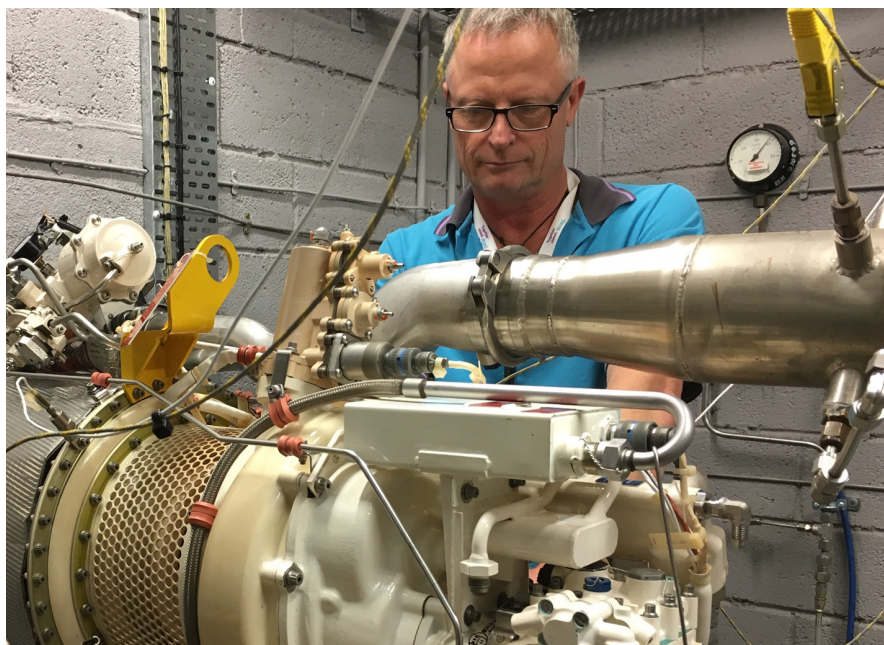


## RUAG Australia, Honeywell strengthen collaboration



**R**UAG Australia and Honeywell have confirmed and strengthened their current collaboration. The extended collaborative relationship sees RUAG Australia continuing as a Honeywell Authorized Service Center (ASC) and expanding its reach to include additional aircraft variants and component volumes from across the region. This enhanced licensing agreement has already shaped new business for the component maintenance, repair and overhaul (MRO) specialist.

Continuing the ASC partnership agreement with original equipment manufacturer (OEM), Honeywell, allows RUAG Australia access to an extensive list of additional platforms and components on aircraft belonging to the Australian Defence Force. Accordingly, RUAG is set to provide component level maintenance and repair services for Honeywell aeronautical, mechanical, engine

accessories and environmental control system (ECS) equipment on the following aircraft: Boeing platforms, the 737 Wedgetail and the F/A-18F Super Hornet, and the Leonardo C-27J. This represents an important addition to existing RUAG capabilities. Independently, RUAG Australia already commands a trusted reputation within the Australian Defence Industry, serving as an in-country component MRO partner to the Royal Australian Air Force (RAAF), for military platforms including the F/A-18, and is also now assigned as a MRO competence center for a number of F-35 components for Australia as well as the Asia region. This latest assignment includes key systems from Honeywell.

The extended agreement further strengthens RUAG as a Honeywell Channel Partner for Honeywell component-level MRO services on defence and civil aircraft throughout the Asia-Pacific

region. The broader industry positioning and wider regional reach has increased demands on existing capacities. As a result, RUAG Australia facilities at Airport West and Amberley have already ramped-up processes to accommodate these additional support services and lines.

"Ensuring maximum support for the sustainment and availability of the Australian Defence Force fleet is our priority," states Terry Miles, General Manager, RUAG Australia. "At the same time, we are committed to developing deeper relationships with Honeywell, platform stewards and other significant OEMs to ensure maximum Australian content in support of the Australian Defence Force," he adds.

"Growing our business on the basis of multi-year OEM contracts clearly emphasizes successes we continue to achieve. This proves our competencies in current technologies and platforms, as well as for development-phase technologies and their subsequent aircraft platforms," says Stephan Jezler, Senior Vice President Aviation International, RUAG MRO International.

RUAG Australia has built its engineering expertise and reputation on the provision of maintenance and repair capability and additive repair technologies on the F/A-18A/B aircraft leading to recent awards of F-35 sustainment assignments. The company is an approved 9100D aerospace company, with additional customer and Nadcap (National Aerospace and Defense Contractors Accreditation Program) special processing approvals for plating, non-destructive testing (NDT), surface enhancement and painting. RUAG Australia maintains and operates a fixed and mobile SPD capability, as well as a fixed LAD capability, and is a DASA 145, EASA 145, CASA 145 approved organisation.

## Air Arabia chooses AMOS as its new MRO software



**A**ir Arabia has selected AMOS as its new MRO software to take care of the demands of a dynamic, fast-changing industry. The CEOs of Swiss-AS and Air Arabia signed the contracts in a ceremony held at the headquarters of Air Arabia in Sharjah.

As Air Arabia is performing light and heavy maintenance in-house and they have chosen the AMOS Airline-MRO Edi-

tion, which provides all the functions that need to cover the entire spectrum of the carrier's maintenance operations efficiently.

Air Arabia wants to increase the size of its fleet with the intention to operate 100 plus aircraft by 2025. With AMOS, Air Arabia has taken a sustainable and future-proof decision that will not only support the fleet growth but also the digital transformation process towards

paperless operation. In addition to AMOS desktop, Air Arabia will implement AMOS mobile to equip its maintenance staff in the hangar and on the apron with a fully integrated and easy to use software tool.

"By equipping Air Arabia with AMOS and AMOS mobile we are confident to pave the way into the digital future of the airline and to add significant synergies to the maintenance process landscape. We are proud to welcome Air Arabia to the AMOS Community," said CEO of Swiss-AS, Ronald Schaeuffele.

"At Air Arabia we always look for innovative solutions to bring further efficiency to our operations. Selecting AMOS as our new MRO software across the group reflects the importance we place in adopting latest technologies to support our fleet growth requirements," said Group Chief Executive Officer of Air Arabia, Adel Al Ali.

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## Exclusive Interview

# 'Complete Turn-Key Avionics Solution – Scandinavian Avionics'

**A**long with providing total turn-key avionics solutions for civil and military aircraft, helicopters and UAS, Scandinavian Avionics also deals with sales, maintenance (MRO), certification (STC), design & engineering, installation, product development, production, training and consultancy services. In a candid chat with **Swati.Ketkar, Michael Truelsen – the CEO of Scandinavian Avionics** opens up about their training module, the challenges they face, the global problem of skilled workforce and much more ...READ ON

**Q - Scandinavian Avionics provides complete turn-key avionics solutions for. Including Q – Scandinavian Avionics provides total turn turn-key avionics solutions from certification to training. If we look at the training part, can you give us a small brief about the training module? Does it include in-depth avionics system operation training?**

**A –** Correct. Our concept is to focus strictly on avionics and aircraft electrics, and then providing everything within that arena. Consultancy, installation, maintenance (component and line), certification, product development, production and training for any civil or military flying platform (helicopters, fixed wing and drone applications) – that is our definition of “avionics turn-key solutions for the aviation industry”. Our training department provides a wide range of training courses for aircraft maintenance personnel, as well as support staff and even operational personnel. We cover aircraft specific type training, continuation training, in-depth maintenance and system operation training, CRM courses, certification training, training for nominated postholders, train the trainer, and a wide range of organisation specific training courses. A new addition to our offerings are a service to help organisations to keep track of their personnel and competences in terms of skills and training, as we see a need for this in the industry and we have a system that can provide a very good and simple overview for the responsible persons, within an organization with these requirements. Another development within training is our MAYDAY concept, which is a range of board games that are designed to be a facilitator for specific training topics. Our newest MAYDAY board game is focus-

sing on Human Factors training and has already received tremendous feedback, and we see a huge potential in bringing in board games to the classroom. We are avoiding “death by powerpoint” and the students really get an excellent learning experience.

**Q – How do you look at the global problem of skilled workforce shortage? What according to you should be the steps taken by global MROs to tackle this problem**

**A -** The problem is real, that is for sure, and this is one reason we are investing heavily in our training department, so we can keep our own staff up to speed and provide training to externals. We have an extremely skilled and experienced workforce within our group, but we can see that in 10-15 years we will struggle, if we do not make sure to get young engineers into our system, and invest in their growth. It is a huge challenge for the industry, but the responsibility remains with the actors. We have apprentices in our workshops, engineering students in our design department and business students within our administration and it is imminent that we all invest in the coming generations, in order to keep our industry sharp on quality and safety for the future. If the general issue can be overcome is yet to be seen, but we are already behind the curve in all aspects of the business.

**Q –** In an AOG situation, where every minute counts, the SA group provides efficient logistics support system 24/7. In this extremely volatile field, where anything can go wrong at any step, thereby stretching the AOG time, what are the

challenges that you often face? What was your most challenging experience so far?

**A –** We pride ourselves with our flexibility and agile approach. We have grown a lot the past years, however we are still a relatively small team and we stand by each other to get the job done. For an AOG the issue normally comes down to stock availability, software configuration and logistics, but at the end of the day, we always do everything in our power to get the issue solved for the end customer. There have been numerous AOG experiences, and a big part of the company's very foundation is built on our support – day and night – on the offshore helicopters for the oil and gas industry on the Danish west coast. They would call anytime and we had to be on-site within the hour. This was back in the eighties and nineties, and there are many fascinating stories from that time. The industry has obviously changed and we now support a lot of different types of operators, however the approach is still to do everything in our power to get the aircraft flying.

**Q – Can you tell us about the latest technology used in Avionics maintenance of Aircraft & how is the SA group different from other avionics solutions providing companies?**

**A -** With the new technology avionics the requirements in terms of test equipment is growing rapidly. Automatic test equipment is expensive and you need quite a revenue stream to make the



*Michael Truelsen*  
**Scandinavian Avionics**



return on investment. In our workshops we are still very diverse and maintain everything from old electromechanical gyroscopes and instruments, to EFIS screens and FMS computers. Recently we went a bit outside our normal scope and set up a complete Oxygen bottle maintenance shop in our Oslo department, which has been a very interesting process. We are involved in developing our own ATE equipment in order to keep investments in an acceptable level, however the biggest issue in this process, and in the avionics component maintenance industry in general, is the consolidation and pullback of aftermarket support by the OEM's. We need access to CMM's and data in order to keep supporting our customers in the field, but this is being restricted more and more by more or less all OEM's. This is killing the industry slowly, and the losers are the MRO's and the operators who will suffer from the poor support and high prices that monopoly brings. We are starting to see a pushback from operators, but the trend is frightening and not for the better. Luckily a few OEM's has seen this tendency, and is developing their support system for the better of the operators and not for their own focus on aftermarket revenue, and this is giving them a big advantage when it comes to promoting their equipment for retrofit upgrades. I hope that more will follow. We have been able so far to stay

in the top of the international avionics segment, but many smaller shops have been forced to close their component MRO business. Our strength is within our deep system architecture knowhow. We are not just an avionics component shop, we do installations, deep engineering and aircraft troubleshooting and represents more or less all of the bigger avionics OEM's. We are committed to keep developing our MRO side despite the constant battles – latest addition is the win of a component maintenance contract for the global sustainment concept for the F-35 program.

**Q - Cyber-security is still the most looming threat over the rapidly evolving avionics industry. DO you think our aviation industry is prepared to handle a cyber-attack? Apart from cyber-threat, what according to you are the other challenges revolving around avionics sector?**

**A –** Cyber security is a topic for any industry, and the same goes for the aviation sector. We see monthly attacks on our network, but so far we have been able to resist. In terms of avionics the focus is luckily still very much on hardware separation and I trust the very conservative approach and relatively slow development will keep us above waters as an industry. That being said the threat is real and not to be taken lightly. As mentioned above I believe

the biggest threat remains the approach from many OEM's in terms of aftermarket support. This is hurting the industry in the short term and can leave marks that will be impossible to recover from, once the third party MRO's are gone.

**Q – With just a couple of months left for ADB-S deadline, the FAA estimates over a 100,000 aircraft yet to be equipped with the technology. Are the operators taking this deadline lightly? Your views...**

**A –** Luckily the EASA mandate is six months later than the FAA mandate, however the hurdle is hard to grasp. I do not have an exact count, but we have several hundred ADS-B proposals out, but the orders are only slowly picking up. Maybe the history of mandates being postponed last minute is keeping operators hesitant, however the deadline is approaching and the ones who wait will be part of a major backlog once this kicks in. The industry will not have a chance to cover the installations in the pace required, so I would get my upgrade booked ASAP if I were an operator. We are ready though, we have spent the time getting STC's approved for a lot of scenarios and aircraft types, so we are in a position to support a good part of the market with a solution, but there will be other bottlenecks in terms of equipment availability and hangar capacity that will be show-stoppers for those who wait too long.





## MTU Aero Engines widens MRO network by establishing repair facility in Serbia

The Government of the Republic of Serbia and MTU Aero Engines AG has signed a Memorandum of Understanding (MoU) with regard to the company's intention to set up a new industrial site in Serbia today. The Serbian government fully supports this new venture, which will probably be located in the Belgrade region. As the negotiations are ongoing, a decision regarding a specific location has not yet been made. MTU plans to widen its current network with a dedicated parts repair facility. MTU decided in favour of Serbia as the home of this growth project, after a carefully considered selection process including sites across Europe. "We welcome the general decision



of MTU to rely on Serbia for this major investment," said Aleksandar Vucic, Serbian President. "Serbia provides all necessary resources as well as highly skilled and motivated people, which are keen to strengthen our country's footprint in the global aviation industry."

"The commercial MRO business is increasing continuously and the new repair facility will be a key component of our growth strategy. Establishing additional capacity in Serbia will best position MTU to provide competitive services to the global market," said Michael Schreyogg, Chief Program Officer, MTU Aero Engines. "We strongly believe in the capabilities available in the country. Our site will form the core of a future aerospace cluster, promoting the need for vocational training and the development of high-tech aerospace competences. We are confident we will successfully conclude our current negotiations and become a valuable industrial player in Serbia."

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## HeliStream chooses ENVISION



**H**eliStream has chosen Rusada's ENVISION as their MRO and Flight Operations software.

The company has selected ENVISION's Base Maintenance, Fleet Management and Flight Operations modules as well as four others, which will be implemented in a few months. Go-live is scheduled for September 2019.

Secretary/CFO at HeliStream, Barbara Perrin said, "We were looking for a system with a high level of functionality and a simple, easy-to-use interface. ENVISION exceeded all of our requirements and will allow us to continue maintaining and operating our aircraft to the highest of standards."

CEO at Rusada, Julian Stourton said, "HeliStream prides itself on the quality of its aircraft, so the fact they have selected ENVISION to manage their fleet is a huge compliment. Rod and Barbara have taken the company from strength-to-strength over the years, and I look forward to supporting their continued success."

## CAAS and EASA collaborate with new working arrangement on aviation maintenance

**T**he European Union Aviation Safety Agency (EASA) and the Civil Aviation Authority of Singapore (CAAS) has signed a working arrangement on Aviation Maintenance (WA-AM). Patrick Ky, Executive Director of EASA and Kevin Shum, Director-General of CAAS, signed the WA-AM on the sidelines of the World Civil Aviation Chief Executives Forum.

This WA-AM creates a framework between both the parties for the exchange of information on compliance with regulatory requirements pertaining to aircraft maintenance organisations and on oversight of such organisations in Singapore and Europe. This will facilitate the initial issuance or continuation of certificates for these organisations by CAAS and EASA, thus reducing the regulatory compliance costs while improving safety.

Director-General of CAAS, Kevin Shum said, "We are pleased to strengthen our relationship with EASA. Both our organisations share strong values in upholding the highest standards of safety. Given the rapid changes impacting aviation today, this partnership will achieve better outcomes and facilitate the operations of aircraft maintenance companies in Singapore and Europe."

Executive Director of EASA, Patrick Ky said, "CAAS is an important partner for EASA and for the European Aviation Industry. This fourth Working Arrangement under the CAAS-EASA MOU shows the continued commitment to the long-standing cooperation between us to strengthen aviation safety."

## Civil Helicopter Industry International Forum 2019

June 25<sup>th</sup>-27<sup>th</sup>, 2019  
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## FlightSafety expands its Master Technician programme



**F**lightSafety International has expanded its Master Technician programme to include Cabin Systems.

The new programme has a progressive curriculum that follows a five-step process. It is designed to offer technicians with the skills required to service and maintain the cabin of the aircraft they support at the highest level.

To complete the Cabin Systems programme technicians have to complete five courses. They include Avionics Standard Practices, Cabin Connectivity, aeroIT, Integrated Cabin Management Systems and Cabin Systems Operational Maintenance Program (OMP).

FlightSafety Master Technician training offers in-depth instruction and real-world practical training. This innovative and unique programme was made in close collaboration with aircraft, component, and systems manufacturers. The

programme is designed in such a way which will help technicians develop a higher level of skill and increase their problem-solving ability. It will also allow them to further enhance their contributions to the safety, reliability and operating efficiency of the aircraft or components they support and maintain.

Master Technician is offered for different aircraft manufactured by Bombardier Learjet, Embraer, Cessna, Gulfstream, Dassault, Hawker Beechcraft and Sikorsky. FlightSafety also provides Master Technician Avionics: Aircraft-Specific, Composites: Repair and Fabrication, Engine: In-depth, Engine-Specific and Management: Career Advancement.

By completing one or more of the FlightSafety Master Technician programmes, a technician can help improve safety, lower aircraft operating costs and increase aircraft dispatch reliability.

## Magnetic MRO launches interior inspector application

**M**agnetic MRO has launched Interior Inspector a new service which connects airline workers and maintenance teams in logging damages found in the passenger cabin of a commercial airliner.

The company is continuously working on finding new ways to address problems that hinder the industry's growth and development. One of such problems has been logging, handing over and saving the data of damages which take place in aircraft interiors.

"During interior inspections for our customers, we quickly understood that pen and paper is not the way to go," said Partel-Peeter Kruuv Magnetic MRO's Interior Project Manager. "We need a tool that connects found damages and pictures or notes taken on a specific location, and combines that in a user-friendly system that would only need a short tutorial to be used. That was the moment when the initial idea behind our inspection application got formulated. By now, we have named it Interior Inspector."

The Interior Inspector is an application that permits the cabin crew or dedicated mechanics to log whichever kind of damages or findings in the passenger cabin of commercial airliner. The application will work on smartphones, tablets and regular PCs.

Kruuv said, "Our findings so far are mostly problems that could easily be solved during over-night stays, such as pen-stripes, worn placards, small stains or broken recliners."

In future, Magnetic MRO will be introducing the application to the company's customers as a service to start collecting data on how Interior Inspector is used in commercial airlines. The collected data will be used by the developers to improve the application even further.

## Manta Air signs global maintenance agreement with ATR

**M**anta Air has signed a five-year Global Maintenance Agreement (GMA) with ATR. The contract will cover the Maldivian airline's full fleet for the repair and overhaul of easily replaceable components (Line Replaceable Units), propeller maintenance and an on-site leased stock of spare parts.

The long-term agreement will also

consist of on-site technical support, through which a dedicated customer support representative assists Manta Air in their daily operations. The airline will benefit from the tailored recommendations to make an optimal start to operations, based on its very specific needs, and ATR's expertise to improve aircraft reliability.

## HAECO Group chooses AMOS as end-to-end MRO software solution

**H**AECO Group has chosen AMOS as its preferred MRO software to be set up in its Hong Kong operations. This large-scale project has been implemented to replace the current system which has many point-to-point solutions to a fully integrated end-to-end solution. HAECO Hong Kong will use AMOS across its wide spectrum of services, including core airframe services and line services.

HAECO Hong Kong has started with the implementation of AMOS while the framework agreement lays the foundation for implementing AMOS in other HAECO group companies.

When the pre-sales process took place, the HAECO evaluation team analysed and reviewed carefully the functional scope of the AMOS MRO Edition against the groups comprehensive requirement catalogue.

The advanced MRO functions developed by Swiss-AS, including but not limited to Quotation/Contract Management, Hangar/Facility Planning, and Production/Finance Control Dashboards influenced the HAECO team to choose AMOS. Besides the desktop version, AMOS mobile functions will be set up in the heavy/line maintenance context to further support HAECO Group in its digital transformation process. To make sure that the AMOS is successfully implemented the HAECO evaluation team also needed the guarantee that the Swiss-AS had the necessary expertise and proven implementation approach to steer this project. All aspects of the different project streams, from know-how transfer, process definition to data migration and technical set-up, were elaborated in great details before reaching a final decision.

HAECO Hong Kong will depend on Swiss-AS AMOS Operation Service (AOS) - with Swiss-AS taking care of all the tasks related to the AMOS application server and database server administration to ensure a smooth running of the system.

## APOC Aviation purchases Boeing 737-700 airframes from lessor

**A**POC Aviation has acquired two Boeing 737-700 airframes from Infinity Transportation. Previously, MSN34303 and MSN20752 were in BBJ configuration operated by PrivateAir SA as such, both aircraft accumulated low flight cycles compared to commercial usage.

APOC will co-ordinate a well-organised remote teardown programme at two different locations in Germany. All parts will be sent back to APOC's warehouse that is close to Schiphol, in The Netherlands for evaluation and strategically selected for repair or overhaul.

"We are proud and pleased to conclude a smooth transaction with Infinity Aviation. This is the first time that APOC has chosen to part-out B737-700s as our primary expertise has rested with the Airbus A320 family to date. These airframes will enable us to broaden our inventory and cover 50 per cent of the global in-service fleet. As we bring these parts into our system our team will adjust to an active learning curve as we build our knowledge of the type and prepare APOC for future B737 acquisition opportunities."

APOC Aviation's development strategy is to solely concentrate on the most liquid aircraft types, operated by the largest number of operators and maintained by the most MROs. As the operations of the two most favoured aircraft types have continued worldwide indicates that the long-term demand for the parts, not only in today's market but also when more B737-800s and A321s are converted to freighters.

## Civil Aircraft Operation Support Technology International Forum 2019

June 12<sup>th</sup>-13<sup>th</sup>, 2019  
Tianjin, China



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## Executives in Focus

### Maria Della Posta appointed as President of Pratt & Whitney Canada

**P**ratt & Whitney Canada has appointed Maria Della Posta as President. She will report to Pratt & Whitney President Bob Leduc.

In 1985 Della Posta joined Pratt & Whitney. She has held various senior positions in Supply Chain, Finance and Customer Service. She was named vice president, Customer Support in 2001, senior vice president, Sales and Marketing in 2010 and senior vice president, Pratt & Whitney Canada in 2012.

*Maria Della Posta*  
**Boeing**

### Boeing names J. Michael Luttig & Brett Gerry for senior positions

**B**oeing has appointed J. Michael Luttig to the newly-created position of counsellor and senior advisor to Dennis Muilenburg, Boeing Chairman, President and CEO and the Boeing board of directors. Brett Gerry will take over Luttig's position as general counsel.

Luttig joined the company in 2006 and served as general counsel since then. He will look after legal matters related to the Lion Air Flight 610 and Ethiopian Airlines Flight 302 accidents.

He is also the counsellor and senior advisor to Muilenburg and the Boeing board of directors on these and other special matters. Luttig still has the title of executive vice president and will remain on the company's Executive Council.

Brett Gerry will lead the Law Department as general counsel. He will join the Executive Council and report to Muilenburg. He held the position of president at Boeing Japan since 2016. He will relocate from Tokyo to Chicago.

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# International Events

MRO EVENTS		
DATE	EVENT	VENUE
20-22 May 2019	MRO BEER	Vilnius, Lithuania
04-06 June 2019	AP&M Europe	Frankfurt, Germany
18-19 Sept 2019	15th Maintenance Cost Conference (MCC)	Athens, Greece
15-17 Oct 2019	MRO Europe	London, UK
06-07 Feb 2020	3rd Aerospace & Defence MRO South Asia Summit 2020	New Delhi, India

AIRSHOWS		
DATE	EVENT	VENUE
17-23 June 2019	Paris Airshow	Le Bourget, Paris, France
20-24 July 2020	Farnborough International Airshow 2020	Farnborough, England
17-21 Nov 2019	Dubai Airshow	DWC, Dubai, UAE
11-16 Feb 2020	Singapore Airshow	Changi Exhibition Centre, Singapore

OTHER AVIATION EVENTS		
DATE	EVENT	VENUE
21- 23 May 2019	EBACE	Geneva, Switzerland
26 - 29 May 2019	IATA Ground Handling Conference	Madrid, Spain
11 - 13 June 2019	Cabin Operations Safety Conference	Istanbul, Turkey
23 - 26 June 2019	World Financial Symposium	Miami, Florida, USA
25 - 27 June 2019	Aviation Data Conference	Athens, Greece
27 - 28 June 2019	Asian Aviation Education & Training Symposium	Seoul, Republic of Korea
03 - 04 Sept 2019	16th Asia Pacific Airline Training Symposium	Marina Bay Sands, Singapore
08 - 11 Sept 2019	inter airport Europe 2019	Munich Trade Fair, Germany
17 - 19 Sept 2019	AIR Convention Europe 2019	Vilnius, Lithuania
15 - 17 Oct 2019	Global Airport and Passenger Symposium 2019	Warsaw, Poland
22 - 24 Oct 2019	NBAA Business Aviation Convention & Exhibition (NBAA-BACE)	Las Vegas, NV, USA
13 - 14 Nov 2019	ISTAT Latin America Forum	Buenos, Argentina

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