

Air Traffic Forecasting

François Dormoy

François has over thirty years of experience in transport research studies and has managed over one hundred projects covering every world region. Clients include airports, banks, civil aviation authorities, management companies and airlines. Previously Head of Air Transport Consultancy at IATA and Chief Airport Consultant at Airclaims, François joined DKMA to lead the Airport Forecast Division. François speaks English and French, and has a Masters degree in business from Institut Supérieur du Commerce de Paris and Hofstra University (New York).

Catherine Harmel-Tourneur

Catherine is a career forecast specialist with over ten years of research, consultancy and forecasting experience. She has led forecast consultancy projects for clients worldwide and was in charge of annual forecast publications at IATA and Bombardier. Previously senior consultant at IATA and Airclaims, she specializes in forecast consultancy projects and manages the ACI / DKMA Global Air Traffic Forecast Report. Catherine speaks French and English and has a Masters degree in Economics with a specialization in transportation from HEC in Montreal.

Measuring & Benchmarking Customer Satisfaction

Damien Kobel

Damien is a career aviation specialist who has focused on market research and management consultancy within the airline, cargo, catering, ground handling and in the airport industry. Before setting up DKMA, Damien worked in an international consultancy firm leading aviation industry projects worldwide. Previously, he was active at Zurich Airport, managing international airport projects including the new Bangalore Greenfield Airport. Damien speaks English, French and German and has a Masters degree from Geneva University.

Mark Adamson

Mark has a wide range of experience in the market research and management consultancy industries. Before setting up DKMA, Mark was active as Director of Reuters Group market research and head of IATA Aviation Research where he specialised in developing actionable customer research for business management. Mark speaks English and French and has a Masters degree from Oxford University.

Victor Brault

Victor has an extensive expertise in aviation market research, having managed passenger satisfaction programs for airlines and airports. Before joining DKMA, Victor worked in market research positions in the charter, catering and airport industry. He is currently managing the largest airport customer survey worldwide, ACI's Airport Service Quality Program. Victor speaks English and French and has a Master degree in aviation engineering from the Ecole Nationale de l'Aviation Civile.