



# AGIFORS

Airline Group of the International Federation of Operational Research Societies

## Operations & Maintenance 2020

How to restore and recover airline operations at minimal cost and with maximum efficiency as quickly as possible

**Online Conference**

01 – 05 June 2020

## John Paul Clarke, Dean's Professor Aerospace Engineering – Georgia Tech University

### Panel Discussion:

**Why have there been no major new approaches to disruption management in the past 20 years? What can we do now?**

John-Paul Clarke a College of Engineering Dean's Professor in the School of Industrial and Systems Engineering and the Daniel Guggenheim School of Aerospace Engineering at the Georgia Institute of Technology (Georgia Tech).

Dr. Clarke is a leading expert in aircraft trajectory prediction and optimization, especially as it pertains to the development of flight procedures that reduce the environmental impact of aviation, and an expert in the development and use of stochastic models and optimization algorithms to improve the efficiency and robustness of airline, airport, and air traffic operations.

Between Nov 2018 and April 2020, he was Vice President of Strategic Technologies at United Technologies Corporation (UTC), where he is responsible for all technology roadmapping and for guiding key initiatives focused on technology acceleration, partnerships, and global technology education.

Dr. Clarke is also the co-founder of four companies including, most recently a startup that applies low-frequency statistical modeling to the prediction of hotel demand, and model reference adaptive control to the setting of hotel prices.



## Michael Clarke, Senior Principal, Operations Solutions

### Panel Discussion:

**Why have there been no major new approaches to disruption management in the past 20 years? What can we do now?**

Seasoned practitioner who has worked for over the last 28 years on the applications of operations research and emerging technologies on the solution of airline operations business problems.

Throughout his extensive academic and professional career, Michael has done research and development on advanced algorithms to solve problems related to robust scheduling, disruption management and passenger re-accommodation. In addition, he has worked in product management and most recently in sales engineering, promoting the use of optimization based solutions to solve complex airline business process.

Originally from Kingston Jamaica, Michael earned his Doctor of Science in Flight Transportation from the MIT, and enjoys his down time travelling the world, and spending time with his family and close friends.



## Daan Debie, KLM Royal Dutch Airlines

### Panel Discussion:

What has COVID-19 done to our airlines – and what can software vendors, decision support solutions, and consultancies do to help us restore our operations to normal?

Daan Debie is Director Engineering & Architecture Operations Decision Support KLM-BCG Partnership. He is responsible, among other things, for setting up and maintaining development and architecture guidelines, coaching teams and participating in recruitment efforts. He has been at KLM since 2016. Prior to KLM, Daan had a variety of software jobs including founding a high-tech startup. He graduated in 2012 with a Bachelors in Computer Science from the Rotterdam University of Applied Science



## Bolivar Dominguez – Vice President Operations – Copa

### Panel Discussion:

What has COVID-19 done to our airlines – and what can software vendors, decision support solutions, and consultancies do to help us restore our operations to normal?

Driven and motivated team member, with more than 22 years in the industry. Demonstrated results leading, negotiating and securing operational excellence that drive organizational growth, NQC optimization and customer satisfaction / NPS. Strategic leader with expertise in safety, risk management, mergers, change management, and building & developing high-performing teams. Member of the Safety, Flight and Ground Operations Advisory Council (SFGOAC) to the IATA Board of Directors.



## Ira Gershkoff, Travel Technology Research

### Panel Discussion:

**Why have there been no major new approaches to disruption management in the past 20 years? What can we do now?**

Ira Gershkoff is Principal Consultant at Travel Technology Research. He is responsible for market analysis of operations systems used by airlines around the world, including key systems used to manage aircraft, crews, and ground resources. Previously, he was Chief Information Officer at Polar Air Cargo, a \$350 million international air freight company. At American Airlines, United Airlines, and Sabre, he had a variety of positions on both the systems side of the airline (developing new tools) as well as the operational side (using the tools). He has written more than 20 technical papers and trade magazine articles.



## Jason Herter – Vice President OCC – IndiGo

### Panel Discussion:

**What has COVID-19 done to our airlines – and what can software vendors, decision support solutions, and consultancies do to help us restore our operations to normal?**

Jason Herter is the Vice President OCC IndiGo Airlines. He is responsible for OCC, Crew Resources and Ops Management Systems. This includes crew manpower planning, roster and training planning, crew scheduling, network management and flight dispatch.

Prior to IndiGo, Jason had similar responsibilities at the AirAsia group of airlines, SAMA Airlines of Saudi Arabia, and Amerijet. Jason has also worked for Navitaire.



## Michael Irrgang, Boeing Global Services

### Panel Discussion:

Why have there been no major new approaches to disruption management in the past 20 years? What can we do now?

Mike Irrgang has been in the airline industry since 1985, and active in AGIFORS since 1987. A past vice president of LATAM Airlines and Air Jamaica in Operations, he is currently with Boeing, providing software solutions and support for OCC and other airline operations areas.

During his aviation career, Mike has specialized in disruption management and fuel conservation. He has published six articles in Aviation Week's "***Hand Book of Airlines ...***" series of books

Mike holds three patents in aviation-related software





## Jeff Meaney – Director Aircraft Routing OCC –Air Canada

### Panel Discussion:

What has COVID-19 done to our airlines – and what can software vendors, decision support solutions, and consultancies do to help us restore our operations to normal?

23 years in the aviation industry, all of which have been with Air Canada. I've held management positions in Maintenance, Corporate Scheduling and SOC. Currently my role encompasses a combination of close in fleet deployment as well as serving as an operational advocate in matters related to robust schedule design. My mandate includes increasing SOC's use of data to support operational decision making as well as supporting strategic planning in pursuit of OTP improvements. Currently we are focused on simply getting through this terrible chapter in our business. planning.

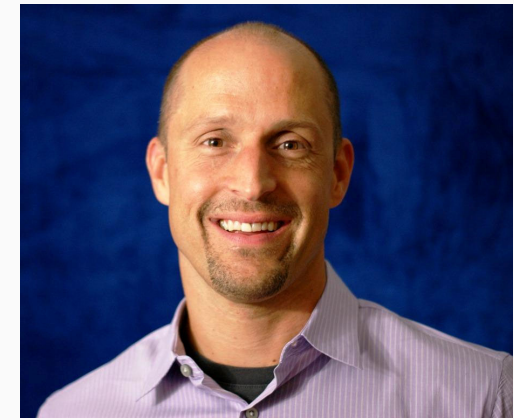


## Tim Niznik – Director of Analytics IOC – American Airlines

### Panel Discussion:

**What has COVID-19 done to our airlines – and what can software vendors, decision support solutions, and consultancies do to help us restore our operations to normal?**

Tim Niznik currently serves as Director of Analytics for the Integrated Operations Center (IOC) at American Airlines where his primary responsibilities include providing directional leadership and vision through the delivery of advanced analytics and data science to objectively assess operational decisions and performance in a way that is contextually aligned, enables learning decision support, and provides actionable insights and feedback. Previously, Tim served as Director, Operations Planning at American Airlines where his responsibilities included delivering advanced analytics, simulation analyses, block planning forecasts, and performance analyses to the IOC, Hub Control Centers, and Network Planning organizations. After developing an interest and passion for the airline industry through various internships with Northwest Airlines and American Airlines, Tim began his career with the Sabre Research Group prior to joining American Airlines in 2000 as one of the founding members of the newly re-formed Operations Research Group. Tim holds a B.A in Mathematics from St. Olaf College, a M.Sc. in Mathematical Sciences from Clemson University and a Ph.D. in Operations Research and Economics from the Colorado School of Mines.



## Anna Sauer, Lufthansa Consulting

### Panel Discussion:

**Why have there been no major new approaches to disruption management in the past 20 years? What can we do now?**

Anna Sauer is a Senior Consultant at Lufthansa Consulting based in Frankfurt. She has worked in the aviation industry for nine years, specializing in ground operations and passenger care. After starting as agent and supervisor at a regional station for Air Berlin, she was leading a team responsible for process and project management concerning passenger, baggage and aircraft handling.

Among other projects she developed operational KPIs and reports with focus on punctuality and process performance, implemented a new service partner management strategy and pushed forward the digitalization of disruption handling according to EU Regulation 261/2004.

Her consulting experience includes the implementation of lean management tools into operational departments, development of customer self-service tools as well as the successful execution of a company-wide operational excellence project.



## Gesine Varfis, Marketing Manager – APSYS / Airbus

### Panel Discussion:

**Why have there been no major new approaches to disruption management in the past 20 years? What can we do now?**

At APSYS Gesine is responsible for Airline and MRO Marketing. APSYS assures safe and secure aircraft design and production advancing to meet future sustainability and digitalization challenges like data analytics, safety and data security in its entirety for maintenance and operations. Together with her colleagues Gesine is ramping up APSYS's maintenance innovation acceleration program 4futureMRO ways. Gesine worked as CIO and COO advisor for Aeroflot Russian Airlines engaged in the upgrading of Aeroflot's OPS systems (crew, flight planning, OCC, RMS, HCC, CDM, mobile solutions). Prior to Aeroflot Gesine was engaged as Management Consultant for Lufthansa Consulting with a focus on cost cutting, airline restructuring, operational excellence, performance management, Operations Control and Hub Control Center re-engineering and IT speciation, verification and implementation projects.



A stylized world map in a dark blue color, centered on the Atlantic Ocean, serves as a background for the main text. The map is composed of horizontal lines and is set against a solid blue background.

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