

# INTERNATIONAL CROSS-INDUSTRY SAFETY CONFERENCE (ICSC) AND INTERNATIONAL SYMPOSIUM ON AIRCRAFT TECHNOLOGY, MRO & OPERATIONS (ISATECH) AMSTERDAM, 9-11 OCTOBER, 2019



# Practical Information about the Conference

*Holiday Inn is a public building and therefore accessible for all. Please make sure not to leave any valuables unattended.*

## Badges

All participants will receive a personal badge upon registration. Please wear this badge during all conference sessions and social events.

## Liability

The Organizing Committee cannot accept any responsibility for personal accidents or loss/damage of private property of participants. Participants are advised to take out insurance as they consider necessary.

## Mobile Phones

As a courtesy to speakers, we kindly request you to switch off your mobile phones or set them to silent mode before entering conference sessions.

## Registration and Information Desk

The conference registration and information desk will be open all hours during the conference. The staff at the registration desk will be pleased to assist you with all your inquiries.

## Wi-Fi

Open Wi-Fi is available on location during the conference.

## Contact Information

Conference updates: [www.icsc-isatech.com](http://www.icsc-isatech.com)

Registration/Logistics and during the conference:

Mrs Viktoria Balla-Kamper  
Wednesday and Thursday  
[v.balla-kamper@hva.nl](mailto:v.balla-kamper@hva.nl)  
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Mrs Sanne van Dorp:  
Thursday and Friday  
[m.j.dorp@hva.nl](mailto:m.j.dorp@hva.nl)  
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Programme:  
ICSC:  
Anastasios Plioutsias  
([a.plioutsias@hva.nl](mailto:a.plioutsias@hva.nl))



ISATECH:  
Dr Konstantinos Stamoulis  
([k.stamoulis@hva.nl](mailto:k.stamoulis@hva.nl))



## Emergency Contact Information

The national emergency number for the Netherlands is **112**. They will connect you to the police, ambulance or fire department.

Non-emergency is 0900-8844 or +31 (0)34 357-8844 (This number has a base rate of 9.4 cents and 2.76 cents per minute).

Amsterdam Police Department:  
Bijlmermeer, Flierbosdreef 15, Amsterdam

Nearest Hospital:  
Meibergdreef 9, 1105 AZ Amsterdam  
020 566 9111



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# Short Programme

## Wednesday 9 October

8.30 – 9.20	Registration desk open at the Common Room Holiday Inn and Coffee
9.20 – 9.30	Welcome and Introduction
9.30 – 10.30	Keynotes Robert Jan de Boer and Maarten Koopmans
10.30 – 11.00	Coffee Break
10.45 – 12.00	<b>Session 1</b> - ICSC: Rail Safety Thinking - ISATECH: Aircraft Technology & MRO Keynotes
12.00 – 13.15	Lunch Break
13.15 – 14.35	<b>Session 2</b> - ICSC: Safety Thinking - ISATECH: Advances in MRO Materials, Structures & Technologies
14.35 – 15.00	Coffee Break
15.00 – 16.30	<b>Session 3</b> - ICSC: SMS - Risk Management - ISATECH: Design Challenges and Innovations in Aviation
16.10 – 16.50	<b>Session 4</b> - ISATECH: Aircraft Propulsion & Thermal Systems
19.30 – 21.30	Dinner at "Het Groene Paleis" Rokin 65 in Amsterdam

## Thursday 10 October

9.00 – 10.15	<b>Session 5</b> - ICSC: Safety & Human Factors - ISATECH: Sustainable Aviation
10.15 – 10.30	Coffee Break
10.30 – 11.45	<b>Session 6</b> - ICSC: Women in Aviation - ISATECH: Sustainable Aviation
11.45 – 12.45	Lunch Break
12.45 – 14.00	<b>Session 7</b> - ICSC: Investigation & Human Factors - ISATECH: Aviation Planning and Operations
14.00 – 14.15	Coffee Break
14.15 – 15.30	<b>Session 8</b> - ICSC: Aviation Safety & Safety Culture - ISATECH: Aviation Data Analytics
15.30 – 16.00	Coffee Break
16.00 – 17.15	Discussion Panel on "Gas turbine diagnostics in the digitalization era"
17.15 – 17.30	Closing session Panel

## Friday 11 October

10.00 – 12.00	Technical Company Visit at KLM Digital Studio*
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*Please bring your passport*

*\* Number of places limited, you can only participate if you have registered for this*

# About...

## **The Aviation Academy**

The Aviation Academy, part of the Amsterdam University of Applied Sciences, performs research into real-life cases and problems in the aviation sector, focusing on safety, MRO process improvement, composites and aviation capacity. Our goal is to improve and innovate professional practice.

We perform all of our research projects in close cooperation with industry, governmental agencies and scientific institutions or universities. This ensures a solid connection with state-of-the-art scientific knowledge, as well as a focus on the most urgent and current problems and challenges on the shop floor.



**Amsterdam University  
of Applied Sciences**

**AVIATION ACADEMY**



## **SARES**

SARES is a multi-disciplinary initiative and international organisation to promote, develop and support researches on innovative, improvement of management tools and systems in the aerodrome, airplane technologies management and operations research, sustainability and social awareness training.

## **SaRS**

The Safety and Reliability Society (SaRS) is the professional body for safety, reliability and risk management practitioners. Internationally recognised for our path to professional registration for engineers (CEng and IEng), we work to educate the next generation through professional development, and encourage the application of industry standard safety and reliability techniques by individuals, organisations and governments.



## **Partners**



**The Institution of  
Engineering and Technology**



# Keynote Speakers



**Maarten Koopmans**

*Vice President Component Services, KLM Royal Dutch Airlines*

ICSC & ISATECH: TBA

Maarten Koopmans has been working for KLM since 1998. After a two-year management trainee program and he started his career as an Operational Manager in Jet Engine Maintenance. In 2003 he became Director of Airport Strategy within KLM. After a few years (2006) he was appointed Head of Airport and Environmental Strategy.

Two and a half years later he earned his first Vice President title and moved to the Inflight Services department. In August 2012 he became the Vice President of Passenger Services.

In July 2016 Maarten made his latest switch back to KLM Engineering & Maintenance. He became Vice President of Component Services, changing Component Services to a more commercial and customer focused organization.



**Stathis Malakis, PhD**

*Air Traffic Controller at the Hellenic Civil Aviation Authority*

ICSC: Risk sharing in the air transportation system.

Stathis Malakis is an air traffic controller working for the Hellenic Civil Aviation Authority since 1999. He holds tower, approach procedural, approach radar and instructor/assessor ratings and endorsements. He is the safety focal point of Rhodes/Diagoras International Airport Air Traffic Control section. He holds a BSc in Mathematics, an MSc in Air Transport Management and a PhD in Cognitive Systems Engineering. His PhD was supported by a Research grant from EUROCONTROL Experimental Centre and the field study was conducted in the Institute of Air Navigation Services and Maastricht Upper Area Control Centre. He has published many peer-reviewed journal papers in human performance, simulator training, error recovery processes, organizational safety, decision-making and accident investigation in aviation and air traffic control. He is the coauthor of the book 'Cognitive Engineering and Safety Organization in Air Traffic Management'. Recent work with the European Commission includes modeling and design of safety management systems in the aviation.



**Robert Jan de Boer, MsC PhD**

*Director of Amsterdam Campus for Northumbria University*

ICSC & ISATECH: Identifying the gap between Work-as-Imagined and Work-as-Done in aviation maintenance

Robert J. de Boer MSc PhD (1965) was trained as an aerospace engineer at Delft University of Technology. He majored in man-machine systems and graduated in 1988 on the thresholds of the vestibular organ. After gaining experience in line management and consulting he joined Fokker Technologies taking on the role of the Director of Engineering. In this role he supported and guided an increasing number of engineers (up to 300) occupied in a large number of new design projects across the globe. From 2009 to 2018 Robert was appointed as Professor of Aviation Engineering at the Amsterdam University of Applied Science (Hogeschool van Amsterdam). Robert is currently the Director of the Amsterdam Campus for Northumbria University.



**Colin Dennis, Hon DUniv. BSc. C.Eng, FSaRS, FIMechE**

*Retired Technical Director of RSSB*

ICSC: Does risk assessment work as part of an overall Safety Management System approach?

Colin Dennis has an Honorary Doctorate from the University of Huddersfield, is a Fellow of both the Safety and Reliability Society (SaRS) and the Institution of Mechanical Engineers (IMechE) and has a degree in Energy Technology, from Aston University. Colin retired as Technical Director of RSSB in 2015 after 35 years' experience in Safety and Reliability Engineering. Additional bio information: During his career in industry and consultancy Colin was involved in the development and application of safety and reliability analysis techniques, including large risk models, in the nuclear, railway and other industries – most notably the UK mainline railway Safety Risk Model. Colin was the Chair of SaRS from 2016 to 2018, and is a member of the SaRS Council.



**Tamara Pejović, MEng MSc PhD**

*Senior Safety Performance Expert at EUROCONTROL, Performance Review Unit*  
ICSC: TBA

Dr. Tamara Pejović is an aviation professional, with over 20 years of experience gained in industry, consultancy, regulation, and academia. She is a senior safety and quality of service performance expert at EUROCONTROL, associate adjunct professor at Embry Riddle Aeronautical University (ERAU), and founder and Board member of the Women in Aviation chapter - the Netherlands. Tamara is currently in charge of strategic transversal safety and operational activities at Performance Review Unit at EUROCONTROL, actively working on bridging the gap between safety theory and practice with the ultimate aim to improve overall performance of the ATM/ANS system, including safety. Tamara holds a PhD from Imperial College London (UK), an MSc in Aeronautical Science from ERAU (US), and MEng in Air Traffic and Transport from University of Belgrade (Serbia).



**David M. Lindley, MSc MIET MRAeS**

*Head of Aviation Safety and Quality Assurance at Hybrid Air Vehicles*  
ICSC: The Next Big Aviation Safety Challenge – Is it Inside or Outside the Cockpit?

Mr Lindley is an aviation safety professional with +30 years of experienced from Military Front Line Operations, Defence & Commercial industry. Currently the Head of Aviation Safety at Hybrid Air Vehicles the world leaders in Hybrid Lighter than Air aircraft, holds a MSc in Aviation Safety Management and CAA and EASA Form 4 approvals, responsible for the implementation and management of SMS, Quality Assurance and Human Factors for Airlander, a new Type Certified aircraft type that combines lighter-than-air, fixed and rotary wing technology for both commercial and military use, delivering unique aircraft capabilities, coupled with less noise, less pollution, a lower carbon footprint, longer endurance and better cargo-carrying capacity that will make hybrid aircraft a mainstay of future aviation. David is also currently the Vice Chairman of the IETs Aerospace Technical Professional Network having previously been the chairman and is a standing member of the IETs Transport Policy Committee.



**Ümit Kuş, BSc MSc PhD**

*Training Manager at myTECHNIC*  
ISATECH: Productive & Sustainable Workforce Technique in Aircraft Maintenance Center

Ümit Kuş is the Training Manager at myTECHNIC Aircraft Maintenance Center Sabiha Gokcen International Airport, Istanbul, Turkey. He holds a BSc with high honors in Aeronautical Engineering from ITU, an MSc with high honors in fluid mechanics from ENSAE and an PhD with high honours in mechanics from ENSAM.

His career started in September 1996 as the Training & Simulation Department Director at infoTRON. On April 2002, he founded KM-TEK Ltd. where he was Managing and Training Director.

In May 2014 he started working at myTECHNIC as a Continuous Improvement Officer until December 2014. Since then, he has been working as Training Manager at myTECHNIC.



**Arnold Gad-Briggs, PhD**

*Director of EGB Engineering*  
ISATECH: Aircraft Deployed in Different Roles - Effects and Considerations

Arnold Gad-Briggs is the founder, Exec. Director of EGB Engineering UK, a consultancy company that specialises in the field of power and propulsion. He has experience within the energy (including renewables), aerospace, defence and nuclear industries. He has worked with clients such as Babcock, Assystem, Safran, United Technologies and Rolls-Royce, and has been involved on Airbus and Boeing projects.

He is a Chartered/Professional Engineer and hold several professional memberships with European and worldwide institutions. He is also a Visiting Fellow at Cranfield University, UK and is involved in research activities and has authored numerous journal papers and conference proceedings in the field of power and propulsion.

**Birol Kilkis, PhD**

*ASHRAE Fellow, Polar Technology Hacettepe University & European Technology and Innovation Platform on Renewable Heating and Cooling*

ISATECH: The Ultimate Role of Sustainable Aviation in

Sustainable Transport in the Framework of EU Decarbonization

Dr. Kilkis received his Ph.D. degree in Mechanical Engineering with high honors from Middle East Technical University and graduated in 1972 from von Karman Institute for Fluid Dynamics in Belgium with Honors. Dr. Kilkis has been working on, among others, heat transfer, fluid dynamics, energy strategies, aerodynamics, Green Airports, Sustainable aviation, and simulation. He is the co-author of a most recent book on Cogeneration with renewables. In total, he has published more than 500 papers in several journals and proceedings on a large variety of topics. Since 1972, he has been the principal investigator of several industrial projects, including a NATO Science for Stability project. He had been a contractor to DOE, Morgantown Energy Technology Center in West Virginia twice on fluidized bed heat transfer modeling. Between 1998 and 1999, he acted as the project principal for snow/ice melting systems for Air Force and Navy.

**Kateryna Synylo, PhD**

*Associate Professor in Faculty of Environmental Safety, Kyiv, Ukraine*

ISATECH: PARE analysis of ACARE Flightpath 2050 environmental impact goals

Researcher Associate Prof. Dr. Kateryna Synylo (female), born in 1979. In 2013 defended PhD thesis on the theme of "Monitoring of aircraft engine emissions and air pollution inside the airports". Since 2003 she works as a teacher and researcher at NAU. She focuses on the modelling diffusion of emissions/pollution from aircraft engine under different operational conditions at airport level. She has been involved in numerous national and international studies and projects related to environment protection from civil aviation impact, concentrating on the assessment of local airport pollution. She participates in international environmental expert groups of ICAO CAEP. She is also Expert of the Center Environmental Problems of Airports NAU.

**Ravi Rajamani, PhD**

*Visiting Professor Cranfield University & SAE Fellow*

ISATECH: Unsettled Issues in Electric Propulsion

Dr. Ravi Rajamani is an independent consultant in the aerospace and energy sectors. He has many years of experience in the application of data analytics and model-based methods to controls, diagnostics, and prognostics, and he is an expert on system engineering methods for aerospace systems. He has three books to his name including Electric Flight Technology: The Unfolding of a New Future. In addition, Dr. Rajamani is the author of many book chapters, journal and conference papers, and has several patents to his name. Prior to his current job, Ravi worked at Meggitt, United Technologies Corporation, and the General Electric Company. He has a PhD from University of Minnesota and an MBA from University of Connecticut. His earlier degrees were a BTech from IIT, Delhi, and an MSc from IISc, Bangalore. He is active within various SAE technical committees dealing with PHM and electric propulsion. He is also active in the PHM Society, serving on its board of directors. He has been elected a fellow of SAE International and of IMechE. He currently serves as the Editor in Chief of the SAE International Aerospace Journal. In addition he has a research appointment at the University of Connecticut and is a Visiting Professor at Cranfield University.



# Programme Conference day 1

ICSC			ISATECH		
8:30 – 9:10	Registration and coffee - (Common room ICSC-ISATECH)				
9:20 – 9:30	Welcome & Introduction by the Conference Chairmen				
9:30 – 10:30	Plenary Session				
	The safe zoned approach with the 15 mechanics		Robert Jan de Boer, MSc PhD		
	Sustainability in Aviation MRO		Maarten Koopmans		
10:30 – 10:45	Coffee break				
10:45 – 12:00	Session 1: Rail Safety Thinking   Dr Stathis Malakis		Session 1: Aircraft Technology & MRO Keynotes   Dr Asterios Apostolidis		
10:45 – 11:10	Colin Dennis, Hon DUniv. BSc. C.Eng, FSArs, FIMechE	Does risk assessment work as part of an overall Safety Management System approach?	10:45 – 11:10	Ravi Rajamani, PhD Visiting Professor Cranfield University & SAE Fellow	Unsettled Issues in Electric Propulsion
11:10 – 11:35	Ross Dunsford, Mikela Chatzimichailidou, Tim Whitcher	Introducing A System Theoretic Framework for Safety in the Rail Sector: Supplementing CSM-RA with STPA.	11:10 – 11:35	Arnold Gad-Briggs, PhD Director of EGB Engineering	Aircraft Deployed in Different Roles - Effects and Considerations
11:35 – 12:00	Maryam Akbari, Mohammad Rajabalinajad, Bogdan Godzilewski, Branko Hoogewoornink	Expediency of ATO in heavy rail: A survey for the Dutch Railways	11:35 – 12:00	Birol Kilikis, PhD ASHRAE Fellow, Polar Technology Hacettepe University & European Technology and Innovation Platform on Renewable Heating and Cooling	The Ultimate Role of Sustainable Aviation in Sustainable Transport in the Framework of EU Decarbonization
12:00 – 13:15	Lunch break				
13:15 – 14:35	Session 2: Safety Thinking   Dr Maria Papanikou		Session 2: Advances in MRO Materials, Structures & Technologies   Rogier Nijssen and Maaike Borst		
13:15 – 13:40	David M. Lindley, MSc MIET MRAes	The Next Big Aviation Safety Challenge – Is it Inside or Outside the Cockpit?	13:15 - 13:35	Alexandre Mauricio, Junyu Qi, Linghao Zhou, Wenyi Wang, David Mba, Konstantinos Gryllias	Perspectives on Health and Usage Monitoring Systems (HUMS) of helicopters
13:40 – 14:05	Nektarios Karanikas, Aleksandar Popovich, Stephanie Steele, Nethen Horswill, Vanessa Laddrack, Tameiko Roberts	Is a Symbiosis of Systems Thinking with Systematic Management Feasible in Occupational Health & Safety?	13:35 – 13:55	Stelios Georgantzinos, Stelios Markolefas, Stamatis Mavrommatis, Konstantinos Stamoulis	Finite element modelling of carbon fiber - carbon nanostructure - polymer hybrid composite structures

14:05 – 14:30	Tim & Patrick Hudson	Moving Up The Culture Ladder: Creation and Application of Management Methods to Guide Organisations Towards Generative, a Case Study.		13:55 – 14:15	Konstantinos Kitsianos, Roland Chenama, Georgios Kanterakis	Adaptive Heating Solutions to face Contemporary Challenges in Aircraft Composite Repair
				14:15 – 14:35	Arnold Koelje, Maaike Borst, Ferrie van Hattum	Announcement research project FIXAR: Future Improvements for Composites Sustainable Automated Repair
14:35 – 15:00 Coffee Break						
15:00 – 16:50: Session 3: SMS - Risk Management   Dr Maria Papanikou						
15:15 – 15:40	Tamara Pejovic.	Composite Risk Index: The New Safety Performance Indicator of Risk Exposure		15:00-15:20	Alejandro Murrieta-Mendoza, Hugo Ruiz, Ruxandra Botez	Horizontal Flight Trajectory Optimization Considering the RTA Constraint Using Particle Swarm Optimization
15:40 – 16:05	Peter & Tim Hudson	Successfully Managing a Large High-Hazard Road Transport Operation Using the 'Hearts and Minds' Tool 'Driving for Excellence'		15:20-15:40	Eralp Sener, Isil Yazar, Gurhan Ertaşgin, Hasan Yamik	270VDC-28VDC Synchronous Interleaved 1.2kW Buck Converter Design for Avionics
16:05 – 16:30	Bob van Rieck	Advanced barrier management: Uniting bowtie analysis, barrier-based incident analysis and risk-based auditing		15:40-16:00	Ali Tatli, Hasan Saribas, T. Hikmet Karakoc	Self-tuning PID Controller based on Artificial Neural Network for a Quadcopter
16:30 – 16:50	Janice McCall	Advanced barrier management: Uniting bowtie analysis, barrier-based incident analysis and risk-based auditing		16:00 – 16:10 Short Break		
				16:10 – 16:30: Session 4: Aircraft Propulsion & Thermal Systems   Arnold Gad Briggs		
				16:10 – 16:30	Elif Koryuyucu, Onder Altıntaş and T. Hikmet Karakoc	Energy and Exergy Analysis of a Turboshift Helicopter Engine
				16:30 – 16:50	Biröl Kilis	Global Warming Responsibility of Airport Terminals: An Exergetic Study About Their Environmental Safety
18:00 - Depart from hotel to conference dinner						

## Programme Conference day 2

ICSC			ISATECH		
9:00 – 10:15 Session 5: Safety & Human Factors   Mikela Chatzimichailidou			9:00 – 10:15 Session 5: Sustainable Aviation     Dr Ravi Rajamani		
9:00 – 9:25	Stathis Malakis, PhD Air Traffic Controller at the Hellenic Civil Aviation Authority	Risk Sharing in the Air Transportation System	9:00 – 9:25	Kateryna Synylo, PhD Associate Professor in Faculty of Environmental Safety, Kyiv, Ukraine	PARE analysis of ACARE Flightpath 2050 environmental impact goals
9:25 – 9:50	Juno Beckers, Robert de Boer, Tassos Piloutsias, Konstantinos Stamoulis	Micro-experiments in Aviation MRO	9:25– 9:50	Ümit Kuş, BSc MSc PhD Training Manager at myTECHNIC	Productive & Sustainable Workforce Technique in Aircraft Maintenance Center
9:50 – 10:15	Federico Rovere, George Barakos, Rene Steijl	Brownout Simulations of Model-Rotors In Ground Effect	9:50– 10:10	Hali Yalcin Akdeniz, Ilkay Orhan, Onder Altuntas, Mehmet Ziya Sogut	Aircraft Noise Management Model for Airports
10:15 – 10:30	Coffee break				
10:30 – 11:45 Session 6: Women in Aviation   Dr Liesbeth Vink			10:30 – 11:45 Session 6: Sustainable Aviation II   Dr Kateryna Synylo		
10:30 – 10:55	Tamara Pejović, MEng MSc PhD Senior Safety Performance Expert at EUROCONTROL, Performance Review Unit	I saw a women today	10:30 – 10:55	Onur Dönmez, Melih Yıldız	A New Perspective on Climate Change Orientation: Possible Impacts on Aircraft Systems and Maintenance
10:55 – 11:20	Elen Paraskevi Paraschi, Antonios Georgopoulos	Safety and security implications of HRM austerity measures implemented on European airports during the economic crisis	10:55 – 11:20	Onder Altuntas, Alp Yatmaz, Bekir Kar	Investigation Of Aircraft Maintenance According To The Environmental Impact
11:20 – 11:45	Maria Papanikou, Christos Frantzidis	Sustainable and meaningful data: addressing fatigue and mental health issues in civil aviation	11:20 – 11:45	Ilkay Orhan	The Assessment Of Commercial Flights Emissions At Ordu-Giresun Airport, Turkey
11:45 – 12:45 Lunch Break					

12:45 – 14:00 Session 7: Investigation and Human Factors   David Lindley		12:45 – 14:00 Session 7: Aviation Planning and Operations   Alper Dalkiran	
12:45 – 13:10	John Stoop, Raymond Teunissen	Safety investigations: lessons learned, lessons forgotten?	12:45 – 13:10 Alper Dalkiran, Tahir Hikmet Karakoç
13:10 – 13:35	Tim Hudson	Famous' Barriers, A Novel Approach to Improving Management Understanding of Critical Functions.	13:10 – 13:35 Jan Willem Tromp
13:35 – 14:00	Apostolis Zaleskidis, Ioannis Dokas, Kokkinos & Papadopoulos	Towards A Novel Real Time Safety Level Calculation Method	13:35 – 14:00 Hakan Aygun, Onder Turan, Mehmet Emin Cilgin
14:00 – 14:15: Coffee Break			
14:15 – 15:30 Session 8: Aviation Safety & safety culture   Michail Karyotakis		14:15 – 15:30 Session 8: Aviation Data Analytics   Prof Konstantinos Stamoulis	
14:15 – 14:40	Tim Hudson, Rick Van der Weide, Gert-Jan Kamps	Non-compliance in airside operation – a case study	14:15 – 14:40 Amare D. Fentaye, Konstantinos Kyprianidis
14:40 – 15:05	Nick Goodwyn	A National Pilot Peer Assistance Network (PAN)	14:40 – 15:05 Nail Khairullin, Vladimir Strelkov
15:05 – 15:30	Donough Wilson	Ensuring that human error, does not become fatal human error.	15:05 – 15:30 Tolga Baklacioglu, Onder Turan, Hakan Aydin
15:30 – 16:00: Coffee Break			
16:00 – 17:15	Discussion Panel on "Gas turbine diagnostics in the digitalization era"	Konstantinos Kyprianidis, Ravi Rajamani & Asteris Apostolidis	
17:15 – 17:30: Closing Session Panel			

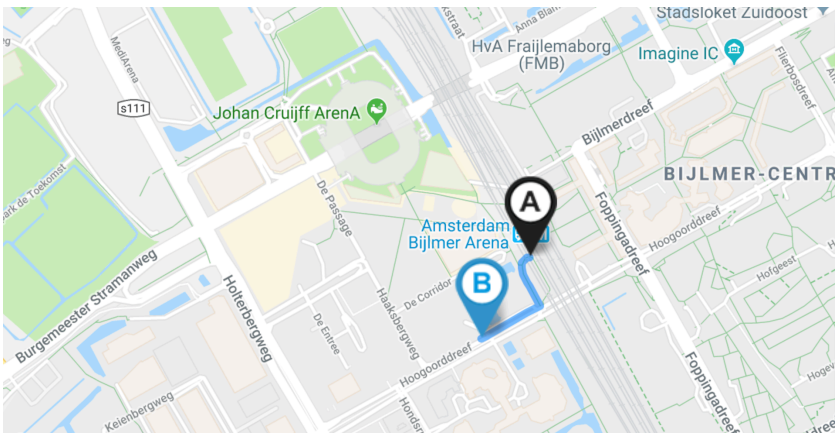


# Conference Venue

Holiday INN Arena Towers is located near the Amsterdam Bijlmer Arena train station. This station is directly reachable from Schiphol train station or Amsterdam Central station.

Venue: Holiday Inn Arena Towers  
 Hoogoorddreef 66B, 1101 BE, Amsterdam  
 Info.amsea@hiex.nl

For Public transport, use [9292.nl/en](https://9292.nl/en) to plan your route.





## Conference Dinner

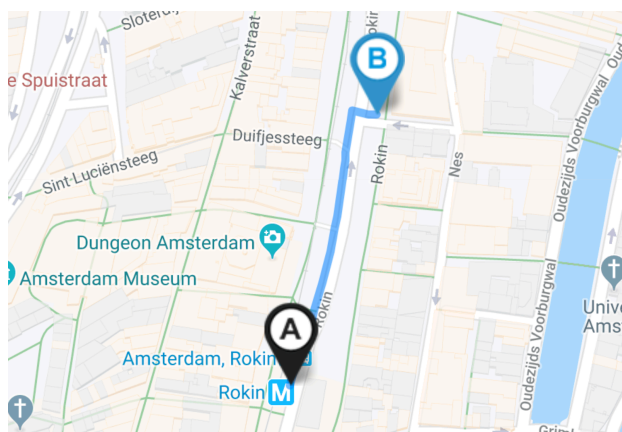
**HET GROENE PALEIS**  
BAR-RESTAURANT

Het Groene Paleis is located in the center of Amsterdam, and is reachable by the tram or metro. Take the tram or metro to the stop “Rokin”. From there on, a two minute walk North will bring you to the Restaurant.

Venue: Het Groene Paleis  
Rokin 65, 1012KK, Amsterdam

[www.hetgroenepaleis.nl](http://www.hetgroenepaleis.nl)

For Public transport, use [9292.nl/en](http://9292.nl/en) to plan your route.





# Technical Company Visit\*

**KLM Digital Studio** is located on Schiphol East. The venue is reachable by bus from Schiphol Plaza bus station. To reach the digital studio take the bus to "Canada weg".

Venue:  
Stationsplein Zuid-West 991, 1117 CE  
Schiphol  
Transport will be arranged from Schiphol airport Plaza

*\*Registration is required*

## Planning

KLM Technical Company Visit		
10:00 – 10:05	Asteris Apostolidis, PhD	Welcome
10:05 – 10:55	Wouter Kalfsbeek & Floris Freeman	KLM Engineering & Maintenance Big Data Program
10:55 – 11:05: Coffee Break		
11:05 – 11:30	Bas de Glopper & Iris Hermesen	Engine Services Repair Development & Additive Manufacturing
11:30 – 12:00	Bas de Glopper & Iris Hermesen	The MRO Lab - Adaptive Innovations





## City of Amsterdam

From its humble beginnings as a 13th-century fishing village on a river bed to its current role as a major hub for business, tourism and culture, Amsterdam has had a strong tradition as a center of culture and commerce.

Each area of Amsterdam has its own character and charm, and a unique variety of shops, restaurants, cafes, museums and attractions. Take time to discover the city's hidden treasures in Amsterdam's neighborhoods.

The city of Amsterdam is most easily reachable by public transport. Train and metro tickets are available at every train or metro station. Tram or bus tickets can be bought inside the vehicle.

*For Public transport, use [9292.nl/en](https://9292.nl/en) to plan your route.*

***For more information, go to:  
[www.iamsterdam.nl](https://www.iamsterdam.nl)***