

## **“Safety, Customer service and being future ready is the need of the hour” – Jayant Sinha at AGIFORS 2018**

Delegates from 17 airlines across 15 countries participated in the conference  
The central theme for the third edition of three days conference was “crew management”

**National, March 14, 2018** – IndiGo, India’s largest passenger airline in conjunction with AGIFORS (Airlines Group of the International Federation of Operational Research Societies) today marked the closing ceremony of AGIFORS Crew Management conference 2018. The three days conference brought together experts from 17 airlines from 15 countries to promote the use of operations research in the airline industry.

The conference saw presence of dignitaries such as Jayant Sinha, Minister of State for Civil Aviation, R N Choubey, Civil aviation secretary and Marcel Sol, Chairperson, Crew Management Study Group, AGIFORS. The delegates brainstormed on the use of sophisticated mathematical methods that are found in science, engineering, business, computer science, and within the aviation industry for improved efficiency and more effective crew management.

Talking at the conference **Jayant Sinha, Minister of State for Civil Aviation** said, “We are looking at quintupling the passenger trip count to a billion, in the next 10 to 15 years. Since 2014 till date, number of operational airports along with passenger trips have doubled.” He further added, “The industry will have to deal with three parameters in the coming future, first being safety and security, customer experience and being future-ready.”

Commenting on the conference, **Aditya Ghosh President and Whole Time Director IndiGo** said, “It is indeed heartening to see participants from some of the leading airlines in the world and India attend this conference. The aviation industry in India has grown at an exponential rate over the past decade. In a matter of only 130 months, the air passengers in India have multiplied to close to 120 million. I am confident that this platform will serve as an enabling environment for the exchange of thoughts and ideas that will go a long way in building our competencies in the area of crew resource management, delivering optimal productivity along with a harmonious work life balance for our flying colleagues.”

Crew Management is one of several specific aviation working groups formed by AGIFORS and its partner airlines, which together arrange forums to discuss Reservations and Yield Management, Strategic and Schedule Planning, Cargo, Airline Operations and the Operational Research Managers Working Group.

### **About IndiGo**

IndiGo is India's largest airline with a market share of 39.7% as of January 2018. IndiGo is one of the fastest growing low-cost carrier in the world (source: CAPA). IndiGo has a simple philosophy: offer fares that are always low, flights that are on time, and a travel experience that is courteous and hassle-free. IndiGo, with a Technical Dispatch Reliability of 99.87% (October-December 2017) has one of the best On Time Performances in India. With its fleet of over 155 Airbus A320 family aircraft including four ATRs, the airline operates over 1000 daily flights connecting 50 destinations.