

# AIN Product Support Survey

Embraer moves to top ranking in 2022

BY JERRY SIEBENMARK



Embraer Executive Jets

Embraer Executive Jets assumed the top spot for business jets while Pilatus retained its top position among turboprop airplanes in the annual **AIN** Product Support Survey. Embraer recorded the highest rating among six business aircraft OEMs with a Combined Overall Average Ratings of Newer and Older Aircraft score of 8.0, unseating Dassault Aviation. Pilatus scored an Overall Average of 8.6 among turboprops, based on the results of **AIN**'s

survey of turbine aircraft operators, pilots, and maintainers.

Embraer's ranking was followed by Gulfstream Aerospace, with an Overall Average of 7.9, Textron Aviation at 7.8, Bombardier at 7.6, and Dassault at 7.5. Interestingly, all of this year's fixed-wing OEMs saw their Overall Average ratings lower than in last year's survey.

In comments to **AIN** regarding improvements to product support over the past

year, a number of OEMs cited the effects of supply chain disruptions, although none reported significant interruptions in providing service and support to their customers.

For this year's survey, there were 674 respondents who rated 1,793 aircraft broken down into 141 models. The minimum number of ratings required to include a manufacturer's aircraft in the final results is 20. (For more details, see *Survey Rules and Methodology sidebar*.)

Combined Overall Average Ratings of Newer and Older Aircraft	Overall Average 2022	Overall Average 2021	Rating Change from 2021 to 2022	Factory Owned Service Centers	Authorized Service Centers	Cost per Hour Programs	Parts Availability	Cost of Parts	AOG Response	Warranty Fulfillment	Technical Manuals	Technical Reps	Overall Aircraft Reliability
<b>Business Jets</b>													
Embraer (Legacy, Phenom, Praetor)	<b>8.0</b>	8.4	(0.4)	<b>8.0</b>	<b>8.7</b>	<b>7.5</b>	6.7	<b>7.4</b>	7.8	<b>8.6</b>	<b>8.5</b>	8.6	8.5
Gulfstream (Mid-Cabin and Large-Cabin)	7.9	8.3	(0.4)	7.8	8.5	<b>7.5</b>	<b>7.6</b>	6.3	<b>8.0</b>	<b>8.6</b>	8.0	8.3	8.6
Textron Aviation (Citation, Beechjet, Hawker)	7.8	8.1	(0.3)	7.7	8.2	7.4	7.4	6.6	7.5	8.3	8.2	8.5	<b>8.7</b>
Bombardier (Challenger, Global, Learjet)	7.6	7.9	(0.3)	7.6	8.3	7.3	6.8	6.1	7.2	7.9	8.0	8.2	<b>8.7</b>
Dassault (Falcon)	7.5	<b>8.7</b>	(1.2)	7.5	<b>8.7</b>	6.5	5.8	6.1	6.5	8.5	8.1	<b>8.8</b>	8.6
<b>Turboprops</b>													
Pilatus (PC-12)	<b>8.6</b>	<b>8.8</b>	(0.2)	<b>9.1</b>	8.1	7.7	<b>8.3</b>	<b>7.2</b>	<b>8.6</b>	<b>8.9</b>	<b>8.8</b>	<b>9.2</b>	<b>9.3</b>
Textron Aviation (King Air)	7.9	8.2	(0.3)	8.3	<b>8.4</b>	<b>8.2</b>	7.8	5.8	7.3	8.1	8.6	8.3	8.6
<b>Rotorcraft</b>													
Leonardo	<b>8.6</b>	<b>8.3</b>	0.3	<b>8.8</b>	<b>8.8</b>	<b>8.1</b>	<b>8.4</b>	<b>7.8</b>	<b>8.9</b>	<b>9.1</b>	<b>8.9</b>	<b>9.0</b>	<b>8.6</b>
Airbus Helicopters	7.3	7.6	(0.3)	7.4	<b>8.8</b>	7.0	6.7	5.8	6.7	7.1	8.2	7.6	8.5

Bell and Sikorsky did not receive enough responses to be rated in this year's survey results.

## SURVEY RULES AND METHODOLOGY

The objective of the annual Product Support Survey is to obtain from the users of business jets, pressurized turboprops, and turbine-powered helicopters statistically valid information about the product support provided by aircraft manufacturers over the last year. The goal is to encourage continuous improvement in aircraft product support throughout the industry.

## SURVEY TOOL

For the second year, the survey was conducted via a questionnaire developed in partnership with Rolland Vincent Associates, a Texas-based consultancy focused on aviation market research, strategy, and forecasting. The survey was created to provide improved ease of use and to encourage more participants to complete the entire survey.

The survey tool:

» Included Spanish and Portuguese versions.

- » Asked respondents to evaluate one full aircraft at a time including airframe, engines, and avionics.
- » Included clearer language and imagery around the individual categories and the evaluation scale.

## METHODOLOGY

**AIN** emailed qualified readers a link to the password-protected survey website, which was open from April 25 to June 10. Respondents were asked to rate individual aircraft and provide the tail number, aircraft age, primary region of service, and whether they used factory-owned or -authorized service centers, or both. Respondents were also asked to rate, on a scale from 1 to 10, the quality of service they received during the previous 12 months in the following categories: Factory-owned Service Centers; Cost Per Hour Program; Parts Availability; Cost of Parts; AOG Response; Warranty Fulfillment; Technical Manuals; Technical Reps; Overall Product Reliability.

## THE RESULTS

In total, 674 unique participants from 58 countries completed the survey, representing 1,793 aircraft and 141 aircraft models. **AIN** noticed a decent decrease across the board in survey responses after an increase last year. We specifically saw a decrease in the Rotorcraft segment and were not able to report on scores for Bell. Rolland Vincent Associates reviewed the data to ensure accurate and valid responses. They also compiled the final survey results in close coordination with **AIN**. In consultation with Rolland Vincent Associates, one change was made this year:

» The report combines OEM models into a single grouping. In years past **AIN** broke out the different model series into their own reporting lines. Much of this separation was a result of acquisitions over time. We believe grouping at the OEM level gives a more complete

view of operator feedback with the OEM. Respondents were also asked to recognize individuals who have provided them with exceptional product support and service. Select individuals are highlighted in this report.

## RESULTS ANALYSIS

In analyzing the results of this survey, this year's scores were generally lower than last year and even slightly lower than 2019 scores. Our thoughts on this are:

» The survey period last year asked about May 2020 to May 2021, when certain business aviation segments flew considerably less than usual. The May 2021 to May 2022 survey period was almost the exact opposite, with all business aviation segments flying more than pre-pandemic years. More flying leads to more unscheduled maintenance and demand on support teams.

» Supply chain issues most likely created challenges in getting parts in a timely fashion to keep aircraft flying.

» The post-pandemic time has seen an influx of new aircraft owners and operators that may have different service expectations.

## COMING NEXT

The 2022 **AIN** Product Support Survey results for aircraft are published in this issue; avionics, cabin electronics, and connectivity will be featured next month; and engines will follow in October.

## EMBRAER EXECUTIVE JETS

### THE RESULTS

Embraer Executive Jets ascended to the top spot in the 2022 **AIN** Product Support Survey with a score of 8.0 in the Overall Average Ratings of Newer and Older Aircraft, after coming in third place with an Overall Average score of 8.4 in 2021. The Brazilian airframer also saw its scores improve in six of 10 categories: 8.0 in Factory Owned Service Centers, 8.7 in Authorized Service Centers, 7.5 in Cost per Hour Programs, 7.4 in Cost of Parts, 8.6 in Warranty Fulfillment, and 8.5 in Technical Manuals.

### THE IMPROVEMENTS

Marsha Woelber, Embraer Service & Support v-p of worldwide executive jets customer support and aftermarket sales, told **AIN** that the strength of the company's business jet sales "has provided us with an undeniable need to expand our service network."

Specifically, Embraer's plans to increase the number of its field service representatives in the U.S. by 50 percent are nearly complete. "This relationship is an important part of our customers' experience, and we are responding to their requests for more support," she said. At its customer care center in Brazil, Embraer recently doubled the size of its front-line staff to improve the frequency and quality of communication from the team, Woelber added.

In response to demand for training on its Phenom 100 and 300 light jets, Embraer plans to add a new full-flight simulator in Las Vegas through its joint venture with CAE, Embraer-CAE Training Services. It also plans for a new Praetor simulator to be in place at one of its FlightSafety training locations in the first half of 2023. "We are also actively working with regulators to expand some of the remote training



alternatives that were developed during the pandemic," Woelber said.

MRO services are also high on Embraer's customer support to-do list. Earlier this year, the company opened an expanded MRO facility in Sorocaba, Brazil, that doubled its size to 40,000 sq m (430,556 sq ft) in response to a growing installed base in Embraer's home country. In all, the company has six owned service centers in the U.S., France, Portugal, and Brazil, as well as 67 authorized service centers. Woelber said the company is growing that business through shift expansion but also plans to add more service centers. "Our customers like to return to the OEM for service, and we will grow our owned network to meet this demand," she explained.

To overcome any potential interruptions in the supply chain, "Embraer is investing in a level of inventory that outpaces the growth of the fleet," Woelber said. That way, the OEM can "mitigate the difficult external environment and have more buffer stock available for our customers."

## GULFSTREAM AEROSPACE

### THE RESULTS

Gulfstream Aerospace ranked second in the survey's Combined Overall Average Ratings of Newer and Older Aircraft with a score of 7.9, which was down from last year's Overall Average rating of 8.3 for the large-cabin models. The Savannah, Georgia-based manufacturer of mid- and large-cabin jets improved its scores in four categories including 7.5 in Cost per Hour Programs, 7.6 in Parts Availability, 8.0 in AOG Response, and 8.6 in Warranty Fulfillment.

### THE IMPROVEMENTS

A boost in Gulfstream's AOG Response rating is just what Lor Izzard is looking for as v-p of field support for Gulfstream Customer Support. As leader of the unit that includes Gulfstream's field and airborne support teams (FAST), part of Izzard's focus in the past year has been growing the company's FAST teams. That includes expanding existing teams as well as adding new FAST team bases in cities such as Orlando, Florida,



and Las Vegas. "We're expanding the teams where we already have embedded teams but we've also decided...we're going to explore more locations," Izzard told AIN. "We are now exploring locations that we haven't before and are going to do so at a much higher rate."

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► Gulfstream Aerospace continued

In addition to looking at permanent FAST bases, Gulfstream also experimented with establishing a long-term temporary FAST base in Bozeman, Montana. It's during the winter that Bozeman proves a popular location for its customers to go snow skiing. So, last November the company fully staffed a FAST base there for almost five months and brought along FAST One, Gulfstream's tractor-trailer "service center on wheels."

"This idea of setting up shop for several months with this full-time capability was a bit of a test for us," Izzard explained. "We've had a lot of really positive feedback." The Bozeman experience could lead Gulfstream to repeating it at other locations that are seasonally popular with its customers, he added.

Along with expanding FAST, the company is also looking at its current fleet of G150s that support FAST. Izzard said an aircraft with more range and capability to move large parts would be ideal. "There's a reason for us to explore a more capable airborne customer support fleet, and we're deep in the planning stages of that right now and trying to understand what that

next version is going to look like for us," he said. "As we leaped from G100 to G150 in the history of FAST, so far I think this next leap is going to be far more significant."

Other measures that the field support organization has undertaken in the past year include adding staff at the FAST command center who can expedite the moving of parts to customers in AOG situations. Around-the-clock service engineering is now available. Field service representatives have been added in Spain, Brazil, and Mexico, bringing their ranks to more than 40 around the world, according to Izzard.

Activity has also been robust at Gulfstream's MRO operations, with the company opening a 160,000-sq-ft service center at Fort Worth Alliance Airport in Texas and a 225,000-sq-ft service center in Mesa, Arizona in mid-2023. Joe Rivera, Gulfstream Customer Support's v-p of service center operations, told **AIN** that the OEM has already hired 65 employees for the new Mesa center and opened a temporary facility there in leased hangar space. "The idea is it allows us to build the trained staff," Rivera explained. "It also allows us to start positioning equipment."

## TEXTRON AVIATION

### THE RESULTS

At third in this year's survey was Textron Aviation, which saw a Combined Overall Average Ratings of Newer and Older Aircraft rating of 7.8 compared with an Overall Average of 8.1 in the prior year's survey for the Citation models. The manufacturer of Beechcraft and Cessna aircraft improved its rating in Overall Aircraft Reliability with a score of 8.7.

Among turboprops, the Wichita airframer's Beechcraft King Air received an Overall Average rating of 7.9, down from 8.2 in the 2021 survey. The twin-engine model series did see improvement in two categories: Authorized Service Centers, 8.4; and Cost per Hour Programs, 8.2.

### THE IMPROVEMENTS

Brian Rohloff, Textron Aviation senior v-p of customer support, told **AIN** the company has largely been focused on hiring technicians across its service center network, considering that it's been a busy past year. "Our biggest accomplishment today is that we've added technicians," he said,



acknowledging that it "is a challenge for all of us that are supporting GA aircraft. There's a high demand for A&Ps."

During the past year, Rohloff's organization has worked on a couple of new initiatives, including a revamping of its customer service app. While Rohloff said the app was "functional," it needed improvement. With input from customers,

► Textron Aviation continued

the OEM pulled together a team of employees and set about changing the app. “The team did just a wonderful job redesigning that app to give our customers, at their fingertips, on their phone, the ability to approve work, defer work, see what was coming due next, and interact with their CSM,” he explained.

Another initiative involved a reorganization that involved creating a product support team specific to the company’s flagship Citation Longitude with its own leader and dedicated field representatives. “That’s been a wonderful reorganizational structure we made, and our customers are extremely appreciative of that level of support,” Rohloff said. “I think that’s made the Longitude service experience very positive.”

On the parts support side of Textron Aviation, senior v-p of parts and programs Kriya Shortt told AIN that the organization has been working hard to avoid any problems from supply chain disruptions. “The supply chain is somewhat constrained, and what I would say from a standpoint of being able to ensure our customers have what they need, our team have done a great job to go out and proactively bolster our on-order inventory,” she said. “So, I feel like Textron Aviation did a nice job getting out in front of that demand cycle.”

While “spot challenges” continue to arise in the supply

chain, “we’re having real conversations with our suppliers to ensure if or when a shortage occurs, we’re doing everything we can to minimize that to our customers and proactively communicating to our customers what we’re doing,” Shortt added. “And a lot of that is leaning into the strong agreements we have with suppliers.”

Shortt also noted that the company continues to monitor its parts distribution network and make adjustments based on customer needs. That included finding an extra 4,000 sq ft of existing space at its European distribution center in Dusseldorf, Germany, to expand the OEM’s parts inventory there.

Textron Aviation also continues

to look at parts pricing and in cases where a customer thinks “something is not priced correctly in the system, we want to hear from them and we want to make those adjustments so that we can earn their business,” she explained. “And I would say consistently about 55 percent of the time when a customer solicits us with that information, we’re moving that price in their favor.”

This past year, the company also held off raising rates on its Pro Advantage cost-per-hour program. Instead, Textron Aviation reduced rates by 3 percent. “We want to make sure that as you’re banking your spend with us, you feel there’s a strong value proposition for you in that Pro Advantage program,” Shortt said.



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### THE RESULTS

Bombardier's Combined Overall Average Ratings of Newer and Older Aircraft edged lower in this year's survey to 7.6 from an Overall Average of 7.9 a year ago for the Challenger models. Improvement was noted in the Canadian OEM's Overall Aircraft Reliability with a rating of 8.7.

### THE IMPROVEMENTS

Bombardier has been on a whirlwind of customer support activity in the past year through the development and opening of new and expanded service centers in Singapore; London Biggin Hill; Melbourne, Australia; and Miami-Opa Locka, Florida.

But that's only part of the activity the Montreal-based manufacturer of Learjet, Challenger, and Global jets has undertaken in customer support in the past year, according to v-p of customer service Anthony Cox. Cox told *AIN* that in addition to the service center activity as well as the opening earlier this year of a line maintenance station at Paris Le Bourget Airport, the company is beefing up its customer service center (CSC) operations by adding a third at its expanded Singapore service center. Its two other CSCs are housed in Wichita and Montreal.

"Between the three CSCs, with the added knowledge and virtual connections we have today, we'll be able to enhance that international support, which really helps us out because there's a great volume of widebody aircraft selling into the international region and it'll be a much nicer transition as opposed to the night shift in Montreal, where we're covering the world during the daytime," Cox explained.

Along with the enhanced AOG support provided by the CSCs, Bombardier also has established new mobile response teams in Orlando, Florida; Washington, D.C.; and Tulsa, Oklahoma. And at each of its company-owned service centers, the OEM has added "unscheduled response teams" who are available for drop-in aircraft service and provide additional AOG support in the geographic area surrounding those centers.

Parts has been another area of focus for Cox's organization. Early investment in parts inventory paid off for the company, he said. Beginning in March 2020, the company looked at utilization and made the decision to invest in additional parts from suppliers while demand



was low. "We did it at a risk, in fairness," Cox explained.

In all, he said the company invested \$150 million in inventory, about \$100 million of which went toward line replaceable units, or rotables, "to help us get through some of the supply chain difficulties that we knew the industry would face." The remaining \$50 million was largely spent on expendables, such as O-rings and filters. "So, the off-the-shelf ratios have been maintained at an extremely high level," Cox said. "It's been difficult for all OEMs, but I think that our early investment in rotables and expendables, gathered up with some increase in staffing to cope with the high utilization, has put us in a really good spot relative to some of the industry issues."

Bombardier has also met its reliability targets from both aircraft dispatch availability and mean time between unscheduled removal. "We're seeing this amazing performance from the products, and our operators—the large fleets—are operating the aircraft in excess of 1,000 hours a year," he said. "For corporate aircraft five years ago, most would have said that's unheard of, but I've seen it across all the fleets." That has provided the OEM with some "amazing data," Cox added, which in turn has allowed Bombardier to optimize maintenance programs for its aircraft, such as expanding intervals between maintenance checks and shortening aircraft downtimes for maintenance.



## DASSAULT AVIATION

### THE RESULTS

Dassault Aviation saw its Combined Overall Average Ratings of Newer and Older Aircraft score fall 1.2 points to 7.5 after a rating of 8.7 last year. The French airframer received high ratings for Authorized Service Centers, 8.7; and Technical Reps, 8.8.

### THE IMPROVEMENTS

Following its 2019 acquisition of Tag Maintenance Services and ExecuJet MRO, Dassault is investing in upgrades and expansions at a number of facilities. They include Dubai, where the new facility will open by the end of this year, Kuala Lumpur, and Reno, Nevada. Additionally, the OEM has opened a new line maintenance station in Basel, Switzerland. The company closed its service center in Wilmington, Delaware, but continues to evaluate further expansion in the U.S.

Jean Kayanakis, senior v-p of worldwide Falcon customer service and service center network, told **AIN** that the company has also added field service technicians in growth markets, including Vietnam. “It has become a hot market, and we now have tech reps in Hanoi helping flight departments who are new to business aviation and are coming up the learning curve quickly,” he said.

During the past year, Dassault completed a customer service reorganization that included the transfer of all its technical support teams to its Bordeaux-Mérignac facility, where



they can collaborate with Falcon engineering, production, and maintenance.

On the parts front, Dassault has increased its inventory to support the entry into service of the Falcon 6X next year. Already, spares for the 6X are flowing to the field, Kayanakis said.

He also noted that in the past year Dassault has transitioned to a new inventory management system. “Doing so amidst Covid staffing and supply chain issues didn’t make this any easier, but it was important for the long term to have modern tracking systems,” Kayanakis explained. “Over time, customers will see the benefits.”

## PILATUS AIRCRAFT

### THE RESULTS

Once again, Pilatus Aircraft was tops in the survey’s turbo-props category with a Combined Overall Average Ratings of Newer and Older Aircraft score of 8.6. That compares with 8.8 in the 2021 survey. The Swiss airframer received high marks for Factory Owned Service Centers, 9.1; Parts Availability, 8.3; Cost of Parts, 7.2; AOG Response, 8.6; Warranty Fulfillment, 8.9; Technical Manuals, 8.8; Technical Reps, 9.2; and Overall Aircraft Reliability, 9.3.

### THE IMPROVEMENTS

Pilatus has continued its traditional activities to support its venerable PC-12 single-engine turboprop, now in its third iteration as the NGX, such as hosting annual conferences for





► Pilatus Aircraft continued

individual, utility and fleet, and government and special missions operators. But the bulk of the organization's focus has been on supporting its newer PC-24 business jet, v-p of customer support Piotr Wolak and v-p of marketing Tom Aniello told **AIN**. This past year was the first year that Pilatus was able to hold its first in-person PC-24 operator conferences, beginning last December. "By the time we got enough in-service experience [with the PC-24] pretty much Covid hit," Wolak said. "We had all good intentions of doing this earlier but unfortunately with everything going on in the world, we just weren't able to travel. It was, I would say, probably a couple of years overdue but we couldn't have done it any earlier in person, anyway."

Also in the past year, the company has activated a technical support call center in Australia, giving Pilatus "true 24/7 coverage around the world," Wolak said. Broomfield,

Colorado, and Stans, Switzerland, are the two sites where the company's other call centers are located.

Wolak said a top priority is improving the company's supply chain distribution system. "Getting things from Europe to us back in the good old days, just a couple of years ago, was an overnight proposition," he explained. "Not so much anymore. Everybody's struggling with this. The company invested quite a bit of money in spare parts. The next trick is to figure out how to efficiently move them close to the aircraft."

Part of that improvement has involved expanding Pilatus's supply chain customer support team in Stans. Broomfield and Australia are next, he said. "When you have to tell [a customer] the part is stuck at Charles de Gaulle for a week with an AOG sticker on it, which believe it or not does happen, it's terrible."

## LEONARDO

### THE RESULTS

Leonardo scored highest among rotorcraft OEMs in this year's survey with an 8.6 in Combined Overall Average Ratings of Newer and Older Aircraft, which was up from 8.3 in 2021. The Italian manufacturer also improved scores in every service and support category of the survey: 8.8 for Factory Owned Service Centers and Authorized Service Centers, 8.1 for Cost per Hour Programs, 8.4 for Parts Availability, 7.8 for Cost of Parts, 8.9 for AOG Response, 9.1 for Warranty Fulfillment, 8.9 for Technical Manuals, 9.0 for Technical Reps, and 8.6 for Overall Aircraft Reliability.

### THE IMPROVEMENTS

Maurizio D'Angelo, v-p of customer support services and training, told **AIN** that the company continued its path begun in 2020 to re-evaluate and improve its procedures, processes, and investments. That included opening a 2,000-sq-m (21,528-sq-ft) customer support and service center at Paris Le Bourget Airport, unveiling its Philadelphia training academy, and opening an FAA-approved maintenance facility outside Pensacola, Florida.



The OEM also carried on its investment in spare parts distribution with a worldwide distribution availability valued at \$1 billion. Leonardo maintained fixed prices from 2020 until April 2022, D'Angelo said, "only adding gradual increases when our customers were back to operating at more sustained business levels and flight activity."

## AIRBUS HELICOPTERS

### THE RESULTS

Airbus Helicopters recorded a Combined Overall Average Ratings of Newer and Older Aircraft score of 7.3 in this year's survey, edging lower from the Overall Average of 7.6 in last year's survey but with a high rating of 8.8 for Authorized Service Centers.

### THE IMPROVEMENTS

A big focus at Airbus Helicopters was the unveiling of an HCare customer support program that was revamped to be more flexible and customizable, executive v-p of customer support and services Christoph Zammert told **AIN**. The refreshed HCare program now includes different packages and more options for customers, he said, and is designed to "accompany the customer based on where he or she is in the lifecycle of the product and the kind of relationships he or she has with Airbus Helicopters. It seems like the feedback we have received since launching this new HCare offering is quite positive. Our customers say that it's more



understandable, and it indeed answers more to their needs."

The European airframer also changed the way it manages AOG by extending out-of-office hours support for customers needing engine resources, he said.

Airbus introduced a VRM mobile flight training device for the H125 helicopter that Zammert said will make training affordable and improve safety. "We feel that this is making a step-change, especially from an aviation safety point of view."

## BELL

### THE RESULTS

Bell did not garner enough survey responses to be rated in this year's survey.

### THE IMPROVEMENTS

Chad Nimrick, director of Bell support and service, told **AIN** that Bell's customer support activities have been focused in part on adding line/field maintenance stations, called aircraft maintenance centers, in Asia, Africa, and Europe. "We're really just basically following where our installed fleet is being deployed," he said.

Asia has been one area where Bell has seen a "pretty good mix of demand" for its 407, 412, and 429 helicopters, which he attributes to growth in helicopter pilot training in China and operators figuring out how to use those aircraft for more types of missions.

Bell also has implemented an AOG call center at its Fort Worth, Texas headquarters that provides 24/7 global support, he added. "Now we have a centralized organization [and] that's all they do is work on AOG solutions across the globe."



As with other OEMs, parts availability remains a challenge, but for Bell, "We have implemented over the past several years some very strong global ordering agreements with our suppliers," he said. "Our suppliers have actually done a pretty decent job of holding true to that. We're starting to see a little bit of a challenge right now as the GOAs [global outline agreements] become due and we're renegotiating the GOAs, but in general, I think through the pandemic we actually did relatively well."

## ABOVE & BEYOND

### OEMs

#### Paul Van Kley (Bombardier)

*He is the most responsive and knowledgeable technician that we interact with on aircraft. He is never too busy or not willing to assist on aircraft issues.*

#### Daniel Prairie (Bell)

*He is always available when we need him and he tries his best to get our requests resolved.*

#### Rick Best (Textron Aviation)

*Rick has been critical for us in solving both parts and the occasional maintenance issues with our CJ2+ and another CJ2 that is operated by a different owner. His service is priceless!!!*

#### Brian Ray (Dassault)

*Brian recently moved into our area. He's been really active at building customer relations and has helped us multiple times even though our aircraft is not one of the models he's specifically assigned to cover. He is always willing to help where he can.*

#### Lucas Otterstetter (Gulfstream)

*Always has precise answers to complex technical problems.*

#### Doug Taylor (Embraer)

*Best FSR I have ever worked with. If I have an issue, he owns it until it is resolved. He is my go-to guy for issues and help in understanding the plane.*

#### Andrea Amodeo Giovanni (Leonardo)

*Keen to be transparent and listens to customer/operator challenges to improve overall services.*

### Service Centers

#### Ryan Oestmann (Duncan)

*The best project manager I have ever worked with.*

#### Thomas Bartolomeo (Aero Star Aviation)

*Tommy is one of the few you can call all hours of the day and he answers. Not only does he answer, he can walk you through troubleshooting and have parts ordered before he arrives.*

#### Mike Ditmeyer (West Star Aviation)

*Mike is excellent to work with and keeps projects rolling along on time and on budget. Always a pleasure to work with. I was a customer of his at his previous employer, and when he moved I followed.*

#### Lee Miles (Western Aircraft)

*Stellar support and industry service knowledge and ethics.*

#### Gabriele Ghilardi (Tag Maintenance Services Lugano)

*Mr. Ghilardi treats every customer as if they were his most important. Fantastic support in every regard.*

# Be in the Middle of it All

The JETNET iQ Summit is going to be charged with a new energy as business aviation leaders, speakers, and panelists from around the world meet at the New York Marriott Marquis, September 15-16th.

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