

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 Office, SkyTeama

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



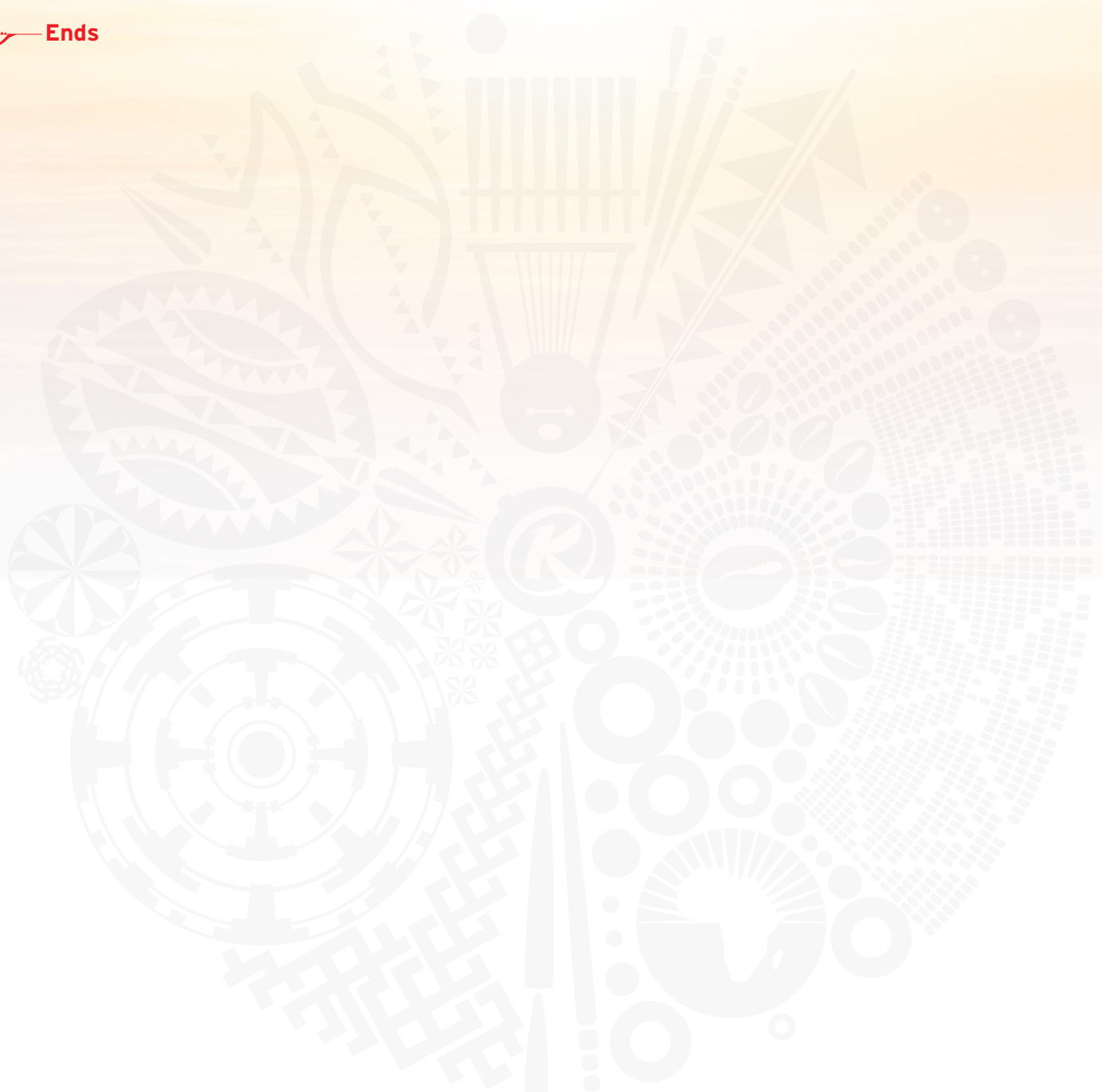
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Tea, Networking Break

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

 **Ends**



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