



VOLGA-DNEPR
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about & for VD LEADERS

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TIME FOR HEROIC DEEDS!

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QUOTATION OF THE MONTH:

«Knowing is not enough;
we must apply. Willing is
not enough; we must do».

Johann Wolfgang von
Goethe

Global Assessment Game took place in Moscow on October 24. This was the final assessment stage of the second enrolment candidates to Strategic Management Reserve – the Volga-Dnepr Future Leaders program. The event gathered 54 participants from the company offices around the world – those who successfully managed the first two assessment stages. Together they did the project management case studies. Along with the candidates the event venue gathered the company senior executives, experts and the first enrolment graduates.

The program on the management reserve training is being realized by the Corporate University within the company strategic initiative "100 new generation executives to lead the strategy realization". The training is based on the CU professional schools, knowledge management and mentoring system. The first enrolment graduates started the event with the performance record which they presented to the members of the project management committee.

– *Such meetings are very important,* –



«Synchronizing watches». The first enrolment graduates presented their performance record.

says the first enrolment graduate **Andrey Agulov**, head of the property management department, VDM. – *First of all, it keeps you up, and also it allows you "to synchronize watches" with the senior executives, get valuable feedback from them, correct your plans.*

The Global Assessment Game comprised five "stations" (project management stages) to be covered by the second enrolment teams successively: «Project feasibility and business-plan», «Planning. Project time-



«Doing cases shoulder to shoulder». Teamwork brought together colleagues from different offices across the world and contributed much to consolidated thinking.

lines and resources», «Project stakeholders and communication», «Project risks», «Communication with a customer: preparing a draft management decision and transferring project deliverables».

The company senior executives and the first enrolment graduates were to not only assess the candidates' management skills, but also find candidates for their own projects.

The game day was accomplished with the "learning by doing" stage. At this point the senior executives took the floor to present seven vital for the company projects and to invite the second enrolment candidates to participate in their realization.

– *It's very important for the candidates to feel and understand that leadership is in great demand!* – said the company president **Alexey Isaykin**. – *Acting managers can work for 12-14 hours a day but it can't last forever. The company executives are ready to provide "the future leaders" with the space for heroic deeds!*

Here's what the candidates share:

Elena Kareva, leading specialist on fleet insurance, ABC:

– *The final assessment stage was both exciting and funny. There were colleagues from different offices in our team, but it was a close-knit team with its own name "SKYBEAM". Hopefully, SKYBEAM will gather again as the project participants!*

Julia Celetaria, customer service leading specialist, ABC:

– *First of all, I'd like to express my gratitude to the game organizers for the scale, quality and efficiency of the work done! The contest is very urgent and timely. It ultimately helps employees improve their*



"The senior executives are ready to provide the space for heroic deeds!" – emphasized Alexey Isaykin.

professional skills, share experience, show their vision of the problems, processes optimization, ways of the company growth. It was useful for me to do case studies, to listen to experts' opinion, to work in the new team. Looking forward to the next event!

Guli Valieva, corporate management specialist, VDM:

– I liked the performance record of the first enrolment graduates – We are sure to consider their experience! The event environment is worth mentioning, too – moderators didn't let us "relax", and, of course, our team 4, with whom we "went through fire and water"!

Anatoly Stepanov, head of planning and provisions coordination department, ABC:

– I'm very positive about the event! It was a kind of adrenalin race. Interesting tasks were set for the teams, especially warm up tasks. I benefited from both, doing the tasks and interacting with my colleagues. This assessment program is also motivating, as you realize that the company is interested in you, needs you. And every employee, including myself, can benefit the customers and the company.



Alexander Chirkov, head of accident prevention automated systems development group, VDA:

– It's worth mentioning Alexey Isaykin's captivating speech where he partly shared his strategic vision of the present situation. I wish I could understand "all the beauty" of his

conception. Case studies were really interesting. We managed to interact with the program participants, and also with the company senior executives, ask them questions. Now I feel energized for bigger achievements and challenging tasks. Would like to thank my team-mates with whom we worked through all the stages shoulder to shoulder. We seem to have become a real team, ready to realize different level tasks. Also I would like to thank the first enrolment graduates for the support, and the event organizers for the high quality of the event performance! Participation in the program is sure to give great opportunities for gaining new knowledge, for practicing professional skills when working on real tasks. It's important for me to benefit the company at such difficult time.



Dmitry Malkov, procurement department director, ABC:

– It's worth mentioning the candidates' attitude, their irrepressible eagerness for learning and self-realization; also the company executives' involvement in development of young and perspective employees.

I liked friendly relationships between the participants, particularly in our team. So, I'm very positive about it. Participation in the program gives an opportunity to realize ideas on processes optimization, to implement brand-new approaches to management for achieving better results, to get support from senior executives for realizing these ideas, to try oneself in new activities.

Kirill Chroni, the property utilization efficiency analyst, VDM:

– The global game was really emotional and impressive. Being there you understand what teamwork and relationships between colleagues really are. You can clearly see how ideas are born and can die. Working with the colleagues from different offices across the world allows you to see and understand different psychological and thinking peculiarities. I think, friendly relationships will contribute



much to the efficiency of business processes.

Ariel Zhang, Manager-Revenue & Capacity Management APAC, ABC:

– It is my honor to be a member of this global game. I was in the international team made up with APAC and EMEA teams. In the group discussion, it is very interesting to discover the culture difference between two teams – EMEA colleagues were usually more talkative with very good imagination and fast response. Meanwhile, APAC colleagues were more reserved. But after one or two rounds of discussion, the two types of culture start to merge: APAC team became more open up while EMEA colleagues started to wait a bit and listen more. That's quite magic moment that we started to learn from each other. The most memorable moment is the financial session involving calculation discounted payback period. When Irma from EMEA team encouraged me to show my result and said "Ariel we need you", I really felt happy that although with quite a reserved and introversive personality, my ability was noticed and encouraged and needed. I really felt good and that I could be a contributing member of this team.

Jonathan Celetaria, Sales Manager, ABC in Frankfurt:

– I really appreciate the opportunity that Corporate University has given to me. Being able to listen and learn from our Top Managers and all other Experts is the most remembered experience I had. The Global Assessment Games were very interesting. To my opinion, Time management and Teamwork were the key to success.

Caroline Wu, General Manager – North China, ABC:

– I am very glad to take part in the Global Assessment Game! The most express issue is the team work inspires /leadership and cooperation attitude, in first beginning, everybody is just to express what their own opinion, so the discussion is very long and we miss the deadline to get a conclusion. Then start from the 2nd



Both the candidates and the first enrolment graduates benefit much from the executives' and experts' support!

round, the team work start to begin, when someone can lead the team go to right direction, all team member just to use their own working skill, then cooperate together, we can get a

very good result by high efficient. The game showed me how to run a team, and what is the most important during the team work! and very good opportunities to learn the knowledge/skills from each other! And we can see how the other perspective from different department! Thanks for the arrangements from the Corporate University! It is really a good learning for me!

Jane Sun, Regional Financial&ADM Manager-APAC, ABC:

– I was in group 1 which contained overseas colleagues who all speak English. As the participants came from the entities located worldwide, our discussion reflected respective regional style. Everyone showed their

talents on their thoughts and behaviors. I was deep impressed in our group that Irma - head of CS team in AMS - not only shared her thoughts openly but also encouraged team to get same opinion to fulfill the tasks; Caroline - GM of PEK station - always can find the key points and give guideline in discussion. I enjoyed in the game, shared my opinion, achieved lots of info, etc. No matter whether I can go forward in this project, I wish it successfully and fruitfully.

Good luck to all the participants! The most interesting is still ahead!

CONQUERING THE SIXTH CONTINENT – MAKING DREAMS A REALITY!

The results of the competition on flying to Antarctic as a flight attendant and a knowledge center technologist were summarized in September. More than 40 Volga-Dnepr employees around the world submitted their application forms to participate in the project. We do appreciate your aspiration to become conductors of the company unique experience even in most remote areas of the planet. Nominating the winners wasn't easy as all the applicants proved their willingness to deal with most challenging tasks, demonstrated perfect English language proficiency, positive and pro-active attitude to life.

Now, meet the winners:

– **Sergey Aksyutenko**, leading financial analyst, ABC;

– **Ekaterina Anikina**, commercial schedule support manager, ABC;

– **Michael Malakhaev**, Air Transportation Management center deputy head, VDA.

From now on, together with customer's representatives they are going to work as flight attendants to fix and describe the unique experience of Polar flights, to make the company image in front of customers, scientists, researchers.

For now our colleagues have done the training course in the Baltic Aviation Academy in Lithuania and are looking forward to new experience on board of our IL-76 - experience which will stay with them for life.

Here's what the winners shared:

– Thank you very much for such an opportunity! - says **Ekaterina Anikina**. – Flights to such remote and hardly accessible places is a giant leap in the history of the company development. And as a project participant I have to do my best for the flights to be conducted safely and successfully, and for the program to iterate every Antarctic summer. When we live vivid and eventful life we inevitably start dreaming a lot. And there is always a dream which seems to be beyond sensibility and reality. For me it has always been Antarctic. Participation in this project is that unique chance to set foot on the sixth continent, to meet distinguished scientists, Polar researchers, people who make the future of Polar expeditions. The most valuable thing about it is to collect unique experience of Polar aviation and make it available for all inter-



Our winners (from left to right): Michael Malakhaev, Ekaterina Anikina, Sergey Aksyutenko

ested. Looking forward to the first flight to Antarctic!

– The flight attendant training is completed but I still can't believe that I am the part of the program! - shares **Sergey Aksyutenko**.

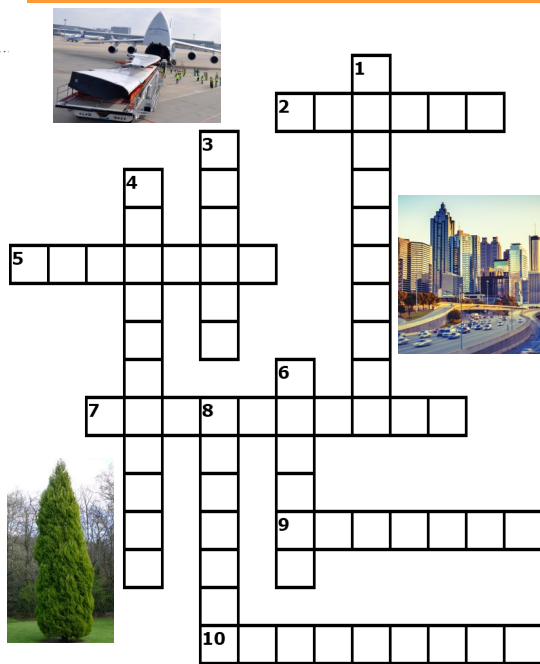
– Being an IL-76 crew member, flying to Antarctic, working with customers, presenting the company, - these are all interesting and challenging tasks. And I hope to fulfill them with the maximum benefit for customers and the company!

– The Baltic Aviation Academy training program focused on the roles of each flight crew member and flight attendant in flight safety. Flight attendant's responsibilities in terms of flight safety are considered in every discipline of the training program (Aviation security, dangerous goods, evacuation, giving first aid, CRM), - adds **Michael Malakhaev**.

We are sure that such contests will become a good tradition in our company. Next time it's going to be even more exciting! Follow the news!



PRIZE CROSSWORD



Questions:

ACROSS:

2. One of the Values of Volga-Dnepr Group.

5. Twenty-eight trees of this sort were transported on board of VDA IL-76TD-90VD freighter for a landscape reconstruction project in Tashkent, Uzbekistan capital.

7. The wing of this Boeing type was delivered by Volga-Dnepr Airlines to the assembly plant in Everett, the USA, in 2013.

9. Within this mission the VDA An-124-100 "Ruslan" delivered a Breeze-M booster to Baikonur in preparation for the space vehicles' scheduled launch.

10. The leader of one of

the Corporate University schools – School of Marketing and Sales.

DOWN:

1. Which other country except Russia and China was included in the Silk Way Rally route in 2016? Volga-Dnepr Airlines traditionally arranged all necessary flight dispatch and support coverage, including flight planning, aeronautical information, clearances, etc.

3. What is the name of the fish which was transported in four 2.5 ton water containers with oxygen tanks from St. Petersburg to Salzhard onboard one of Boeing 737 freighters operated by AirBridgeCargo? Volga-

Dnepr's expertise was called in action to safely deliver a shipment of 1,236,000 this type of fish to help repopulate the freshwater Ob River basin in northern Russia.

4. International Aero-show which took place on July 11-15, 2016 in Great Britain.

6. A suburb of Amsterdam which hosted the annual Soccer Tournament organized by Air Cargo Netherlands. The AirBridgeCargo team entered the top three teams of the Tournament.

8. One of the points of the AirBridgeCargo route network in the USA.

Dear colleagues!

To participate in this prize crossword please send your answers to:

aleksey.seryogin@volga-dnepr.com (Aleksey Seryogin).

We wish you success!

GERMAN ORDNUNG AND JAPANESE KAIZEN ARE AT VOLGA-DNEPR SERVICE!

Another seminar of the CU School for the company executives "Top-class" was conducted in Moscow on September 28. More than 30 participants from Volga-Dnepr offices in Russia, Germany, the UAE gathered to discuss LEAN technologies implementation into aircraft maintenance and repairs.

August Henningsen, the representative of Lufthansa Technik, ex-CEO, a member of the Supervisory Board at present, and his colleague Johannes Weidisch, the acting director of Lean management shared their experience in applying the tools of Lean culture. The participants' genuine interest in Lufthansa experience, their active involvement into dialogue contributed much to the seminar efficiency. What the participants valued most was the Q&A session where they learned how it all had started in Lufthansa, resources and expenses involved, mandatory training done and many others.

The teamwork was inspired by the company president **Alexey Isaykin**: – There aren't any everlasting operative decisions. The situation is changing and it requires new approach and

decisions. This is what both Lufthansa and Volga-Dnepr always have to learn.

This is what the participants shared: **Ildar Ilyasov**, AMTES GmbH managing director:

– The seminar was very practical! It was important that the presentations were made by real professionals with impressive experience in aircraft maintenance and repairs. We have to apply these things in our company. The question I asked was about maintenance process optimization and I got the answer along with solid evidence and examples. We plan our future cooperation with them to learn from each other. This is what we will really benefit from!

Victor Sherin, VD Gulf managing director:

– I really appreciate those five LEAN principles presented by August and Johannes – the examples they gave showed that the technology allowed cutting expenses to 20-30%. Though, we must admit that they had been improving the operative system. For us it is more difficult – we are only on the point of creating it.



August Henningsen and Johannes Weidisch shared their experience in implementation of LEAN tools in Lufthansa Technik

Andrey Dyatlov, quality management director, ABC:

– I saw another approach to LEAN technology – that is Lufthansa's perspective. Their LEAN principles reflect their management system, their mentality, their culture. It was worth learning. People of different age, background, level of responsibility – but all them speak the same values, objectives, approaches to the improvement of their company operation. They do not overlap or interrupt each other. The complement each other, and this is what proves that corporate culture defines a lot. And it's great that people from different companies of the Group share this value.