

出國報告（出國類別：參加會議、考察）

參加 2019 AMPAP 畢業典禮 出國報告書

服務機關：桃園國際機場股份有限公司

姓名職稱：業務處 副處長 陳慶隆

派赴國家：香港

出國期間：108 年 4 月 3 日至 4 月 5 日

報告日期：108 年 6 月 17 日

摘要

ACI 與 ICAO 合辦的 AMPAP (Global ACI-ICAO Airport Management Professional Accreditation Programme) 課程每年皆藉由 ACI 年會舉辦的機會，合併舉辦當年度順利結業的畢業生畢業典禮，在典禮授予畢業證書、講座，及相關的畢業生紀念品(夾克、胸章)，2019 年的 ACI 年會於 4 月 2 日至 4 月 4 日於香港機場亞洲國際博覽館 (AsiaWorld-Summit) 舉辦，累計至本次畢業典禮為止，AMPAP 經過 13 年來的推廣，目前於全世界共有來自 114 個國家，972 位畢業生 (2019 年 6 月 17 日 AMPAP 網站公布資料)。

本次出差除了參加 4 月 4 日的畢業典禮之外，也可以憑畢業生報名資格參加 ACI 年會的展覽以及各場次的座談會，展覽是由各個機場管理單位及設備商展示各項最新的管理技術及產品，藉以了解航空產業的趨勢及新知。而座談會則是劃分各個主題場次，邀請專家與談分享，進行機場管理經驗與新知的交流。本公司除了榮獲機場碳認證計畫 (ACA) 所頒發的碳認證等級三-最佳化成果外，本公司王明德董事長也入選 ACI 理事，未來可望持續加深桃園機場與國際間各類專業交流。

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一、目的

桃園機場 2018 年運量已達 4,650 萬人次，國際客運量位於世界第 11 名，在亞洲甚或全世界已是重要的機場之一。近年來桃園機場積極參與 ACI 等各類國際機場專業管理交流機會，約自 2013 年起，便開始從公司選材派訓 AMPAP 課程，迄今全公司已有 15 名結業生取得 IAP（International Airport Professional）資格。

AMPAP 的課程規劃是針對機場管理當局（Airport Authority）的從業人員而設計，主要是讓全世界的機場管理 know-how 有一個共通的專業知識標準，透過知識的提升，促進全世界民航產業的發展，邁向更高的機場服務水準。在課程設計上，修業的學員必須先上完第一門基礎課程-ATS（Air Transport System），完成了 5 天的課堂培訓後，才算是正式地開啟了 AMPAP 的修業課程。

接下來必須要在三年內再完成 3 個必修課程 on-line 課程（透過網路與國外同步上課），每一個課程為期四周（相當於 5 天的課堂培訓）；次外，再從 ACI 和 ICAO 的課程列表中選擇 2 個選修課，每一個選修課程屬於實體上課形式，必須自行尋找開課的地點到國外出差上課。

因為參與這個課程的學生來自世界各國，所以參加這個課程除了可以學習到各種最新的機場管理專業知識外，比較特別之處是，不管線上課程或是實體課程，都可以結識來自各個機場的菁英，共同學習之餘，也可以有很多的經驗交流分享，同時也拓展了很多國外機場的人脈，這也是參加這一個課程一個很好的收穫。

經過三年左右的修習，在繁忙的公務時間之餘，特別撥出時間得以完成 AMPAP 課程，取得 IAP 資格，分外覺得另有一份成就感，本次經主辦單位 ACI 邀請親至香港參加 ACI 年會及 AMPAP 畢業典禮，除了代表參加這個課程取得的成果外，也藉機了解世界機場的管理趨勢、創新設備，及與其他機場代表的面對面交流，此行亦如預期帶回不少收穫及心得。

二、行程

天數	日期	行程	內容
1	2019/04/03	桃園-香港	<ul style="list-style-type: none">● 自桃園機場直飛香港機場，前往香港機場亞洲國際博覽館 (AsiaWorld-Summit)。
2	2019/04/04	參加 ACI 年會及 AMPAP 畢業典禮	<ul style="list-style-type: none">● 參觀 ACI 年會展覽會長及主題座談會，參加 AMPAP 畢業典禮及畢業生午宴。
3	2019/04/05	香港-桃園	<ul style="list-style-type: none">● 返回台灣。

三、 ACI 年會、展覽、座談

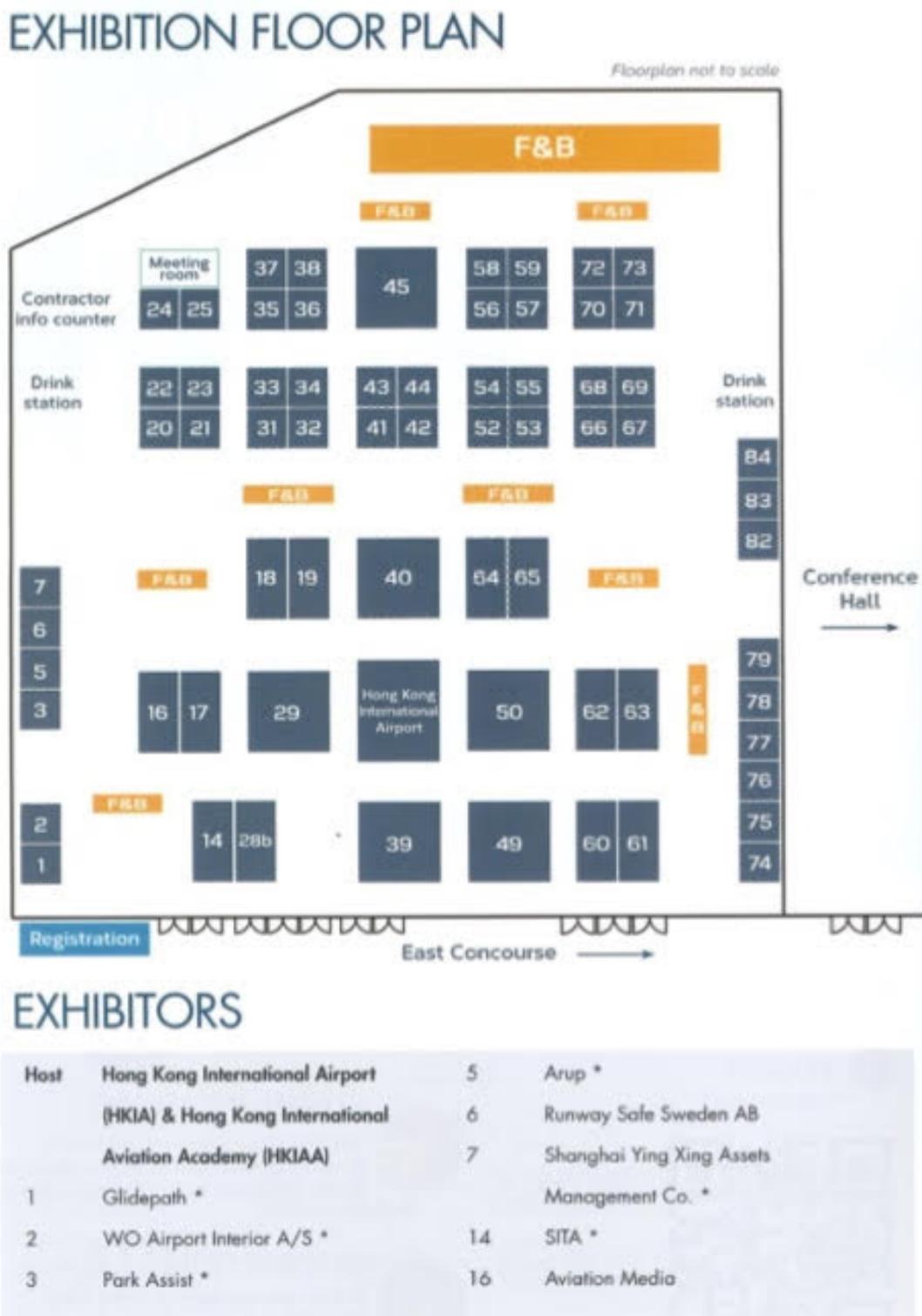
2019 ACI 主辦機場是香港機場，會場地點在鄰近機場的亞洲國際博覽館 (AsiaWorld-Summit)，ACI 年會採每年輪流由各個有意主辦機場爭取的方式決定辦理地點，明年 (2020) 的主辦機場將會是日本的關西機場。

本屆年會會場展覽的部分，贊助廠商計有近 30 家 (圖 1)，各自於會場布置自有的展覽攤位，展示各種應用在機場的新科技、新的設備，現場的攤位超過 60 個 (圖 2)，主辦單位香港機場以及在地環亞貴賓室集團 (Plaza Premium Group) 都是重要的攤位。

圖 1：2019 ACI 年會贊助廠商



圖 2：2019 ACI 年會廠商展覽平面圖



座談會布置在展覽會場旁一個獨立的大型會議室，議程從 4 月 2 日至 4 月 4 日每日 8 點左右安排至 17 點左右，討論議題包含機場發展的趨勢、人力資管理、風險控管、時間帶安排、航空貨運、顧客服務等多元化的與談主題（附件 1），講者來自全世界各國的機場管理專家、航空產業協力廠商等（附件 2），精闢的說明及與談，從中可以獲得不少的機場管理觀念的啟發。

舉例來說，4月3日下午14:30有關顧客體驗的革新（The Customer Experience Revolution）座談場次中，與談人包含環亞貴賓室集團的宋美美總監、阿布達比機場的 Muna Al-Ghanim、雪梨機場的 Claire Donnellan 等服務品質主管等，提出現今世界上旅客已經習慣多元化的服務方式，比如同樣是銀行的服務，有實體的，有線上的，甚至在咖啡店裡也可以提供金融服務，如果要得到顧客青睞，就必須靠出色的服務經驗來取勝。

同樣地顧客看待機場的服務，因為往來不同機場的體驗基礎，標準只會愈來愈高，顧客期待更客製化及超越期待的服務，機場為了回應顧客的期待，當然也必須整合所有提供服務的 stakeholders（例如航空公司、商業廠商等），追求更卓越的服務品質。

四、 AMPAP 畢業典禮

如同 ACI 與 ICAO 於 2007 開始合辦 AMPAP 的目的：Increase Expertise（增進專業）、Establish Uniform Standards（建議一致標準）、Share Expertise（分享專業）及 Promote Professional Excellence（推廣專業）。這個課程的成功之處主要在於分享機場管理的最適方案，然後持續啟發學員成為這個領域的專業人士。

AMPAP 的畢業典禮舉辦在 ACI 年會的第三天，也就是 4 月 4 日的上午，作為今年度 ACI 年會的一個結尾，今年共有 70 位結業生（附件 3），其中只有一位來自台灣，身為台灣唯一一位的結業代表，有幸與來自世界各國的機場管理菁英共聚一堂領取這個機場管理最重要的國際認證-IAP，除了是份榮耀，也多了一份責任，未來必須更加砥礪自己以專業、熱情投注於機場管理的工作，為桃園機場未來的發展及提升，更加奉獻一份心力。

典禮開始的形式是先將各位結業生集結編隊，由主持人逐一唱名上台，從 ACI 理事長、AMPAP 課程負責人手中接過結業證書、結業水晶獎牌，以及象徵 IAP 的胸章及夾克，並在台上逐一拍攝個人結業授證照片（圖 4）及最後的團體照（圖 5）。今年結業生代表致辭是來自印度新德里機場的工程總經理-Om Prakash Chugh，與他曾在馬來西亞的一個實體課程共學，學習精神相當認真負責，值得學習。

圖 4：IAP 個人授證照



圖 4：IAP 團體授證照



結業典禮後由主辦單位安排畢業生餐會，讓所有畢業生有更多交流認識的機會，並期許未來各自在服務的機場裡互相砥礪成長，貢獻所知所能。

五、心得與建議

進入機場服務多年以來，陸續也上過各類機場管理領域的課程，不得不說，AMPAP 是內容最有系統，知識範疇廣度及深度最好的一套專業訓練，航空產業的專業知識取得不易，偏重在機場管理的知識更是稀少，常常我們都只能選擇在做中學，因為沒有最好的參考範例及知識，做得對不對也不清楚。

AMPAP 課程是一個很好的知識傳授及交流平台，結業後 ACI 網站上還有成立一個結業生的社群平台，除可以延續知識交流外，如果樂於分享，甚至可以向 AMPAP 申請擔任課程講師，未來，在桃園機場日趨專業化的發展方向下，建議可以持續選派優秀同仁參加 AMPAP 課程訓練，加大專業知識注入本公司營運管理的程度，讓桃園機場的未來發展更加穩健迅速。

六、附件

附件 1：2019 ACI 年會座談主題

PRE-CONFERENCE PROGRAMME

TUESDAY, 2 APRIL 2019

VENUE: ASIAWORLD-EXPO (AWE) ROOM 201A

09:00-13:00 HR FORUM: DIGITIZATION OF HUMAN RESOURCES: CHALLENGES AND OPPORTUNITIES

In many airports HR is becoming the central unit that coordinates and orchestrates digital transformation. This provides HR professionals with challenges that aren't only limited to talent acquisition and management. HR leaders are heavily involved in organizational tasks, together with a strategic approach to the employee experience span from information architecture to employee well-being.

09:00-10:00 CURRENT TRENDS IN AIRPORT HR

Moderator: Kevin Caron, Director, Capacity Building Programmes, ACI World

Rosa Beckett, Chief Administrative Officer, Jacksonville Aviation Authority, 2019-2020 Chair, ACI-NA Human Resources Committee

Pieter du Plessis, Group Executive Human Resources at Airports Company South Africa and Chair, ACI Africa Human Resources Working Group

Georgia Stergiopoulou, Human Resources Director at Athens International Airport S.A., Chair ACI EUROPE Leadership and Human Resources Forum

Justina Tan, Managing Director, People, Changi Airport Group, and Chair, ACI Asia-Pacific HR Committee

10:00-10:30 USING IT TO DEVELOP AND MEASURE COMPETENCIES

Regardless of the organization size, HR leaders today have a strategic role and responsibility to ensure their organizations are aware of the human side of a crisis and plan ahead to help minimize its effects. To be most effective, HR leaders work collaboratively with top-down commitment to develop enterprise-wide solutions. Learn how HR professionals have been involved in recent crisis events at their respective organizations and ensuring business continuity.

Ali Al Eisi, Learning & Development Senior Manager, Oman Airports

10:30-11:00 DIGITIZATION AND THE RECRUITMENT OF NEW PROFESSIONALS

Airports need to ensure they are prepared for the challenges ahead. Digitalization is changing the way we select airport professionals and open a whole new world of possibilities for success.

Gale LaRoche, Senior Vice President/Chief Human Resources Officer, ADK Consulting & Executive Search

11:00-11:30 COFFEE BREAK, AWE ROOM 201C

11:30-12:15 GROUP EXERCISE ON DIGITIZATION AND HUMAN RESOURCES

Danielle Michel, Director, Membership Services & Events, ACI EUROPE

12:15-12:30 CLOSING REMARKS

Justina Tan, Managing Director, People, Changi Airport Group, and Chair, ACI Asia-Pacific HR Committee

13:00-14:00 LUNCH, AWE ROOM 201C

14:00-16:30 ENVIRONMENT FORUM: RESILIENCE, CLIMATE CHANGE ADAPTATION, AND COMBATTING WILDLIFE TRAFFICKING

14:00-15:00 ASSESSING AIRPORTS RISKS AND WORKING TO BECOME MORE RESILIENT

It is undisputable that airports' infrastructure and operations are not immune to climate change impacts: increase in temperatures have grounded aircraft while more adverse weather events, such as lightning, cyclones, typhons and hurricanes have damaged several airports around the globe and disrupted their operations and business continuity. They can also cause air traffic delays and affect slot management at airports. Moreover, apart from physical damage, there are other financial risks related to climate change for airport operators. Preparedness is key and is cheaper than recovery. This session will focus on adaptation planning, including financial risk-assessments and working with stakeholders to mitigate different associated risks to become more resilient.

Moderator: Wendy Weir, Environment and Sustainability Manager, Brisbane Airport Corporation

Rachel Burbidge, Senior Environment Officer, EUROCONTROL

Chrystelle Damar, Associate Environment Officer, Air Transport Bureau, Environment, ICAO

Adam Davis, Technical Director, Sustainability & Resilience, AECOM

Sebastien Lacoïn, Technical General Manager, Kansai Airports

Caroline Sapriel, Managing Partner, CS&A International

15:00-15:05 LAUNCH: AIRPORT BUSINESS CONTINUITY HANDBOOK AND GUIDANCE ON COMBATTING HUMAN TRAFFICKING

15:05-15:30 COFFEE BREAK, AWE ROOM 201C

15:30-16:30 IDENTIFYING OPPORTUNITIES FOR AIRPORT OPERATORS TO DEVELOP A FRAMEWORK OF ACTION AGAINST WILDLIFE TRAFFICKING

Wildlife trafficking is one of the most lucrative international organized crimes with an estimated worth of about US\$20 billion (ranked top 4 international organized crime after human trafficking). Traffickers have been abusing the fast mobility of the aviation network system to conduct their crimes. ACI has been working to identify opportunities to combat wildlife trafficking and support airports in this endeavour. Devising collaborative ways to share intelligence, facilitate progress, and bring positive long-term behavioral change for both industry stakeholders and passengers are amongst the highest priorities identified. This session will provide a detailed overview of these issues and present solutions to combat this practice.

VENUE: ASIAWORLD-EXPO (AWE) ROOM 201B

09:00-11:00 SLOT WORKSHOP

As of October 2018, 201 Level 3 or slot coordinated airports were listed and 122 Level 2 airports (the lesser congested, schedule-managed airports with some peak congestion). According to International Air Transport Association (IATA) forecasts, there could be 100 more co-ordinated airports in the next 10 years by 2030. As we know, airport congestion leads to delays and a deterioration of the quality of the passenger experience. It can also reduce competition since it is difficult for new carriers to enter an already-full airport. This gives increased market power to incumbent airlines and potentially means higher fares for passengers. This pre-conference workshop will provide background information on the existing IATA worldwide slot guidelines (WSG) and will explore mechanisms by which the implementation of slot allocation processes and rules can optimize the use of airport capacity.

09:00-11:00 OVERVIEW OF CURRENT IATA WORLDWIDE SLOT GUIDELINES

Philippe Villard, Head, Policy and Economics, ACI World

Promoting efficiency in the slot allocation process: the airport perspective

The WSG: The Strategic Review and the remaining challenges:

Gunter Heinrich, Head, Airport Slot Management, Frankfurt Airport

The way forward: Re-think the role of airport operators and the allocation methods:

Conan Kang, Manager, Airport Slot Allocation, ACI World

Slot allocation: Illustration from Singapore Changi Airport

Donald Tan, Vice President, Airline Development, Changi Airport Group

Technology: At the service of airports

Reino Komari, Application Specialist, Prolog Development Center Asia Pacific

11:00-11:30 COFFEE BREAK, AWE ROOM 201C

11:30-13:30 THE ECONOMICS OF AIRPORTS – MASTERING THE CRYSTAL BALL WITH ROBUST DATA AND INDICATORS

Airports are complex businesses that operate in unique and evolving physical, financial and regulatory environments. An understanding of market segments based on the evolving tastes and preferences of passengers is also a vital component in capitalizing on the return to customer experience. This session will provide a data-driven summary of the main economic characteristics of the airport industry drawing on ACI's World Airport Traffic Forecasts, the comprehensive battery of Airport Key Performance Indicators and the latest cutting-edge research from the Airport Service Quality (ASQ) programme.

In addition to the latest trends and forecasts in air transport demand across the world's airports, aeronautical and non-aeronautical revenues will be explored over time. Various financial indicators will be presented that paint a picture of an airport's bottom line. Finally, in depth research of the drivers of customer experience will be explored to derive strategic insights aimed at enhancing financial performance and a customer-centric approach to the airport business.

Moderator: Pierre Daems, Chief Executive Officer, Aube Conseil

Dimitri Coll, Director, ASQ, ACI World

Patrick Lucas, Head, Airport Business Analytics, ACI World

14:00-16:30 CARGO FORUM IN PARTNERSHIP WITH



14:00-15:00 HOW TO CREATE WORLD CLASS AIR CARGO HANDLING AT AN AIRPORT

Providing key infrastructure to the industry, airports are the most important centers of air cargo activities. This session will discuss what is needed to create a world class cargo handling infrastructure, but also how quality programs as Cargo Service Quality (CSQ) can contribute to an improved and transparent handling setup.

Moderator: Steven Palmans, Head of Cargo & Logistics, Brussels Airport Company and Vice Chairman, TIACA

Wilson Kwong, Chief Executive Officer, Hong Kong Air Cargo Terminals Limited

Jenny Lam, Chief Executive Officer, Cathay Pacific Services Limited

Alaina Shum, General Manager, Aviation Logistics, Airport Authority of Hong Kong

Steven Verhasselt, Vice President Commercial, Liege Airport

15:00-15:30 COFFEE BREAK, AWE ROOM 201C

15:30-16:30 EMBRACING DIGITIZATION IN AIR CARGO ACTIVITIES

Recent booming of e-commerce, community collaboration and new technologies are transforming the air cargo industry fast. This session will explore some of the opportunities and challenges digitalization may bring and how airports can take advantage of them.

Moderator: Amar More, Director and CEO, Kale Logistics Solutions Private Ltd. / Board Director - TIACA

Ryan Chen, General Manager, Earth Network - Construction Project Center – International Department, Cairiao

Denny Fikri, President, Angkasa Pura Kargo

Ramesh Mamidala, CEO, Celebi Delhi Cargo Terminal Management India Pvt Ltd

Sara Van Gelder, Cargo Business Development Manager, Brussels Airport Company

CONFERENCE PROGRAMME

What's next for aviation? The future starts now

MONDAY, 1 APRIL 2019 – ASIAWORLD-EXPO (AWE)

15:00-18:00 DELEGATE REGISTRATION (EAST CONCOURSE)

TUESDAY, 2 APRIL 2019 – ASIAWORLD-EXPO (AWE)

09:00-17:00 EXHIBITION SET-UP (AWE, EXHIBITION HALL)

08:00-18:00 DELEGATE REGISTRATION (AWE, EAST CONCOURSE)

16:30-18:00 WBP NETWORKING MEETING (SKYCITY MARRIOTT, MEETING ROOM 3)
SPONSORED BY  (BY INVITATION ONLY)

17:00-18:00 HERMES COCKTAIL RECEPTION (SKYCITY MARRIOTT, VELOCITY BAR & GRILL)
(BY INVITATION ONLY)

18:30-20:30 WELCOME RECEPTION AND OPENING CEREMONY (AWE, EXHIBITION HALL)
SPONSORED BY  

WEDNESDAY, 3 APRIL 2019 – ASIAWORLD-EXPO (AWE)

08:00-18:00 DELEGATE REGISTRATION (EAST CONCOURSE)

08:00-17:00 EXHIBITION OPEN (EXHIBITION HALL)

08:00-09:00 WELCOME COFFEE (EXHIBITION HALL)

09:00-10:00 WELCOME ADDRESSES (CONFERENCE HALL)

Lee Seow Hiang, President, ACI Asia-Pacific, and Chief Executive Officer, Changi Airport Group
Fred Lam, Chief Executive Officer, Airport Authority Hong Kong
Martin Eurnekian, Chair, ACI World, President, Aeropuertos Argentina 2000 and CEO, Corporación América Airports

Address by the Honourable Mrs Carrie Lam, the Chief Executive of the Hong Kong Special Administrative Region

10:00-10:15 KEYNOTE ADDRESS

Dr. Fang Liu, Secretary General, ICAO

10:15-11:15 SESSION 1: LEADERS' FORUM - IT'S ALL ABOUT CAPACITY

Airport passenger traffic has been growing at an average rate of 4.5% during the last decade (from 2007 to 2017) despite a series of macroeconomic shocks and adverse geopolitical events. Considering robust traffic growth, many airports are near, at, or even exceeding their design capacities, causing congestion, higher costs, lower levels of service and frustrated demand. Existing airport infrastructure cannot handle expected growth. This is what the industry refers to as capacity crunch. This session will explore how airport operators will address the infrastructure in order to continue accommodating traffic in the most effective way possible, by looking at financing of additional airport capacity, pricing mechanisms for scarce infrastructure and optimization in the allocation of slots.

Moderator: James Cole, Head of Aviation Transactions and Forecasting, Mott MacDonald

Sheikh Aimen bin Ahmed Al Hosni, Chief Executive Officer, Oman Airports Management Company
Dick Benschop, President & Chief Executive Officer, Royal Schiphol Group

Martin Eurnekian, Chair, ACI World, President, Aeropuertos Argentina 2000 and CEO, Corporación América Airports
 Deborah Flint, Chief Executive Officer, Los Angeles World Airports
 Rupert Hogg, Chief Executive Officer, Cathay Pacific Airways Limited
 Elena Mayoral, Managing Director, AS Madrid-Barajas Airport, AENA Aeropuertos S.A.
 Emmanuel Menanteau, Representative Director and Co-Chief Executive Officer, Kansai Airports

11:15-12:00 COFFEE/NETWORKING BREAK (EXHIBITION HALL)
SPONSORED BY 

12:00-13:00 SESSION 2: A NEW ERA IN AIRCRAFT OPERATIONS
 Major developments are underway in the fields of commercial space transport (FL600 plus), urban air mobility and drones (below FL10). In addition, the long-heralded revival of supersonics, operating up to FL600, may be on the verge of realization in the next decade. This session will introduce speakers in leading positions to discuss these new developments.

Moderator: Andrew Charlton, Managing Director, Aviation Advocacy

Vincent Loubière, Director of City Integration and Infrastructure, Airbus Urban Air Mobility
 Dorothy Reimold, Director of Strategic Operations, Commercial Space Transportation, Federal Aviation Administration
 Joe Wilding, Co-Founder and Chief Technology Officer, Boom Supersonic

13:00-13:15 AIRPORT CARBON ACCREDITATION CEREMONY

13:15-14:30 LUNCH (EXHIBITION HALL)

14:30-15:30 SESSION 3: THE CUSTOMER EXPERIENCE REVOLUTION
 Everyday, customers live different types of experiences, delivered by different kinds of companies such as banks, online stores, coffee shops, and more. All these interactions shape their overall expectations and their definition of an outstanding experience. Customers have come to expect higher levels of service and a better experience from airports based on their interactions with other service-led industries. Customer experience management is the practice of designing and reacting to customer interactions to meet or exceed customer expectations and, thus, increase their satisfaction, loyalty and advocacy. This session will emphasise how airports are managing the rise of customers' expectations with the collaboration of all their stakeholders and will present case studies from airports participating in ACI's Airport Customer Experience Accreditation pilot.

Moderator: Mei Mei Song, Brand Director, Plaza Premium Group

Muna Al-Ghanim, Head Airport Service Quality, Abu Dhabi International Airport
 Carlos Criado, Business Development Director, Corporacion Quiport
 Claire Donnellan, Service Strategy and Customer Experience, Sydney Airport
 Karen W. Ellis, Chief Customer Experience Officer, San Antonio International Airport
 Chapman Fong, General Manager, Terminal 1, Airport Authority Hong Kong

15:30-15:45 LAUNCH: AIRPORT CUSTOMER EXPERIENCE ACCREDITATION

15:45-16:30 COFFEE/NETWORKING BREAK (EXHIBITION HALL)

16:00-17:40 ACI ASIA-PACIFIC REGIONAL ASSEMBLY & ACI WORLD SPECIAL MEMBERS MEETING

18:30-21:00 GALA IN THE SKY (SKY100 HONG KONG OBSERVATION DECK)

15th ACI Asia-Pacific Regional Assembly, Conference & Exhibition handover:

Yoshiyuki Yamaya, Representative Director and Chief Executive Officer, Kansai Airports
 Emmanuel Menanteau, Representative Director and Co-Chief Executive Officer, Kansai Airports

THURSDAY, 4 APRIL 2019 – ASIAWORLD-EXPO (AWE)

- 07:45-09:15** **WBP & CEO BREAKFAST MEETING (AWE IKON)**
SPONSORED BY  **DUTY ZERO** (BY INVITATION ONLY)
Moderator: Greg Fordham, Managing Director, Airbiz
Badr Mohammed Al-Meer, Chief Operating Officer, Hamad International Airport
Dick Benschop, President and Chief Executive Officer, Royal Schiphol Group
Fred Lam, Chief Executive Officer, Airport Authority Hong Kong
Bongive Mbomvu, Chief Executive Officer, Airports Company South Africa
Candace McGraw, Chief Executive Officer, Cincinnati/Northern Kentucky International Airport
Andrew O'Brian, President and Chief Executive Officer, Qipport
- 08:00-15:00** **DELEGATE REGISTRATION (EAST CONCOURSE)**
- 08:45-09:30** **WELCOME COFFEE (EXHIBITION HALL)**
- 08:45-17:00** **EXHIBITION OPEN**
- 08:45-09:15** **FINAL REGISTRATION FOR WAGA (EAST CONCOURSE)**
- 09:30-11:00** **ACI WORLD ANNUAL GENERAL ASSEMBLY**
(FOLLOWED BY ACI-ICAO AMPAP GRADUATION CEREMONY)
- 10:15-11:15** **COFFEE/NETWORKING BREAK (EXHIBITION HALL)**
SPONSORED BY 
- 11:15-11:30** **KEYNOTE ADDRESS**
Dr. Amy Zalman, Chief Executive Officer, President
The future starts now: A transformative approach to creating the airport of the future
International business conditions are on the cusp of radical change and it's clear that the future will not look like the past. However, no one knows exactly what it will look like when technologies such as blockchain, cryptocurrencies and robots, meet macro-changes in demographics, geopolitics and the climate. Dr. Zalman will share how thinking like a futurist can help business leaders plan in uncertain and complex conditions.
- 11:30-12:30** **SESSION 4: THE NEXTT GENERATION**
NEXTT (new experience travel technologies) is a vision for the future of air travel. NEXTT addresses growing capacity issues; the need to maximise the use of infrastructure and become more efficient in processes. Off airport processes, advanced technologies such as robotics and biometrics, and data sharing between all stakeholders are key components. This panel explores future ideas as well as solutions already being tested and implemented and looks at how they will shape the face of air travel.
Moderator: Anson Bailey, Head of Technology, Hong Kong, KPMG China
Brian Cobb, Chief Innovation Officer, Cincinnati / Northern Kentucky International Airport
Steve Hankinson, Vice President Planning and Innovation, Vancouver International Airport
Steve Lee, Chief Information Officer/Group SVP, Changi Airport Group
Alan Newbold, Director Advanced Digital Engineering, ARUP

- 12:30-13:15** **SESSION 5: LIVE INTERVIEW - CONNECTING WITH THE PASSENGER**
 Technology, when deployed effectively, is instrumental in breaking down the silos, which often frustrate customers. The proliferation of airline, airport, store, restaurant and other mobile Apps presents challenges to passengers' travel journey, as they are constantly bombarded with notifications pushed to their mobile devices. Companies must find new, seamless ways to connect with passengers and cut through the noise. This is where new technologies come in. Passengers could plan their trip and filter relevant information, from online check-in, baggage tracking and lounge access to restaurant promos, reservations and shop discounts, through their preferred channel. Potentially, they can choose one platform, be it a social media site, an airport website, or an airline App, through which all stakeholders could communicate directly with them. This session will showcase how a single portal can bring about a significant change
- Lucy Werner, Industry Leader Finance and Travel, Google
- 13:15-14:30** **LUNCH (EXHIBITION HALL)**
- 13:15-14:30** **AMPAP LUNCH (BY INVITATION ONLY)**
- 14:30-14:45** **LAUNCH: INSIDER THREAT AND CYBERSECURITY HANDBOOKS**
- 14:45-15:45** **SESSION 6: INNOVATION IN SECURITY**
 The security landscape continues to change with new threats emerging, putting additional pressures on regulators, security staff and manufacturers. This session will look at innovative approaches to security, leveraging robust and agile screening solutions that could address current and future aviation threats.
- Moderator: Nathalie Herbelles, Head, Security & Facilitation, ACI World
- Emma Boulby, Executive General Manager, Airport Operations, Adelaide Airport Limited
 Daniel Goh, Assistant President, NUCTECH
 Ben Smith, Group Manager, Strategic Development, Aviation Security Service
 Simon Wilcox, Programme Manager – Automation, Heathrow Airport Limited
- 15:45-16:00** **APEX AWARDS**
- 16:00-16:15** **CONFERENCE CLOSING & ACI WORLD HANDOVER 2020**
Closing remarks
- Angela Gittens, Director General, ACI World
 Patti Chau, Regional Director, ACI Asia-Pacific
- 2020 ACI World Annual General Assembly handover**
- Martin Eurnekian, Chair, ACI World, President, Aeropuertos Argentina 2000 and CEO, Corporación América Airports
- 16:15-17:00** **FAREWELL RECEPTION (EAST CONCOURSE)**
SPONSORED BY
- 


附件 2：2019 ACI 年會座談與談人

SPEAKERS



**THE HONOURABLE MRS
CARRIE LAM**
Chief Executive,
Hong Kong Special
Administrative Region



DR. LIU, FANG
Secretary General,
International Civil Aviation
Organization (ICAO)



AL EISRI, ALI
Learning & Development
Senior Manager,
Oman Airports



AL-GHANIM, MUINA
Head Airport Service Quality,
Abu Dhabi International
Airport



ALMEER, BADR MOHAMMED
Chief Operating Officer,
Hamad International Airport



SHERH AL HOSNI, AIMEN
CEO,
Oman Airports Management
Company



BAILEY, ANSON
Head of Technology,
Hong Kong,
KPMG China



BEASTALL, CLAIRE
Training and Capacity
Building Coordinator,
TRAFFIC



BECKETT, ROSA
Chief Administrative Officer,
Jacksonville Aviation Authority



BENSCHOP, DICK
President & CEO,
Royal Schiphol Group



BISBEVEN, ROSANNE
Strategic Advisor Corporate
Responsibility,
Royal Schiphol Group



BOULBY, EMMA
Executive General Manager,
Airport Operations,
Adelaide Airport Limited



BURBIDGE, RACHEL
Senior Environment Officer,
EUROCONTROL



CARON, KEVIN
Director, Capacity Building
Programmes,
ACI World



CHARITON, ANDREW
Managing Director,
Aviation Advocacy



CHAU, PATTI
Regional Director,
ACI Asia-Pacific



CHEN, RYAN
General Manager, Earth
Network - Construction
Project Center - International
Department, Galia



COBB, BRIAN
Chief Innovation Officer,
Cincinnati/Northern
Kentucky International
Airport



COLE, JAMES
Head of Aviation
Transactions and
Forecasting,
McDonald's



COLL, DIMITRI
Director, ASQ,
ACI World



CRADIO, CARLOS
Business Development Director,
Corporación Quiport



DAEMS, PIERRE
CEO,
Aube Conseil



DAMAR, CHRYSTELLE
Associate Environment Officer,
Air Transport Bureau,
Environment, ICAO



DAVIS, ADAM
Technical Director,
Sustainability & Resilience,
AECOM



DONNELLAN, CLAIRE
Manager - Service Strategy
and Customer Experience,
Sydney Airport



DU PLESSIS, PETER
Group Executive Human
Resources, Airports Company
South Africa and Chair,
ACI Africa Human Resources
Working Group



ELLIS, KAREN
Chief Customer
Experience Officer,
San Antonio International
Airport



EURNEKIAN, MARTIN
Chair, ACI World,
President, Aeropuertos
Argentina 2000 and CEO,
Corporación América Airports



FLINT, DEBORAH
CEO,
Los Angeles World Airports



FONG, CHAPMAN
General Manager, Terminal 1,
Airport Authority Hong Kong



FORDHAM, GREG
Managing Director,
Airbiz



FRIKI, DENNY
President,
Angkasa Pura Kargo



GITAU, NAOMI
Ag. Environment Manager,
Kenya Airports



GITTENS, ANGELA
Director General,
ACI World



GOH, DANIEL
Assistant President,
NUCTECH



HANKINSON, STEVE
Vice President Planning
and Innovation,
Vancouver International Airp



HEINRICH, GUNTER
Head, Airport Slot Management,
Frankfurt Airport



HERBELLES, NATHALIE
Head, Security & Facilitation,
ACI World



HOGG, RUPERT
Chief Executive Officer,
Cathay Pacific Airways
Limited



KANG, CONAN
Manager, Airport
Slot Allocation,
ACI World



KILBURN, MIKE
Assistant General Manager,
Sustainability,
Airport Authority Hong
Kong (AAHK)



KOMORI, REINA
Application Specialist,
Prolog Development Center
Asia Pacific



KWONG, WILSON
Chief Executive,
Hong Kong Air Cargo
Terminals Limited



LACOÏN, SEBASTIEN
Technical General Manager,
Kansai Airports



LAM, FRED
Chief Executive Officer,
Airport Authority Hong Kong



LAM, JENNY
Chief Executive Officer,
Cathay Pacific Services
Limited



LAROCHÉ, GALE
Senior Vice President/Chief
Human Resources Officer,
ADE Consulting & Executive
Search



LEE, SEOW HIANG
President, ACI Asia-Pacific
and Chief Executive Officer,
Changi Airport Group



LEE, STEVE
Chief Information Officer/
Group SVP,
Changi Airport Group



LOUBIÈRE, VINCENT
Director of City Integration
and Infrastructure,
Airbus Urban Air Mobility



LUCAS, PATRICK
Head, Airport Business Analytics,
ACI World



MAMIDALA, RAMESH
Chief Executive Officer,
Celebi Delhi Cargo Terminal
Management India Pvt Ltd



MAYORAL, ELENA
Managing Director,
AS Madrid-Barajas Airport,
AENA Aeropuertos S.A.



MBOJVU, BONGWIWE
Chief Executive Officer,
Airports Company
South Africa



MCGRAW, CANDACE
Chief Executive Officer,
Cincinnati/Northern Kentucky
International Airport



MENANTEAU, EMMANUEL
Representative Director
and Co-CEO,
Kansai Airports



MICHEL, DANIELLE
Director, Membership
Services & Events,
ACI EUROPE



MORE, AMAR
Director and CEO,
Kole Logistics Solutions
Private Ltd. and Board
Director, TIACA



NEWSOLD, ALAN
Global Digital Aviation
Leader,
Arup



O'BRIAN, ANDREW
President and CEO,
Qipart



POUMANS, STEPHEN
Head of Cargo and
Logistics, Brussels Airport
Company and Vice
Chairman, TIACA



REIMOLD, DOROTHY
Director of Strategic
Operations, Commercial
Space Transportation,
Federal Aviation Administration



SAPRIEL, CAROLINE
Managing Partner,
CS&A International



SCAVUZZI, JULIANA
Senior Manager, Environma
ACI World



SHUM, ALAINA
General Manager,
Aviation Logistics,
Airport Authority Hong Kong



SMITH, BEN
Group Manager, Strategic
Development,
Aviation Security Service



SONG, MEI MEI
Brand Director,
Plaza Premium Group



STERGIOPOULOU, GEORGIA
Human Resources Director,
Athens International Airport
S.A., Chair ACI EUROPE
Leadership and
Human Resources Forum



TAN, DONALD
Vice President, Airline
Development,
Changi Airport Group



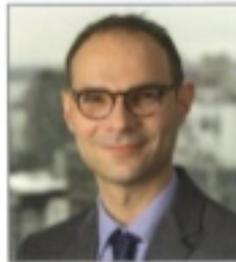
TAN, JUSTINA
Managing Director, People,
Changi Airport Group



VAN GELDER, SARA
Cargo Business
Development Manager,
Brussels Airport Company



VERHASSELT, STEVEN
Vice President Commercial
Liege Airport



VILLARD, PHILIPPE
Head, Policy and
Economics,
ACI World



WEIR, WENDY
Environment and
Sustainability Manager,
Brisbane Airport
Corporation



WERNER, LUCY
Industry Leader Finance
and Travel,
Google



WILCOX, SIMON
Programme Manager –
Automation,
Heathrow Airport Limited



WILDING, JOE
Co-Founder and Chief
Technology Officer,
Boom Supersonic



ZELMAN, AMY
Founder and CEO,
Prescient

附件 3：2019 AMPAP 結業生名冊

2019 AMPAP GRADUATES – IAPs



MOHD HANNAN BIN ABD HAMID
Manager Screening System
Malaysia Airports Holdings Berhad
Sepang, Malaysia

"Life is too short!"



IZURA ABDULLAH
Senior Executive
Malaysia Airports Holdings Berhad
Sepang, Malaysia

"Lifelong learning for an ever-changing landscape called Aviation."



MOHD ZABIDI ABDULLAH
Head of Operations
Malaysia Airports Holdings Berhad
Kelantan, Malaysia

"Thanks to all AMPAP members, instructors and support team for the cooperation."



ESTHER ADENIKE ABODERIN
Director of Finance and Accounts
Federal Airports Authority of Nigeria
Lagos, Nigeria

"Interesting and enlightening experience."



AHMED AL RASHDI
Specialist, Airport Service Quality
Abu Dhabi Airports Company
Al Ain, United Arab Emirates

"It was a pleasure to be enrolled in AMPAP courses and to meet all the airport professionals from different airports of the world, it was amazing to be networking with them and to learn from different backgrounds. I wish all airport staff would get the opportunity to be enrolled to learn the standards and the regulations."



KHALID MOHAMMED ABDALLA YOUSEF AL RAYSSI
Head of Aeronautical Information Services
Abu Dhabi Airports Company
Shakhbout City, United Arab Emirates

"Finally, after three years of hard work, I am graduating!"

4 2019 AMPAP GRADUATES

2019 AMPAP GRADUATES – IAPs



HOWARD ASPEY

Manager-Airport
Operations
Whyalla Airport
Whyalla, Australia

"The AMPAP has delivered a very professional and industry-based training package which has broadened my knowledge base considerably within the aviation industry. The concept of delivering industry-based assignments with other airport professionals from all sectors of aviation and from all corners of the globe was challenging but very rewarding. It has been an honor and a privilege to work with such a fantastic group of individuals."



OLUWASOLA OLAITAN AWE

Deputy General
Manager/SA to the
Managing Director
Federal Airport Authority
of Nigeria
Lagos, Nigeria

"The AMPAP was beneficial and greatly expanded my knowledge base!"



ABUBAKER AZAM

Assistant Deputy Airport
Director Operations -
Airport Services
San Francisco
International Airport
San Rafael, USA

"Flexibility is key to airport operations."



MOHD NASRIEN B. MOHD NASIR

Manager, Airport
Performance
Management
Malaysia Airports
Holdings Berhad
Jenjarom, Malaysia

"AMPAP provided me with a greater understanding of the aviation/airport industry."



MOONIE BANDO

Executive Assistant to
the General Manager
Airports Authority of
Trinidad and Tobago
Piarco, Trinidad and
Tobago

"Becoming an IAP is the passport to the future. We must have the courage to pursue it."



EYON BAPTISTE

Aviation Security Estate
Inspector
Airports Authority of
Trinidad and Tobago
Piarco, Trinidad and
Tobago

"Hard work brings success and inner fulfillment."

2019 AMPAP GRADUATES – IAPs



KHAIRUL BIN FAIZAL
Senior Executive -
Engineer (Mechanical &
Electrical)
Malaysia Airports
Holdings Berhad
Sepang, Malaysia

"Let's make engineers as leaders of airports."



**MUHAMMAD HIDAYAT
BIN ISMAIL**
Senior Manager
Malaysia Airports
Holdings Berhad
Sepang, Malaysia

"The more you learn, the more you earn."



DANNY BOUTIN
Senior Manager, APEX
Programmes
ACI World
Montreal, Canada

"Congratulations to all and let's keep growing
the airport management community."



KENNETH M. BYRNE
Baggage Logistics/
Reconnect/BHS
Consultant
Munich Airport
Munich, Germany

"The AMPAP delivers on many levels.
It enhances your professional aviation
knowledge, providing excellent networking
opportunities with world-wide aviation industry
experts. It is challenging, but professionally and
inter-culturally rewarding. Recommended for all
aviation professionals."



**TOM CHEN
(CHING LUNG CHEN)**
Section Manager
Taoyuan International
Airport Corporation Ltd.
Taoyuan City, Taiwan,
Province of China

"There are no shortcuts to any place worth
going."



**HEI WO, ORLANDO
CHOU**
Deputy Safety Manager
Macau International
Airport Company
Limited – CAM
Macau SAR, Macau

"AMPAP has taken me to a wonderful journey
to rediscover airport as a collaborative system
and the IAP accreditation just marks another
milestone of continuing the journey aboard
with excellent people around the globe!"

2019 AMPAP GRADUATES – IAPs



OM PRAKASH CHUGH
General Manager
(Engineering)
Airports Authority of
India
New Delhi, India

"The AMPAP has greatly enhanced my understanding of the aviation industry and airport management skills. The course content is very well designed & very useful. The sharing of their experiences by the participants from different sectors of the aviation field across the globe has indeed been a value addition."



HAZELIN GHAUS
Manager
Malaysia Airports
Holdings Berhad
Sepang, Malaysia

"The expert in anything was once a beginner."



KIRK GOODLET
Manager, Airport
Operations
Winnipeg Airports
Authority Inc.
Winnipeg, Canada

"When everything seems to be going against you, remember that the airplane takes off against the wind, not with it." - Henry Ford



JON GRAVES
Senior Manager,
Marketing
San Diego International
Airport
San Diego, USA

"AMPAP opened my eyes to the bigger picture and expanded my career horizons."



**ALBERT ADOLPHUS
GRIFFITH**
Deputy General
Manager Security
Airports Authority of
Trinidad and Tobago
Piarco, Trinidad and
Tobago

"The AMPAP is the ideal source of relevant, professional, subject matter knowledge for airport executives; the thorough, comprehensive and well-presented course modules offer an enhanced learning experience for participants."

2019 AMPAP GRADUATES – IAPs



DIL GRUFFYDD
Director Financial
Strategy
Cincinnati-Northern
Kentucky International
Airport
Cincinnati, USA

"Congratulations to all the 2019 AMPAP Graduates!"



ANTONIO GUGLIELMUCCI
Head of Operations/
Deputy Accountable
Manager
Naples International
Airport – Gesac
Napoli, Italy

"AMPAP has been a unique experience. Beyond enhancing my knowledge of aviation industry, it has been a great chance to share experiences with professionals from many different fields and regions. Definitely a "solid" training programme!"



SHELDON HARPER
Manager, Aviation
Training Centre
Airports Authority of
Trinidad and Tobago
Piarco, Trinidad and
Tobago

"The AMPAP has broadened my aviation knowledge holistically and has really delivered on the concept that managers at airports should no longer be limited to the knowledge with regard to their respective areas of management but should be equipped to effectively assist in any area of airport management."



JOSE RICARDO HERNANDEZ LARIOS
Chief Financial Officer
(CFO)
Aeris Holding Costa Rica
Alajuela, Costa Rica

"None of us is as good as all of us.... We few, we happy few, we band of brothers."



ZAFENDI MOHD ISA
Head of Engineering
Malaysia Airports
Holdings Berhad
Kuching, Malaysia

"Praise be to God."



MARYAM BALARABE ISMAIL
Assistant General
Manager
Nigerian Civil Aviation
Authority
Lagos, Nigeria

"The AMPAP has equipped me with valuable insights relating to aviation."

2019 AMPAP GRADUATES – IAPs



HYUK-JOON JUNG

Deputy Director
Incheon International
Airport Corporation
Incheon, Republic of
Korea (South Korea)

"The AMPAP greatly enhanced my professional knowledge and broadened my insights in the aviation industry."



RUZLIANA FAZILA KAMARUDIN

Manager Airport
Operations Control
Centre
Malaysia Airports
Holdings Berhad
Sepang, Malaysia

"AMPAP has given me a valuable experience that will forever be in my memories."



BERND KETT

Senior Consultant
Munich Airport
Munich, Germany

"Nice to be part of the AMPAP family-perfect networking and information exchange!"



GOVENDRA KUMAR KHARE

Airport Director
Airports Authority of
India
Jodhpur, India

"Great to be an IAP, AMPAP refines your skill and knowledge about the aviation industry."



GIMIN KIM

Deputy Director
Incheon International
Airport Corporation
Incheon, Republic of
Korea (South Korea)

"The AMPAP was a great opportunity for me to get across and understand the aviation and airport industries as a whole. Besides the knowledge, I have learned through education, human networks around the world are helping me develop my career."



JOERN KRAFFT

Director International
Training and Consulting
Munich Airport
Munich, Germany

"AMPAP lifts you to a higher place - it makes you leave your silo."

2019 AMPAP GRADUATES – IAPs



SANJAY KUMAR
Deputy Director
Civil Aviation Authority
of Nepal
Kathmandu, Nepal

"Highly obliged to all who supported me to be the first AMPAP graduate from Nepal."



PATRICK J. LAMMERDING
Deputy Executive
Director, Planning and
Development
Burbank-Glendale-
Pasadena Airport
Authority
Burbank, USA

"The AMPAP has been an important next step in my airport career."



**JUAN MANUEL
MANRIQUEZ VIÑAS**
Manager, APEX in Safety
ACI World
Montreal, Canada

"The AMPAP enhanced my professional knowledge and expanded my insights in the aviation industry by providing me with a global understanding of the system from different areas. The knowledge and experiences shared with airport professionals coming from different fields of the sector was very valuable. I truly appreciate the benefits it has brought to my career."



MARIA MAVROIDI
Airport Planner
Athens International
Airport
Athens, Greece

"Creativity is intelligence having fun."



**NATH MCABRAHAM-
INAJOH**
General Manager
Federal Airports
Authority of Nigeria
Ikeja, Nigeria

"Be the best you can be and use it for the good of all."



SELVIN MEYER
Manager Airfield
Services
Airports Company South
Africa
Port Elizabeth, South
Africa

"The best aviation package for managers who want to excel in their careers."

2019 AMPAP GRADUATES – IAPs



**NAFISA ALIYU
MOHAMMED**
Assistant General
Manager
Federal Airports
Authority of Nigeria
Lagos, Nigeria

“Going through the AMPAP courses gave me diverse insight into the aviation industry. It was challenging and rigorous, but very beneficial to my career.”



**KRISHAN MOHAN
NEHRA**
APD / Jt.G.M. (ATM)
Airports Authority of
India
New Delhi, India

“The ACI-ICAO AMPAP is very informative and helpful in executing the day-to-day management of the Airport functions. Various modules of AMPAP empowers/develops the confidence to perform the duties more professionally and efficiently. AMPAP enriched our knowledge and inculcated leadership qualities.”



BRIAN O'MALLEY
Security Operations Duty
Manager
Dublin Airport Authority
Dublin, Ireland

“My AMPAP journey started in Dublin and finished in Dubai with the AVSEC pm accreditation. I have met and worked with people from all over the world. AMPAP has been a fantastic experience. ‘Invaluable.’”



NANCY ONYEDIM
Field Operations Officer
International Civil
Aviation Organization
(ICAO)
Montreal, Canada

“The AMPAP afforded me the opportunity to build on and enlarge my knowledge base in airport operations and management. The learning process was stimulating. I feel empowered to go further, as far as the road leads and to put the knowledge gained into effective use, wherever required.”



WENDI SUE ORLANDO
Senior Manager,
Customer Relations
Cincinnati-Northern
Kentucky International
Airport
Kentucky, USA

“Seek out those who will help us become better versions of ourselves.”

2019 AMPAP GRADUATES – IAPs



MARJE PERSAD
Financial Accountant
Airports Authority of
Trinidad and Tobago
Piarco, Trinidad and
Tobago

"The acquisition of knowledge cannot be achieved in one's lifetime."



ROBERT N. PRYMUS JR.
Senior Systems Analyst/
Programmer
Miami-Dade Aviation
Department
Miami, USA

"This program has been an experience like no other. Thank you, ACI and ICAO for making this possible."



JOANNA RAE FRIDY
Marketing Manager Ag.
Airports Authority of
Trinidad and Tobago
Piarco, Trinidad and
Tobago

"This experience has given me a deeper appreciation for this industry and the immensity of the work my colleagues and I do. As a young professional in this industry, I am truly inspired to continue building my career in aviation. I am especially grateful to my organization (AATT) and my amazing colleagues for their support throughout this process."



SADIKU ABDULKADIR RAFINDADI
Director of Commercial
& Business Development
Federal Airports
Authority of Nigeria
Lagos, Nigeria

"It has been very challenging but rewarding. I am excited to graduate."



LIANA RAMSAHAI-ACHAN
Executive Assistant/
Attorney-at-Law
Airports Authority of
Trinidad and Tobago
Piarco, Trinidad and
Tobago

"AMPAP has truly been a wonderful experience, a vessel for all aviation experts!"



BERIN RIDANOVIC
Legal Adviser
Sarajevo International
Airport
Sarajevo, Bosnia
Herzegovina

"Wherever you go, go with all your heart."

2019 AMPAP GRADUATES – IAPs



AMITAVA ROY
Joint General Manager
Airports Authority of
India
Allahabad, India

"AMPAP really enhanced my knowledge and provided international experience."



TUGIMAN SABUDIN
Senior Executive
Malaysia Airports
Holdings Berhad
Sepang, Malaysia

"AMPAP is a fantastic program, it feels great to obtain the IAP designation, it's awesome."



**AUGUSTE SARÉ
ZINONGO**
Head of Terminals
AERIA
Abidjan, Côte d'Ivoire

"AMPAP has improved my knowledge of the airport sector. It allowed me to work more professionally using best practices. Meeting people from different countries and interacting with them has been very beneficial to me."



JON E. SEAMAN
Senior Aviation Property
Manager
Miami-Dade Aviation
Department
Miami, USA

"AMPAP enhanced greatly my knowledge of the aviation industry. Working closely with like-minded professionals broadened my thoughts and experiences and I truly appreciate the benefits of the IAP designation."



MANISH SINHA
Chief Operating Officer
GMR Hyderabad
International Airport Ltd.
Shamshabad, India

"A unique enrichment platform for sharing views with worldwide colleagues."



WANKUMBU SINKALA
Manager - Ground
Handling Services
Zambia Airports
Corporation Limited
Lusaka, Zambia

"It's a must have program for all airport professionals."

2019 AMPAP GRADUATES – IAPs



NICOLA SMITH

Airport Manager
Airports Company South
Africa
Diskobolos, South Africa

"Creating an empowered airport professional".



YOUNCHUL SONG

Deputy Director
Incheon International
Airport Corporation
Incheon, Republic of
Korea (South Korea)

"It was a great opportunity to expand my new expertise as an airport expert. I will make further efforts as an IAP in Korea."



MOHAMED GOREL SOUMARE

Technical Manager
Blaise Diagne
International Airport ;
LAS (Limak-AIBD SA-
SUMMA)
Thiès, Senegal

"Life is what you make it. Rely on Him, be conscious of Him, and do good."



DENISE STROESSNER

Manager Airside
Planning
Munich Airport
Munich, Germany

"AMPAP has been a great opportunity to extend my knowledge with strategic viewpoints and a comprehensive understanding of the whole aviation system. AMPAP promotes working across borders, a principle everyone should follow in daily work."



WALLACE TANG

Airport Controller
San Francisco
International Airport
San Francisco, USA

"Congratulations to all the IAP candidates graduating in this batch!"



ANISA TATING

Manager, AVSEC
(Quality Control &
Compliance)
Malaysia Airports
Holdings Berhad
Sepang, Malaysia

"It has been a challenging journey to juggle between commitments but worth it."

2019 AMPAP GRADUATES – IAPs



**KONSTANTINOS
TRIANAFYLLOU**
Airport Duty Officer
Athens International
Airport
Athens, Greece

"AMPAP far exceeded my expectations, it was a lifetime experience."



**IOANNIS
VOUDIKLARIS**
Airport Duty Officer
Athens International
Airport
Athens, Greece

"No matter what your aviation specialty or training background is, AMPAP is the most competent program in boosting airport networking by applying a holistic approach in airport management."



**CARMELA WALLACE-
SHANKLIN**
Financial Controller (Ag)
Airports Authority of
Trinidad and Tobago
Piarco, Trinidad and
Tobago

"An airport is a system! I am ecstatic to be part of it. The AMPAP is dynamic. It increased my enthusiasm and enhanced how I think about the airport and make decisions."



**HAMISU RABIU
YADUDU**
Director Airport
Operations
Federal Airports
Authority of Nigeria
Ikeja, Nigeria

"Prepared to walk the talk."



OGUZ EFE YELESTEPE
Assistant to Executive
Director
Istanbul Sabiha Gokcen
International Airport
Istanbul, Turkey

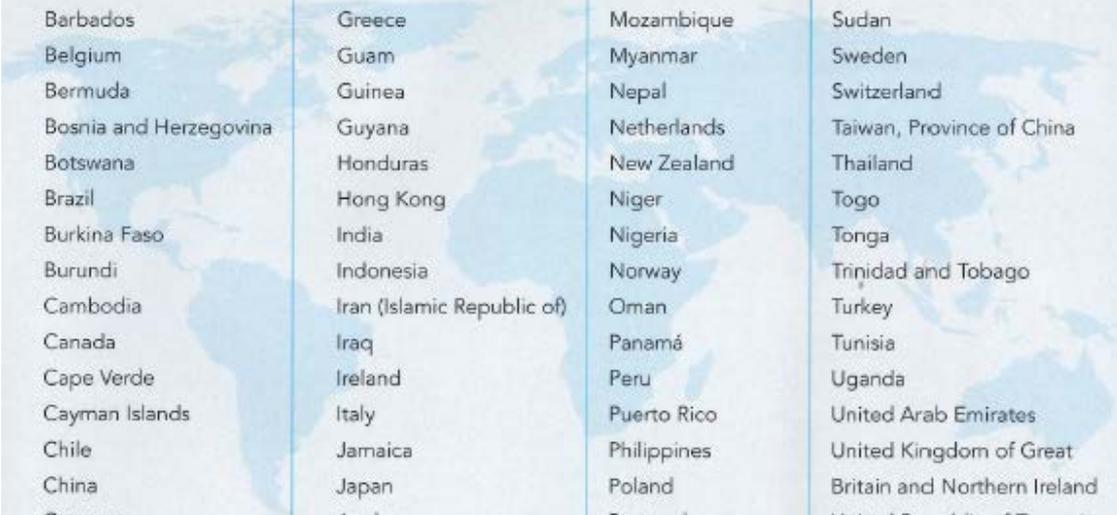
"AMPAP is doubtlessly a gold mine for those who want to learn and apply the best practices in airport industry."



NURUL HUSNI YUNUS
Manager, Engineering
Control Centre (ECC),
Engineering Management
Department
Malaysia Airports
Holdings Berhad
Sepang, Malaysia

"Strive always to excel in virtue and truth."
Prophet Muhammad (PBUH)"

114 COUNTRIES REPRESENTED IN AMPAP TO DATE



Afghanistan	Dominican Republic	Macau	Senegal
Antigua And Barbuda	Ecuador	Macedonia	Serbia
Armenia	France	Malaysia	Sierra Leone
Aruba	Gabon	Mali	Singapore
Australia	Gambia	Malta	Slovenia
Austria	Georgia	Marshall Islands	Solomon Islands
Bahamas	Germany	Mexico	South Africa
Bahrain	Ghana	Morocco	Spain
Barbados	Greece	Mozambique	Sudan
Belgium	Guam	Myanmar	Sweden
Bermuda	Guinea	Nepal	Switzerland
Bosnia and Herzegovina	Guyana	Netherlands	Taiwan, Province of China
Botswana	Honduras	New Zealand	Thailand
Brazil	Hong Kong	Niger	Togo
Burkina Faso	India	Nigeria	Tonga
Burundi	Indonesia	Norway	Trinidad and Tobago
Cambodia	Iran (Islamic Republic of)	Oman	Turkey
Canada	Iraq	Panamá	Tunisia
Cape Verde	Ireland	Peru	Uganda
Cayman Islands	Italy	Puerto Rico	United Arab Emirates
Chile	Jamaica	Philippines	United Kingdom of Great Britain and Northern Ireland
China	Japan	Poland	United Republic of Tanzania
Comoros	Jordan	Portugal	United States of America
Colombia	Kenya	Qatar	Vanuatu
Democratic Republic of the Congo	Laos, People's Democratic Republic	Korea, Republic of (South Korea)	Vietnam
Cook Islands	Latvia	Romania	Zambia
Costa Rica	Lebanon	Russian Federation	Zimbabwe
Côte d'Ivoire	Liberia	Saint Helena	
Croatia	Lithuania	Saudi Arabia	

