos**, Mayoral Committee Member for Economic Growth - Cape Town
- **Guests Leave At Their Own Pleasure.**

Ends