

Tourist Flight Operators
6th Annual Conference
SkyCity Convention Centre Auckland 18-19 July
in conjunction with the
57th Annual Aviation Industry Association Conference

“Managing Change in Dynamic Times”

Day One July 18 - New Zealand Room Two

1030 - 1045 Welcome by the Chairman Jeanette Lusty CEO Nelson Helicopters.
Jeanette has recently returned from the Air Tour Operators conference in Hawaii and will report on developments in the US with particular reference to Hawaii.

1045 -1300 QualMark Revisited
Qualmark standards are now five years old. This is your opportunity to suggest change and set up a work programme for the next 12 months, which will look to gain strategic and commercial advantage for operators who are qualmarked.

1300 – 1400 Lunch

1400 - 1530 **Using quality for Competitive Advantage**
Facilitated by Daniel Stiff, President of “Leadership Performance and Development”, Baldwin Maryland. Daniel is the author of “Brand” and he has this to say,

“A brand has the tremendous power to create a positive experience that will resonate with your customers. So why do you - and most other salespeople - focus on selling your product or service, but not on selling your brand?”

Whether you're selling B2B or B2C, or you're a sales manager leading the charge, Sell the Brand First will change the way you look at selling and the way you sell for the better - and for good!”

Daniel has worked extensively with Textron Lycoming and it is with our thanks that Adrian McHardy has sponsored this visit.

1530 – 1600 Tourist Flight Operators AGM

1600 – 1630 Afternoon Tea

1630 –1730 AGMs for the Air Transport; supply and Services, Helicopter and Flight Training divisions

1830 Drinks

1930 Welcome Social

Day Two 19 July - Marlborough Room Three

- 0700 – 0815** ***ATTTO sponsored Breakfast***
- 0830 – 1030 Safety Management Systems
- 1030 – 1100** ***Morning Tea***
- 1100 – 1300 Risk-based Auditing
- 1300 – 1400** ***Lunch***
- 1400 – 1500 Roundtable with TAIC
- 1500 – 1600 Roundtable with Airways
- 1600 – 1630** ***Afternoon Tea***
- 1630 – 1730 AGM's: Engineering and Education and Research
- 1830 – 2000** ***Launch of Aviation New Zealand***

Day Three Friday 20 July

- 0730 – 0845** ***AIA AGM Breakfast***
- 0900 – 0915 Welcome from Tourism Auckland representative
- 0915 – 0930 Welcome from AIA President – John Funnell
- 0930 – 1000 Address by the Minister of Transport Safety the Hon Harry Duynhoven
- 1000 – 1030 Trevor Rodgers TGR Holdings Rescue on Everest Challenge – the role of the UMV and new technology
- 1030 – 1100** ***Morning Tea***
- 1100 – 1130 Peter Harbison CEO, Centre for Asia Pacific Studies
International Aviation New Directions/New Issues-managing change in dynamic times
- 1130 – 1200 Andreas Hardeman Assistant Director IATA
Aviation the Environmental Challenges
- 1200 – 1215 Ashley Smout CEO Airways the way forward
- 1230 – 1330** ***Lunch***
- 1330 – 1400 Daniel Stiff President LPD International 'Managing Change in Dynamic times'
- 1400 – 1430 Lois Hutchinson CEO TAIC the investigatory framework
- 1430 – 1530 Industry trade display – presentation by the trade on its offerings
- 1530 – 1600** ***Afternoon tea and judging of the trade display***
- 1600 – 1630 Steve Douglas Director of Civil Aviation "How the CAA is managing Change in Dynamic Times"
- 1630 – 1700 TBA
- 1830** ***Commencement of the formal dinner***