



DAHERTOP RANKING PROPILOT PRODUCT SUPPORT SURVEY OR THE THIRD STRAIGHT YEAR

News / Manufacturer



For the third consecutive year, Daher has topped Professional Pilot magazine's annual Product Support Survey in the turboprop airplane category, with both the TBM and Kodiak aircraft included in this leading industry publication's ratings for the first time. In achieving the no. 1 position, Daher swept the 2023 Pro Pilot survey with top marks in all seven categories for which aircraft owners and operators are asked to judge: company response time; spares availability; cost of parts; speed in AOG service (aircraft on ground); technical manuals, technical representatives; and service satisfaction.

Nicolas Chabbert, the Senior Vice President of Daher's Aircraft Division, and CEO of Kodiak Aircraft, commented: "Customer service and operational safety go hand-in-hand as the top priorities at Daher, and this survey once again is a confirmation of our commitment in these critical areas. My thanks go to the TBM and Kodiak owners/operators who participated in the 2023 Pro Pilot survey. I also want to acknowledge the dedication of our own TBM Care and Kodiak Care teams, as well as members of the global Service Center Network."

Professional Pilot's annual Product Support Survey is considered a benchmark in the rating of

aircraft manufacturers' after-sales service quality – with 2023 marking the 33rd year of the publication's evaluation. The latest survey includes both product types in Daher's turboprop aircraft product line, with Pro Pilot incorporating Kodiak and TBM for the first time since Daher acquired Kodiak in 2019. Pro Pilot's policy is to rate newly acquired product lines separately for three years after an acquisition; therefore, Kodiak joins TBM for ratings under Daher's identity in the magazine's evaluations as of 2023.

Raphael Maitre, the Vice President of Customer Support at Daher's Aircraft Division, said the company is constantly evolving its support strategy to meet the needs of TBM and Kodiak owners/operators. This includes the successful integration of Kodiak services into the company's expanded and strengthened support Network, along with a unification of its own Kodiak Care and TBM Care teams: "Additionally, we have taken great strides in putting 'digital power' to work for our aircraft operators, with our Me & My TBM cloud-based application as one example. This app has taken us from preventive maintenance to a new era of predictive maintenance by bringing together some 600 parameters from every TBM flight – including data points from the engine, propeller system, autopilot and autothrottle, landing gear, and cabin pressurization."

In publishing the 2023 Product Support Survey's results, Pro Pilot magazine's editors cited the feedback from some of the TBM and Kodiak aircraft owners/operators who participated in this year's evaluation, including:

- "Daher just keeps getting better and better. We've owned 8 TBMs. It's an ideal aircraft for our missions in the eastern half of the U.S. Product support is incredible. We feel like part of their family, not merely customers."
- "Product support received from Daher and a 3rd-party service center has been excellent."
- "Both instances of out-of-warranty repair were completed within the timeframe promised, and with minimal out-of-service time. Daher is always responsive to our inquiries."
- "Operating a TBM 850 has been a pleasure. And Daher continues to provide world-class service to the TBM fleet, including great communication with owners and operators."

21 AUGUST 2023

ARTICLE LINK:

<https://connect.50skyshades.com/news/manufacturer/dahertop-ranking-propilot-product-support-survey-or-the-third-straight-year>