

IATA

WORLD

FINANCIAL

SYMPOSIUM

IATA

WORLD

PASSENGER

SYMPOSIUM

Chicago, USA
25 – 26 October 2023

AIRLINE RETAILING. THE JOURNEY TO POWERING PROFITABILITY THROUGH CUSTOMER CENTRICITY

Co-host Airlines:



UNITED



IATA WORLD FINANCIAL SYMPOSIUM

IATA WORLD PASSENGER SYMPOSIUM

Wednesday, 25 October

Airline Retailing. The Journey to Powering Profitability Through Customer Centricity

16h00 – 16h15

The industry status on the journey to Modern Airline Retailing

IATA will provide an overview of what this journey entails, highlights to date and some key numbers.

- **Yanik Hoyles**, Director Distribution, IATA

16h15 – 16h25

What's the size of the prize - now - post Covid?

A 2019 study carried out by McKinsey suggested the industry value creation from retailing could reach USD 40bn, or USD 7 per passenger (industry average) by 2030. Post Covid, how has this evolved? What are the new numbers, based on airline benefit realizations to date?

- **Jasperina De Vries**, Associate Partner, McKinsey

16h25 – 16h50

Airline spotlight: Quick fire panel on value creation

Following on from the previous presentation, airline commercial leaders will share their perspectives on value creation to date and looking ahead.

Moderator: **Nina Lind**, Partner, McKinsey

- **Anthony Rader**, Director Airline Retailing Technology, American Airlines
- **Bryan Koh**, VP E-Commerce and Distribution, Singapore Airlines
- **Tamur Goudarzi Pour**, Chief Commercial Officer and member of the Board, Swiss International Airlines

16h50 – 17h20

Industry views from the airline Commercial, Finance and Digital leaders

Perspectives from airline leaders, members of IATA Advisory Councils, on their journey to retailing: the benefits realized so far, the challenges that lie ahead and how the industry can work together towards these goals.

- **Catalina Nannig**, VP Sales and Distribution, Avianca
- **Kimon Giannopoulos**, Chief Financial & Strategy Officer – Qantas Loyalty, Qantas

17h20 – 17h35

A technology spotlight

Listen to the President of a large tech company and how they plan to support the journey to Modern Airline Retailing.

Moderator: **Muhammad Albakri**, SVP Financial, Settlement and Distribution Services, IATA

- **Decius Valmorbida**, President Travel Unit, Amadeus

17h30

NETWORKING DINNER

*Times are subject to change

