



Qatar Airways Strengthens Leadership for Next Phase of Growth

Group restores network to 85% of pre-crisis levels and creates two new executive roles, a Chief Operating Officer and a Chief Customer Officer

DOHA, Qatar – Qatar Airways Group has restored its network to 85 percent of pre-crisis levels and created two new executive roles to sharpen its operations and deepen its focus on customers.

The milestone was reached with the launch of the airline's summer 2026 schedule this week, which sees more than 140 daily departures from Doha to over 160 destinations worldwide. It delivers a target the Group set itself earlier this year, at the height of the regional disruption that grounded much of its network, to rebuild to 85 percent by mid-June.

The two new appointments support three priorities that will shape the Group's next phase of growth. The focus is on delivering a world-class passenger experience at every

touchpoint, expanding the passenger and cargo network with a modern fleet and the next generation of Qsuite, and investing in its people, in their development, succession, and the skills the years ahead will demand.

Both roles report directly to Group Chief Executive Officer, Hamad Al-Khater.

The Chief Operating Officer will bring the Group's operational functions under a single leader, with focus on accountability, performance and the highest standards of safety. The role is taken up by Abdulla Ali, a Qatari national, promoted from his current position as Senior Vice President of Ground Services. Mr Ali brings extensive experience across airline, airport and network operations, with a proven record of delivery and of leading high-performing teams.

The Chief Customer Officer brings the brand and customer touchpoints under one coordinated focus, ensuring consistency, excellence and warmth throughout the customer journey. The role is taken up by Calum Laming, a dual Irish and British national, who most recently served as Chief Customer Officer at British Airways from 2022 until earlier this year, and has held senior customer-focused positions at major international airlines including Etihad Airways and Air New Zealand.

Hamad Al-Khater, Group Chief Executive Officer, said: "These appointments are about what comes next. With Abdulla and Calum joining our leadership team, we will move faster, sharpen our focus on excellence, and put the customer at the heart of every decision we make. They are also about our people, expanding our ability to develop talent and support the growth of our incredible teams."

Mr Ali and Mr Laming take up their new roles on 1 November 2026.

About Qatar Airways

A multiple award-winning airline, Qatar Airways won the 'World's Best Airline' title for an unprecedented ninth time at the 2025 World Airline Awards, managed by the international air transport rating organisation, Skytrax. Qatar Airways was previously named the World's Best Airline in 2011, 2012, 2015, 2017, 2019, 2021, 2022, and 2024.

The airline continues to be synonymous with excellence, and has yet again received recognition for 'World's Best Business Class', and 'World's Best Business Class Airline Lounge'. As the leading connector in the region, Qatar Airways has also been lauded with the 'Best Airline in the Middle East' title for the 13th time.

Qatar Airways recently received the Platinum performance recognition by Cirium, the leading aviation analytics organisation, for its reliability and operational performance. The recognition is a testament to the airline's unwavering commitment to providing seamless and proven operations as part of its award-winning passenger experience.

This summer, Qatar Airways will fly to over 160 destinations worldwide, connecting through its Doha hub, Hamad International Airport. The airport has been recognised as the 'Best Airport in the Middle East' for 11 consecutive years, as well as 'World's Best Airport Shopping' for the third year in a row by Skytrax. Hamad International Airport has previously been named the 'World's Best Airport' by Skytrax in 2021, 2022, and 2024.

Qatar Airways was the first Airline in the Middle East to be certified to the highest level of IATA's Environmental Assessment (IEnvA) programme, based on recognised environmental management system principles (such as ISO 14001). As an inaugural signatory to the Buckingham Palace Declaration in March 2016, Qatar Airways became the first airline globally to be certified to the industry standard for the prevention of illegal wildlife trafficking in aviation.

For further information, visit qatarairways.com or the Qatar Airways mobile app.

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