

Planning, Control & Evaluation – A Cargo iQ Webinar

Monday 12 October 2020

2:00pm to 3:30pm (CET)

SPEAKER BIO



Henrik Ambak

Senior Vice President, Cargo Operations Worldwide, **Emirates SkyCargo**
Chair, **Cargo iQ**

Henrik started out in freight forwarding, moved onto management positions in airport and cargo handling companies affiliated with the Maersk Line group and in 2001 moved to all-cargo carrier Cargolux as a VP of Cargo Operations.

In 2014 Henrik joined Emirates SkyCargo in his current position tasked with developing and implementing strategies securing the continued Emirates leadership in cargo service delivery managing;

- Emirates cargo terminals at the Dubai airports as well as service delivery and operations functions across the network
- Global supply of cargo handling and trucking services
- Standards & procedures as well as compliance efforts ensuring a safe, secure and correct operation
- Engineering for special cargo and load mastering for the Emirates freighter operation
- IT Systems used to facilitate and support the SkyCargo business

Henrik currently serves as Chair for supply chain service quality organization Cargo iQ.



John Dowds

Vice President Service Delivery – EMEA
Worldwide Flight Services

John has been in the air cargo industry for over 20 years, in various operational and customer service roles. He became Head of Operations at flybmi, overseeing the handling when flybmi bought BMED – growing it by 40%.

John moved to the Middle East, overseeing the fast expansion of handling Qatar Airways. In his role as Senior Manager Cargo Network Operations he was part of the network ops team and implemented and improved quality standards, and global handling partnerships.

He joined WFS in 2017 with the new position of VP Service Delivery. His responsibility is to ensure that customer requirements are met whilst ensuring the business aligns with industry requirements.

John represents WFS on the IATA Cargo Handling Committee as well as with Cargo iQ.



Hans Helmkamp

Lead Consultant CIT
Hellmann Worldwide Logistics

Hans represents Hellmann in the Cargo iQ Working Group and in Charge of Development of the CDMP-F. From 1984 until 2015 in charge of Organization and Development of Hellmann’s global Air/sea TMS.

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Frosti Lau
General Manager Cargo Service Delivery
Cathay Pacific Airways

Frosti Lau is GM Cargo Service Delivery for Cathay Pacific Airways, and a board member of Cargo iQ. Frosti has over 20 years of airline experience across various locations and departments of which more than 10 years in cargo related roles for commercial, operations and systems.

Frosti is the Chairman of HK Airport Air Cargo Carrier Liaison Group since 2014 and has been heavily involved in various community-based development initiatives; from cargo safety to quality to digitalization. He also serves as member of Cargo iQ's Implementation and Quality committee as well as Cargo iQ's Membership committee.



Kerstin Strausss
VP, Global Air Logistics Operations, **Kuehne + Nagel**
Vice Chair, **Cargo iQ**

As part of the global air logistics operations team, Kerstin is in charge of day-to-day operational matters as well as compliance related topics around dangerous goods, trade control and security. Another focus area is establishing and maintaining internal operational guidelines to ensure all countries apply the required measures and processes outlined by law, conventions and internal board decisions. She works in close cooperation with the regions and the air logistics systems team. Trained as an Intl. Freight Forwarder, she has held various positions within Kuehne + Nagel over the past 26 years in airfreight operations, sales and management starting in Germany then USA, England and now in the global HQ in Schindellegi, Switzerland.

Kerstin is the vice-chair for Cargo iQ.



Ariaen Zimmerman
Executive Director
Cargo iQ

Ariaen has extensive experience in the air cargo industry, at senior commercial positions with Polar Air Cargo and Saudi Arabian Airlines.

He joined Cargo iQ in 2015, where he and his team closely worked with an engaged board and driven membership to transform Cargo 2000 into Cargo iQ with a strong focus on Planning, Control and Evaluation.