



Transforming Aviation through Industry 4.0 & Digital Innovation in the Pandemic and Post-Pandemic Era

22 APRIL 2021, THURSDAY
4:00 PM – 5:00 PM (SGT/GMT+8)
via Zoom



School of Continuing
and Lifelong Education



Go digital, or go dark? Current events have accelerated the paradigm shift towards digitalisation and servitisation of the economy. Aviation is especially impacted by changes brought about by COVID-19.

In this complimentary webinar, find out how technology has transformed the aviation industry, how artificial intelligence, data analytics and blockchain can be applied to the air travel sector, and practical applications of contactless technology employed at the Singapore Changi Airport.

PROGRAMME

22 APRIL 2021, Thursday

TIME	TOPIC
4:00 PM	Welcome and Introduction
4:10 PM	Technology Transformation in the Aviation Industry <i>Prof Goh Puay Guan</i> <i>Associate Professor, National University of Singapore School of Continuing and Lifelong Education (NUS SCALE)</i> COVID-19 has been the biggest disruption to the aviation industry in the recent years. The pandemic forced companies to introduce new technologies in their operations to improve efficiency and implement safe distancing. In this session, we will discuss how to turn the disruption caused by the transformation of business and technology into a key enabler for the aviation industry.



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Scan the **QR code** to register or visit <https://go.gov.sg/saa-nus-webinar>.

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TIME	TOPIC
4:20 PM	<p>Modern Disruptive Technologies and Air Industry: Artificial Intelligence, Data Analytics, and Blockchain</p> <p><i>Dr Amirhassan Monajemi</i> <i>Senior Lecturer, NUS SCALE</i></p> <p>As a high-tech business, the aviation industry has always been a pioneer in the employment of modern technologies. Recently, artificial intelligence, data analytics, and blockchain have disrupted the world of information and communication technology. In this session we will briefly define the disruptive technologies and discuss about their applications in the aviation industry with case studies.</p>
4:30 PM	<p>Contactless Technology at Changi Airport</p> <p><i>Mr Chua Ching Hock</i> <i>Senior Manager, Departure Experience, Airport Operations Management, Changi Airport Group (Singapore) Pte Ltd</i></p> <p>Passenger check-in process is one of the first customer contact point at an airport. This process is everchanging and it is critical to stay updated and meet the passenger satisfaction. In this session, we will discover CAG's experience with implementing Fast and Seamless Travel (FAST) check-in and automated immigration at the Changi Airport. More importantly, we will learn how CAG adapted the FAST system during the COVID-19 pandemic and appreciate the growing importance of contactless technology for airports in the new normal.</p>
4:40 PM	<p>Panel Discussion and Q&A</p> <p><i>Moderated by Mr Steven Loo</i> <i>Associate Business & Partnership Development Director, National University of Singapore</i></p>
5:00 PM	End of Webinar



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SPEAKERS



Prof Goh Puay Guan

Associate Professor

National University of Singapore School of Continuing and Lifelong Education

Prof Goh is an Associate Professor at NUS SCALE, and NUS Business School. Prior to that, he had 20 years of corporate experience throughout Asia in general management, strategic planning, and commercial investments. He has also been an Adjunct Associate Professor at NUS Business School from 2011 to 2017, and Adjunct Professor with Inha University in South Korea from 2007 to 2009. He is the author of Supply Chain Management: A Concise Guide, published by Pearson (1st Ed. 2005, 2nd Ed. 2015).

As Vice President of Business and Commercial at Sembcorp Development, he helped to set up a new business unit Sembcorp Infra Services in 2014 and build its logistics assets footprint in Vietnam, serving concurrently as General Director of its wholly owned subsidiary in Vietnam. He led Batamindo Shipping and Warehousing Pte Ltd to attain the ASEAN Business Award for Growth (SME) by the ASEAN Business Advisory Council in 2013. He was a Top Outstanding Young Persons (TOYP) 2012 Merit Winner for Business and Entrepreneurship category, awarded by Junior Chamber International (JCI).

He has been active in the community, including serving as President of the Stanford Club of Singapore, Honorary Treasurer at Mensa Singapore, and President of the Singapore Club in Seoul. He is also a member of the Singapore Institute of Directors.



Dr Amirhassan Monajemi

Senior Lecturer

National University of Singapore School of Continuing and Lifelong Education

Dr. Monajemi is a Senior Lecturer in Artificial Intelligence and Data Science with NUS SCALE. Before joining NUS, he was with the Faculty of Computer Engineering, University of Isfahan, Iran, where he was serving as a professor of AI and Machine Learning.

He chaired the 1st International Conference on IoT, Applications and Infrastructure in 2017. He is mostly interested in Intelligent IoT, and has presented that topic in a few seminars and conferences. He also was the advisor of IKCO and MSC enterprises in the field of IoT and Industry IV establishment.



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SPEAKERS



Mr Chua Ching Hock

**Senior Manager, Departure Experience, Airport Operations Management
Changi Airport Group (Singapore) Pte Ltd**

Mr Chua has close to 13 years of experience in airport management with Changi Airport Group. He was previously part of the core project team working on Changi Airport's award-winning Terminal 4 (T4) which opened in October 2017. Ching Hock was driving the design of T4's departure flow and the Fast and Seamless Travel (FAST) programme, combining the use of self-service automation and biometric passenger processing. In the past year, as airports pivot towards contactless technology, Ching Hock also implemented the world's first infrared contactless check-in solution on Changi Airport's automated kiosks and bag-drops in June 2020.

Ching Hock was previously a Guest Speaker and panelist at Passenger Terminal Expo 2018 and Future Travel Experience, Asia 2018.

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