

2016 All Operators Conference & Trade Show																									
	Monday April 25							Tuesday April 26						Wednesday April 27	Thursday April 28										
8:00 - 9:00	Registration							Registration						Registration	Registration										
Conference Room																									
Forums	Q400 Technical Services	CRJ Series Technical Services	C Series e-Services	Aircraft Economics Working Group	Supplier Support Working Group & Parts Services	CRJ Series Flight Operations Steering Committee	Q Series Flight Operations Steering Committee	Q400 Technical Forum	CRJ Series Technical Forum	C Series Forum	Q100/200/300 Forum	CRJ Series Flight Operations Steering Committee	Q Series Flight Operations Steering Committee	Trade Show	Q400 Technical Forum	CRJ Series Technical Forum	C Series Forum	Q100/200/300 Forum	CRJ Series Flight Operations Steering Committee	Q Series Flight Operations Steering Committee					
9:00 - 10:30	Welcome & Opening Remarks		Welcome & Opening Remarks	CRJ Series Aircraft Economics Working Group Action Register Review Maintenance Programs & Planning FIM Project Update CRJ100/200 Horizontal Stabilizer FIM Changes Hydraulic Servicing Best Practices	Welcome & Opening Remarks	Welcome & Opening Remarks	Welcome & Opening Remarks	General Session						Trade Show Customer 1:1 Meetings	UTC Aerospace Landing Systems Wheels & Brakes	GE Aviation	Maintenance Engineering	Aftermarket Services Update	Flight Operations	Best Practices					
	Corrosion Workshop (Q Series & CRJ Series)		Case Management		Parts Services	Airlines' Specific Topics of Interest	Programs Update						UTC Aerospace Systems					Systems & Structures Update			Operator Topics EFB, Smoke Fumes Pratt & Whitney Canada				
			Customer Response Center (CRC)										Parker Aerospace		Rockwell Collins	Technical Publications									
10:30 - 11:00	Break							Break							Break										
11:00 - 12:30	Hard Landing Workshop (Q Series & CRJ Series) UTC Landing Systems Messier Bugatti Dowty		S1000D Publications Process Navigator IETP Electronic Fault Isolation Manual (EFIM) Job Card Generator	Suppliers' Price Escalations Thales Aerospace Liebherr Aerospace UTC Aerospace Systems GE Aviation	In-Service Supplier Management Parker Aerospace Dowty Propellers	Program Updates In-Service Engineering Technical Publications Rockwell Collins	Aircraft Flight Manual Quick Reference Handbook	General Session (Guest Speaker TBD)							Thales Aerospace	Liebherr Aerospace Landing Systems	In-Service Engineering	Fokker Services	Flight Operations Engineering	Best Practices Operator Topics (Lightning Strikes)					
												Zodiac Services	Flight Path International		Pratt & Whitney Canada	CAE Inc.									
													Ultra Electronics		Technical Publications										
12:30 - 1:30	Lunch							Lunch						Lunch	Lunch										
13:30 - 15:00	Propulsion Workshop PW150 Pratt & Whitney Canada	Bleed Air System Workshop	Aircraft Health Management System (AHMS)	Q400 Aircraft Economics Working Group Action Register Review Maintenance Program Cost Saving Initiatives Update FIM Project Update	Thales Aerospace UTC Aerospace Landing System Honeywell Aerospace	Best Practices Operator Presentations	Technical Publications Flight Sciences & Performance Aerodata	Q400 Technical Forum Welcome & Opening Remarks Systems Update Fleet Performance Incident Heat Charts	CRJ 700/900/1000 Technical Forum Welcome & Opening Remarks Fleet Performance Top Issues Review Thales Aerospace	C Series Forum Welcome & Opening Remarks Program Update Customer Care	Q100/200/300 Forum Fleet Welcome & Opening Remarks Performance Overview Aircraft Economics Update Maintenance Programs & Planning	CRJ Series Flight Operations Steering Committee The Checklist Initiative	Q Series Flight Operations Steering Committee Flight Safety International Best Practices Operator Topics Brake-Wear, Laser Strikes	Trade Show Customer 1:1 Meetings	Maintenance Programs & Planning Industry Steering Committee	Honeywell Aerospace	In-Service Supplier Management	UTC Aerospace Systems	Best Practices	Best Practices Operator Topics On Ground Checklists					
		Doors Workshop	Loadable Software Aircraft Part (LSAP)													Structures Update	Top Issues overview CRJ100/200	Rockwell Collins			Messier Bugatti Dowty				
																	Technical Publications	CRJ Series Aftermarket Services Update	Pratt & Whitney		Technical Publications	Action Register Review			
15:00 - 15:30	Break							Break							Break										
15:30 - 17:00	Propeller Workshop Dowty Propellers	CRJ100/200 Systems Performance Improvement	Online Parts Ordering (OPO) Business-to-Business (B2B)	Regional Best Practices Update Thales Aerospace	ZOCI (formerly C&D)	Operator Daily Caucus & Wrap-up	MMEL Updates Recent Events Open Discussion	PWC 150 & APU Update Pratt & Whitney Canada Dowty Propellers	Liebherr Aerospace Air Management UTC Aerospace Landing Systems	Training Flight Training Alliance Lufthansa Technical Training Parts Services	Parts Services Update	Operator Daily Caucus & Wrap-up	Fireside Chat with Charlie Honey		Trade Show Customer 1:1 Meetings	Best Practices	Sagem	ZOCI (formerly C&D)	Operator - TBD Best Practices	Operator Final Caucus	Operator Final Caucus				
	De-Ice Boot Workshop Zodiac Services		Online Warranty	Pratt & Whitney Canada																Technical Steering Committee Rep. Council	Eaton Aerospace	Parker Aerospace	Closing Remarks & Feedback	Closing Remarks & Feedback	Closing Remarks & Feedback
			Q&A	UTC Aerospace Landing Systems Operator Feedback	Operator Feedback																				
17:00 - 19:00	Free Time							Free Time																	
19:00 - 22:00	Airline Reliability & In-Service STAR Awards Gala <i>(by invitation only)</i>					Cocktail Reception		Trade Show Grand Opening Cocktail Reception						Appreciation Event											

***N.B. - this agenda is subject to change