

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
- **SA Government Representative**

Keynote Speech

- **0930-0950: Keynote Speech** - Navigating Cloud Nine: Redefining Customer-Centric Horizons in Aviation
Julian Kyula - CEO and Founder, EdomX
- **0950-1020- Tea & Networking Break**

Session II

- **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

Mfanauthi 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

Keynote Speech

- **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

Keynote Speech

- **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 Royal Dutch Airlines

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
 - AWS-** A focus on Customer Experience, Data Monetization underpinned by Generative AI
 - Embraer**
 - Airbus-** Best-in-class Customer Centricity for Sustainability Innovation

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



Africa Aviation
Innovation Summit