

# 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

**Keynote Speech**

- **0930-1000: Navigating Cloud Nine:** Redefining Customer-Centric Horizons in Aviation

**Session I**

- **1000-1100: Panel Discussion** - Tailwinds of Transformation: Creating an Enabling Environment for End-to-End Customer-Centric Aviation

**Tea, Networking Break**

- **1130-1230: Panel discussion** - Aviation Alchemy: Transforming Passengers into Raving Fans
- **1230-1300: Talk - Captain Kiddo:** Crafting Unforgettable Air Travel Experiences for Kids

**Lunch**

- **1300-1400 Lunch**

**Session 3**

- **1400-1500: Panel Discussion** - Onboard Everyone: Navigating the Skyways of Inclusive Aviation Experiences

**Tea, Networking Break**

- **1530-1630: Breakout Sessions**

**Gala Dinner**

- **Gala Dinner (Theme: Out of Africa)**
- **1830-1900:** Welcome speeches
- **1900-1940: Keynote Speech** - Wings of Africa: Elevating Customer Obsession through African Culture
- **1940-2100:** Entertainment & networking
- **Local jazz band and dance troupe**



**Africa Aviation  
Innovation Summit**

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## 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

## Networking Break

- **1030-1130: Panel Discussion -** Tech Turbos: How Digital Solutions are Fueling Customer Obsession in Aviation
- **1130-1300: Talk -** Wheels Up, Customer First: A New Era in Aviation Innovation

## Keynote Speech

- **0930-1000: Navigating Cloud Nine:** Redefining Customer-Centric Horizons in Aviation

## Lunch

- **1300-1400 Lunch**
- **1400-1530: Master Classes**
- **1530-1600: Closing Ceremony -** Clear for Take-off: Flying High with Customer-Centricity

## Tea, Networking Break

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

Ends



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