



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, NUS Business School</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>.

22 APRIL 2021, Thursday

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 School of Continuing and Lifelong Education</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 Director, Partnership Management, NUS School of Continuing and Lifelong Education</i></p>
5:00 PM	End of Webinar



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SPEAKERS



Prof Goh Puay Guan
Associate Professor
NUS Business School

Prof Goh is Associate Professor at NUS Business School Department of Analytics and Operations, where he teaches supply chain management and technology innovation. He is the Academic Director of the multi-disciplinary MSc in Industry 4.0. He also serves on the Board of Advisors of Switzerland-based Log-hub AG, and the Manufacturing Standards Committee of Enterprise Singapore. He is the author of Supply Chain Management: A Concise Guide published by Pearson (1st Ed. 2005, 2nd Ed. 2015). He has contributed articles and interviews on Forbes, Channel NewsAsia, CNA938, Yahoo, Lianhe Zaobao, The New Paper, and Supply Chain Management Review.

Prior to NUS, Prof Goh held various management roles at Sembcorp Industries and Toll Global Logistics, with regional P&L responsibilities and in-country stints in South Korea, China, Indonesia and Vietnam. As Vice President of Commercial and Business Development, he set up and managed Sembcorp Development's warehouse property business. In 2012, he was awarded the Junior Chamber International's Top Outstanding Young Persons (TOYP) Merit Award for Business and Entrepreneurship. During his management, Batamindo Shipping and Warehousing Pte Ltd was awarded the ASEAN Business Award for Growth (SME) by the ASEAN Business Advisory Council in 2013.



Dr Amirhassan Monajemi
Senior Lecturer
NUS School of Continuing and Lifelong Education

Dr. Monajemi is a Senior Lecturer in Artificial Intelligence (AI) and Data Science with NUS School of Continuing and Lifelong Education. Before joining NUS, he was with the Faculty of Computer Engineering, University of Isfahan, Iran, where he was serving as a professor of AI, machine learning, and data science.

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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