Garuda Indonesia

International Cooperation to Strengthen Our Training Programs

Yogyakarta, 2 June 2016

Aviation Regulatory, Industry and Training Provider Institutional Strengthening Cooperation Programs

5-STAR AIRLINE

Outline

- About Us
- GA Strategy Alignment
- GITC Strategy
- Learning Philosophy
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- Regulatory Compliance
- Business Model Transformation
- Scope of services
- Our Capabilities
- Internal Challenges
- External Challenges
- Cooperation Best Practices
- Our Partners
- Lesson Learned
- Recommendation

Garuda Indonesia Training Center
Our Facilities

GA Strategy Allignment

To Be A Sustainable Airline Company Through Customer-Oriented Services and Growth in Profit

Maximize shareholder return through strong revenue growth, cost leadership in full service operations, and group synergy while providing the highest value to customers through excellent indonesian hospitality

10 Drivers

Develop High Performance People

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Our Strategy

Vision

To provide learning solutions in order to support **high performance** people of Garuda Indonesia Group

Mission

To **optimize capability** through effective learning solution which focus on developing employees within Garuda Group with world class quality

To **align learning service** with corporate business strategy through human driven service concept

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Learning Philosophy

The 4 Masteries

Leadership Mastery
Develop a leader who has an ambition in a high level as well as humility and great will

Personal Mastery
Develop a great character and personality such as productive, discipline, and friendly

Functional Mastery
Develop hard and soft competencies among employee, so they could fit and proper to be responsible in their job function

Business Mastery
Develop global mindset and embed intrapreneurship all employee

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Learning Value Chain

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Regulatory Compliance

- Civil Aviation Safety Regulation - CASR 121
- Civil Aviation Safety Regulation - CASR 142, 147
- International Civil Aviation Organization – ICAO
- International Air Transport Association - IATA
- IATA Operation Safety Audit – IOSA
- Sky Team – Service Level Requirement

Business Model Transformation

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GITC SCOPE OF SERVICES

KPI :

-Optimize available capacity (Soft & Hard)
-Reduce corporate training expenses (cash flow)

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Our Capability

Cascade to All Directorate

Finance & Risk Management Directorate

Operations Directorate

Commercial Directorate

Maintenance & Information Technology Directorate

Cargo Directorate

Services Directorate

Human Capital & Corporate Affairs Directorate

Competency and Skill Needs

Pilot Academy

Flight Attendant Academy

FOO & Operation Support Academy

Maintenance & Engineering Academy

Ground Service Academy

Cargo Academy

Leadership Academy

Marketing & Sales Academy

Finance Academy

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Internal Challenges

- Availability of training program that can meet company needs, both mandatory and non mandatory
- Provide training program that can close the Competencies, Skills, and Knowledge Gap in Garuda Indonesia Employee
- How to run an effective and efficient training activities with utilization of Information Technology
- Change management, to make people accept with an new training model
- Provide training program that has uniqueness and give value added to the company

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External Challenges

- Regulatory requirement preferences
- Slot Availability
- Cost benefit between training provider
- Cultural differences
- Clauses of agreement
- Training Media Reliability

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Cooperation Best Practices

1. Garuda – Massey University : Pilot Training, Flight Experience
2. Garuda – MIT – Universitas Indonesia : Post Graduate Program
3. Garuda – GE : Future Leaders Program
4. Garuda – IATA : Management Trainee
5. Garuda – Mark Plus : Sales Training Program

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Our Training Provider

AACE
Asian Aviation
Centre of
Excellence

Instructor's Services Agreement

ATR TRAINING CENTER

Simulator – ATR 72-500/600

BOEING

Simulator – B777

ASIAN AVIATION TRAINING CENTRE

Simulator
ATR 42/72
A330

ASIANA AIRLINES

Simulator – B747-400

CAE

Simulator – CRJ Series

air uganda
The Wings of East Africa

Simulator
CRJ-Series

CHINA AIRLINES FLIGHT TRAINING Center

Simulator - B777

ANA Inspiration of JAPAN

Simulator – B777

malaysia airlines

Simulator – B737 - CL

Garuda Indonesia

Our Customer

malaysia airlines

Pilot Training

AIR INDIA

Pilot Training

FLY BAGHDAD

Pilot Training

Yemenia

Yemen Airways

Pilot Training
Engineering Training

ORIENT THAI AIRLINES

Pilot Training
Engineering Training

TENTERA UDARA DIRAJA MALAYSIA

SENTIASA DI ANGKASA RAYA

Pilot Training

PILIPINAS

HUKBONG HIMPAPAWID

Pilot Training
Engineering Training

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Lesson Learned

- QUALITY ENHANCEMENT
- PRODUCT CUSTOMIZATION
- BUNDLING PRODUCT
- INTEGRATED SERVICES (Training , Employment, Financial Solution)
- BRAND VALUE

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Recommendation

Global Mindset

Build Networking, especially for instructor utilization

Join Operation (Co-Branding) Program

Certification body for aviation training assessment is a must

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WORLD AIRLINE
SKYTRAX
AWARDS 2015
WORLD BEST
CABIN CREW
5 STAR AIRLINE
SKYTRAX