

Digital and AI in Aviation

What the room told us: workshop survey debrief

The Leela Palace, New Delhi | 11 August 2026 | ~40 responses | Sandeep Bahl

The headline

An optimistic, pragmatic room that sees AI as augmentation, not threat, and draws a firm line at autonomous decisions.

Efficiency

The most-chosen word for what AI is.
Fear was almost never selected.

Customer Service

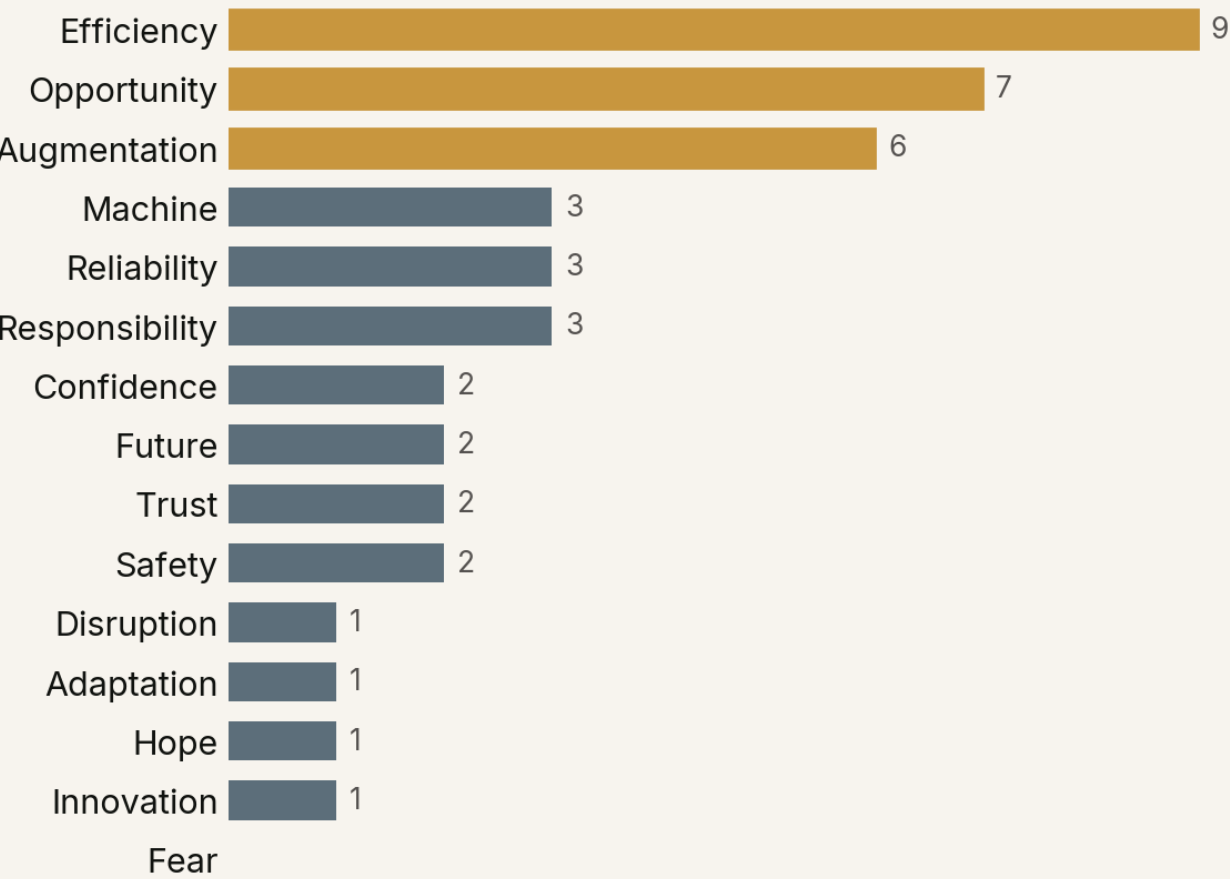
The function the room expects AI to
transform first, ahead of safety and
operations.

Decisions

The single thing they most want AI to
never do on its own.

Section A

AI in one word: efficiency and opportunity



What it says

The dominant words are instrumental and positive: efficiency, opportunity, augmentation.

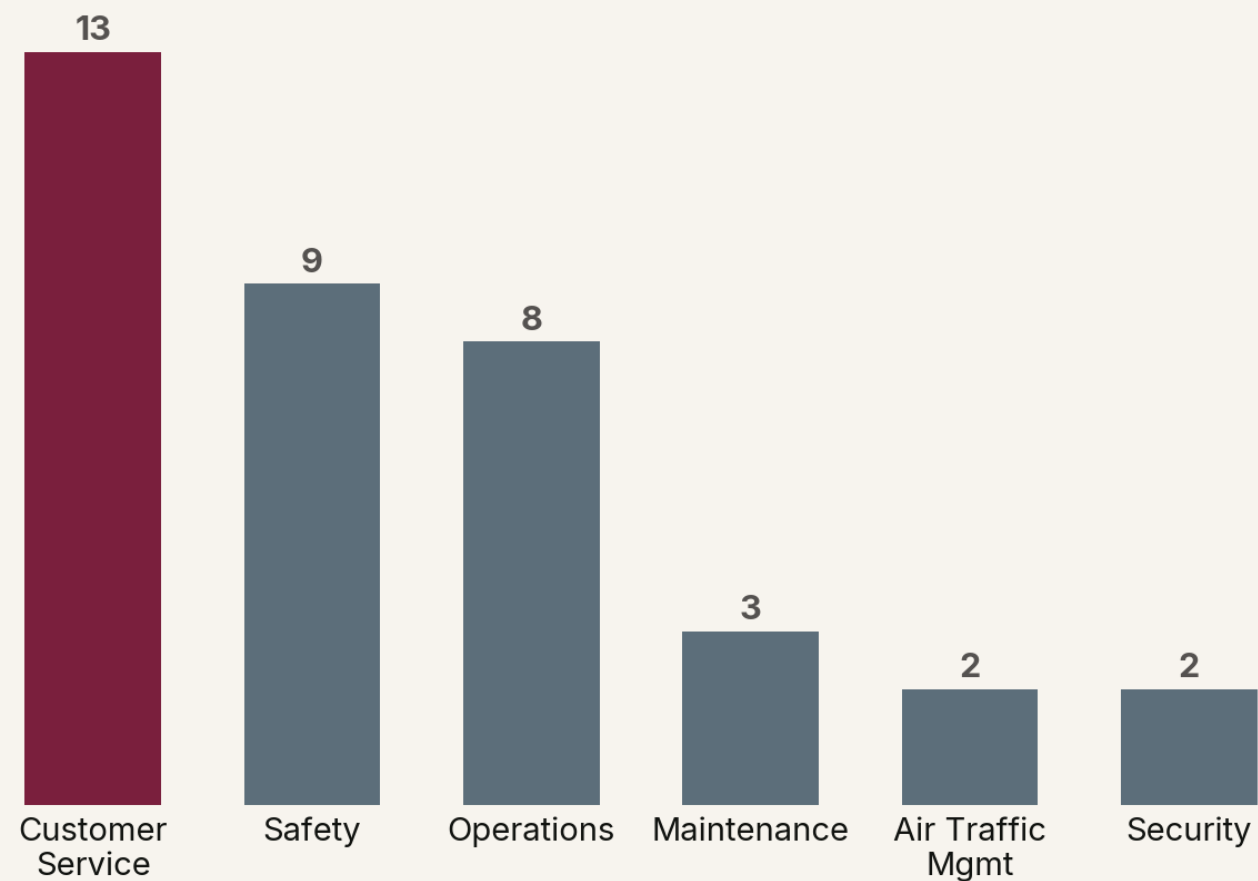
Fear sits at the bottom, effectively unchosen.

The room frames AI as a tool that boosts and assists, not a force to be feared.

Directional counts across ~40 handwritten responses.

Section B

Customer service transforms first



Directional counts; some respondents selected more than one function.

What it says

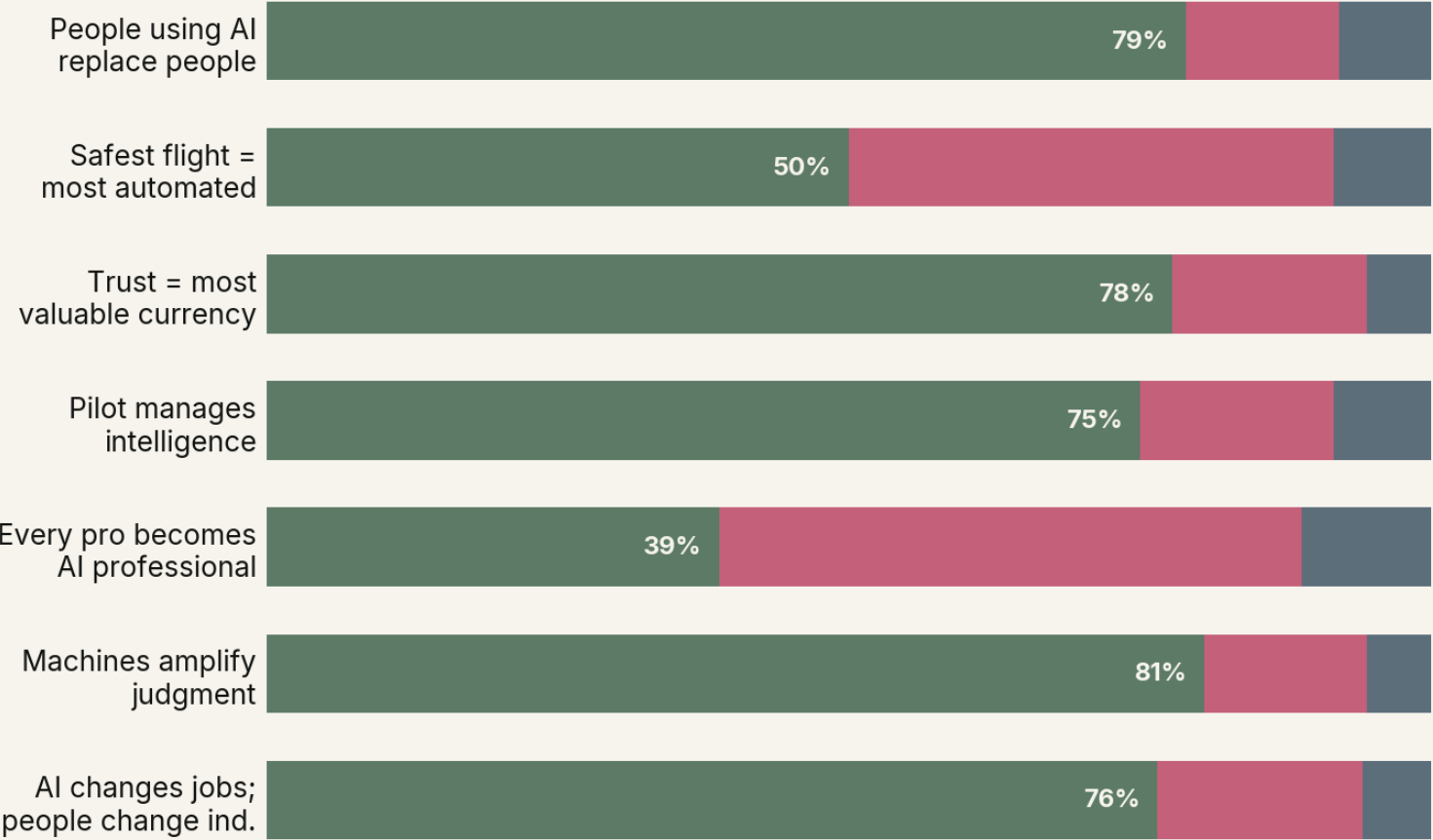
Customer service is the clear front-runner, well ahead of safety and operations.

Maintenance, air traffic management and security barely register.

The expectation: AI lands first where it is lowest-risk and customer-facing, not in the safety-critical core.

Section C

Strong consensus, with two live debates



Where the room agrees

Trust as currency, pilots managing intelligence, and machines amplifying judgment.

Where it splits

"The safest flight is the most automated" divides the room. "Every professional becomes an AI professional" is the most resisted.

Share of responses per statement. Directional close reads.

The red line: human judgment

Happy to hand to AI

- Documentation and data sorting
- Routine, repetitive daily tasks
- Analysis and alerts on large data
- Scanning and summarising documents

Never trust AI with

- Final and critical decisions
- Safety-critical judgment
- Ethical calls and enforcement
- Deciding on their behalf

Section F

By 2035: the room's predictions

Foundational

AI becomes core infrastructure across industries, not a bolt-on tool.

Augmenting

It assists and augments, with humans firmly kept in the loop.

Safer, leaner

Aviation grows safer and more efficient; routine work shrinks.

A caution

A worry that human thinking may atrophy, and that AI-driven cyber threats will need AI-based defence.

What this means



Sentiment is on our side. The participants reads AI as efficiency and augmentation, not fear. Lead with enablement.

Start where the risk is low.

Customer service is where they expect AI first; the safety-critical core comes last.

Respect the red line.

Autonomous decision-making, especially on safety and ethics, is a near-unanimous no. Keep humans in the loop.

Give them the skill.

Prompt engineering is the capability the room is actively reaching for.

REIMAGINING AVIATION
READY FOR AI?
THE NEXT ALTITUDE
SMARTER SKIES

Intelligence Takes Flight
Future Cleared for Takeoff



Digital and AI in Aviation

The Leela Palace, New Delhi | 11 August 2026 | ~40 responses | Sandeep Bahl

workshop survey debrief | Contact: Nidhish.jain@us-indiaacp.com