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Ass. Dir. Regional Business Delivery

IDFS, North Asia



IATA's Passenger Experience

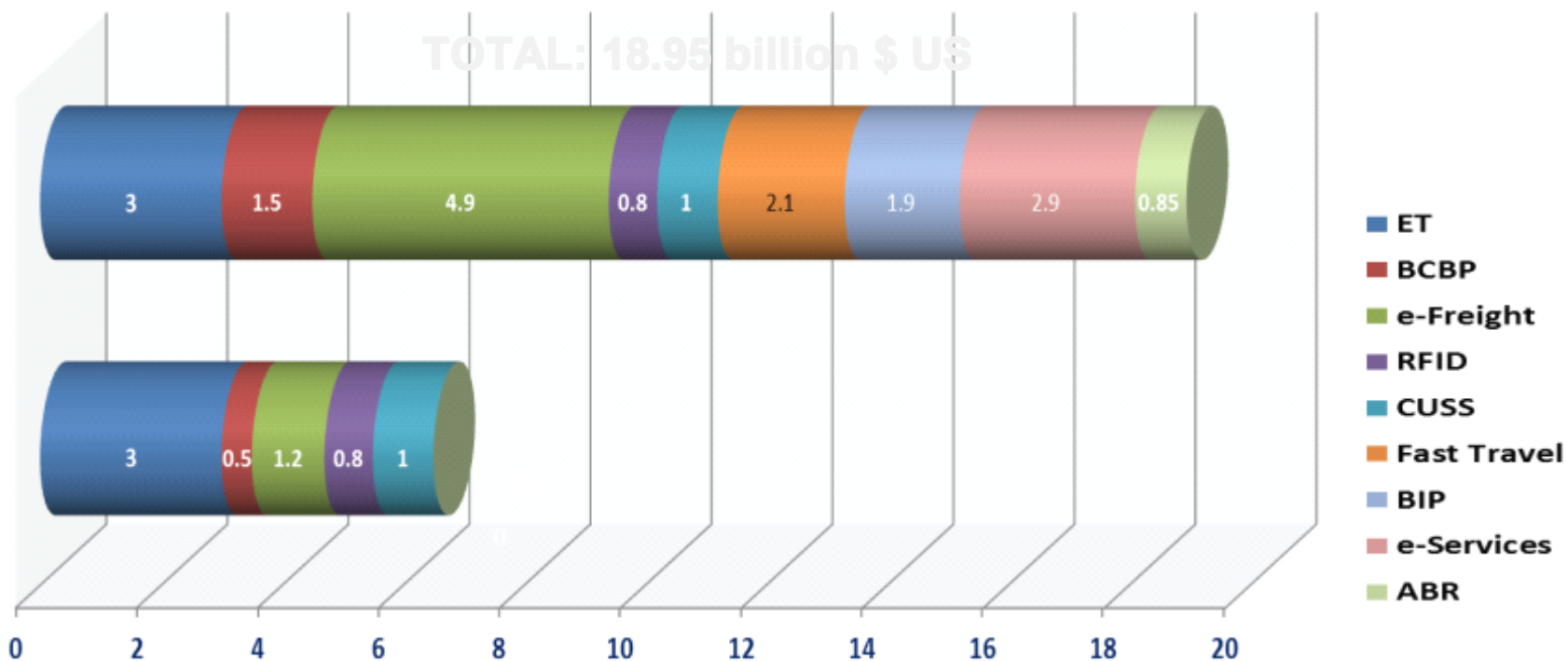
Hangzhou, Friday 07 December

Hugh Best
Implementation Manager, Fast Travel Program

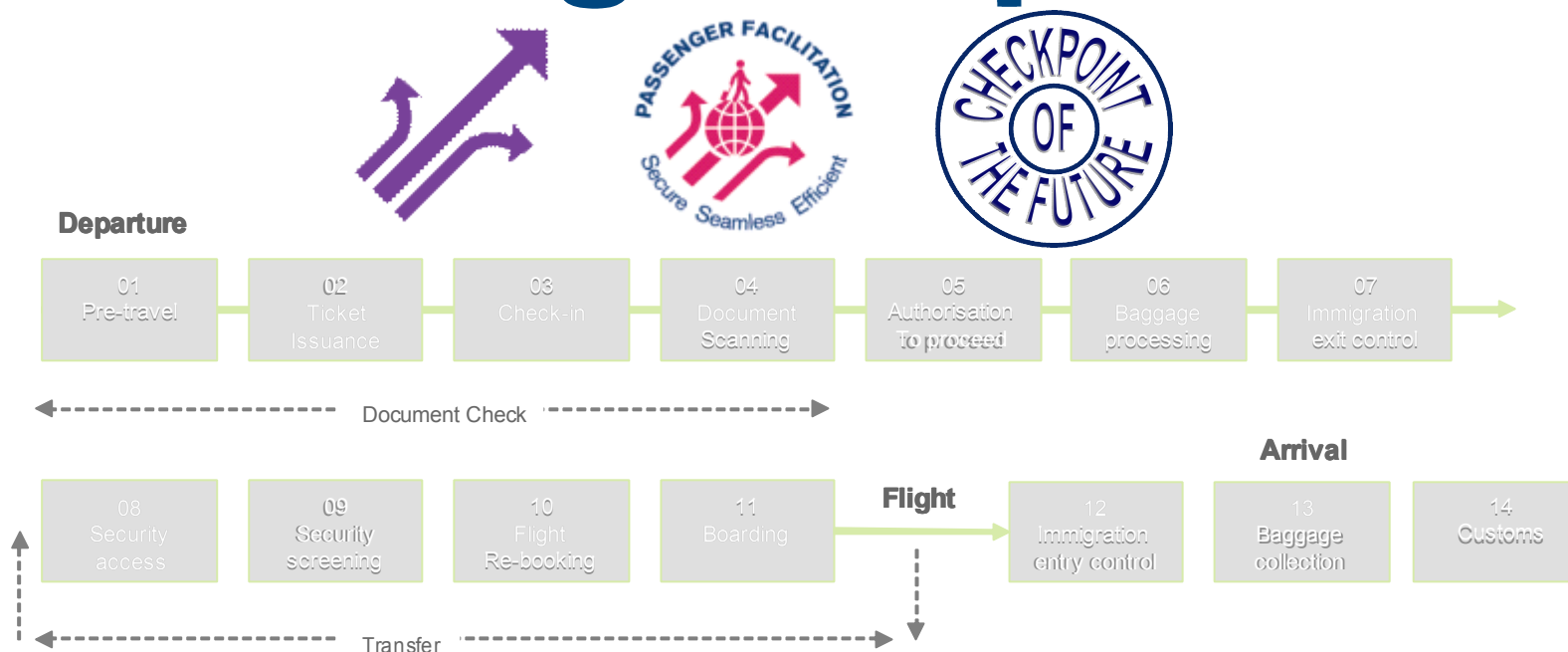


To change the way the air transport industry operates, resulting in better service for passengers and lower costs for the industry

2004 2012



Passenger Experience



By 2020, 80% of global passengers will be offered a Secure Facilitation Travel experience



For a Fast and Secure Passenger Travel Experience



YANG Meng

Air China