



LEADING BUSINESS JET INDUSTRY IN PRODUCT SUPPORT -DASSAULT AVIATION

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The multi-year effort to establish a level of customer service second to none in the business jet sector of Dassault Aviation are finally awarded with top position in two of the business aviation industry's leading gauges of customer satisfaction, product support surveys. After several straight second and third place finishes, Dassault was voted #1 overall in the AIN survey and led the field in Parts Availability, Parts Cost, AOG Response, and Overall Aircraft Reliability. In the ProPilot survey, Dassault took the #1 spot overall, as well as placing first in Spares Availability and Service Satisfaction.



“These survey results attest to the many different steps we have taken in recent years to improve our global service center network, spare parts availability, AOG support and training services. It’s also a direct result of the unwavering commitment to excellence by our employees,” said Eric Trappier, Chairman and CEO of Dassault Aviation. “However we realize that retaining industry leadership in product support is a continuous effort and we will do our utmost to maintain and elevate the standard of customer service we have achieved.”

The top finish — the first time Dassault has placed first in both the *Pro Pilot* and *AIN* surveys — also reflects new improvements made over the past twelve months. In the first half of the year, the company expanded its global Maintenance, Repair and Overhaul (MRO) network with the acquisitions of ExecuJet’s global maintenance business, TAG Aviation’s European maintenance network and RUAG’s MRO operations in Geneva and Lugano, Switzerland. It also enhanced spares performance and operator support by opening a new flagship, state-of-the-art distribution center near Charles de Gaulle airport in Paris and moving technical personnel closer to customers and their destinations.



These enhancements followed a number of innovative customer support solutions introduced previously, including FalconResponse — a comprehensive portfolio of AOG support services supported by a pair of dedicated Falcon 900s (Falcon airborne support) available day and night to transport technicians, parts and tools to return an AOG aircraft to service and provide alternate lift to passengers if needed. Dassault remains the only OEM to offer this type of dedicated service.



11 AUGUST 2019

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