

Whatever it Takes: More than a Motto

In 2008, Jacques Chauvet, senior vice president of Falcon's Worldwide Customer Service organization, set a new vision of excellence for the entire Falcon service and support team. "Every Falcon operator should have a high level of confidence in us, a genuine feeling that Falcon Customer Service cares about his or her success. Whatever it takes, whenever it is needed, through whatever mechanisms are available and necessary, each one of us throughout the organization must realize the magnitude of our responsibilities to our customers," said Chauvet.

The successful application of the "whatever it takes" spirit is increasingly being recognized by customers, proving to be more than a platitude. While every team member plays a critical part, from the back office engineer to the warehouse attendant, the "whatever it takes" philosophy is often embodied most noticeably when a customer calls upon one of Falcon's GoTeams.



GoTeams and On-site Support

GoTeams provide rapid mobile response directly to an aircraft location with the technical experts, parts and tools necessary to get a Falcon flying with minimal delay. DAS – Reno had been open only one week when they received a request to send a GoTeam to assist a European customer with an AOG aircraft in Houston. An avionics technician and

a run technician were immediately dispatched from Reno, along with a Quality Assurance specialist based out of DAS – Little Rock.

Within four hours the team was able to fix the issue and return the aircraft to service. The QA specialist had the necessary signing authority to satisfy European airworthiness requirements, mitigating any further delays for the operator.

On top of that, the GoTeam technicians traveled around the clock, returned to Reno and delivered another aircraft a day early to a customer.

"Successful operations like these are all about evaluating the total resources available, regardless of where they are, and putting them into play to best serve the needs of the customer," said Bob Candler, vice president and general manager of DAS – Reno.

"The unique resources and highly-trained personnel at Dassault Aircraft Services (DAS) service centers often prove themselves up to the most challenging of tasks, and it always involves a team approach – sometimes on a national or global level."

Team Approach Equals Success

A GoTeam solution often includes a coordinated response between Falcon technical specialists, spare parts teams and technicians from one of Falcon's Authorized Service Centers (ASCs). A recent example is a Falcon operator who experienced an AOG in Minnesota due to a failed turbo cooler the night before a scheduled flight.

Within hours of the issue being reported, Falcon's Midwest Customer Service Manager, Andy Townshend, based in Minneapolis, met with the operator's flight crew and was joined by technician RJ Ridell, from Falcon's ASC, Duncan Aviation in Battle Creek, Mich.

Because Falcon keeps a global inventory of \$627.6 million located in 11 distribution centers, the spare part

was available at Falcon's Teterboro warehouse.

Members of Falcon's Spares team, Scott Duxbury and Karyn Black, worked to quickly process the order, while Warehouse Attendant Anthony Henao picked the part — all within 20 minutes, ensuring it was on the next available flight. After being rush delivered to the nearest major airport, Andy picked it up and then hand-delivered it to the operator, working well past midnight to ensure the part solved the problem.

In a note of appreciation after the event, the manager of aircraft maintenance for the operator wrote, "I want to take this opportunity to thank you all for the excellent support we received from the entire Dassault and Duncan team yesterday, through the night and into this morning. I'd say that is going the extra mile for the customer. In the end the aircraft was returned to service this morning in time for our planned 10:00 departure."

Service Rooted in Training

While scenarios like these are played out day after day, they don't occur by accident. The "whatever it takes" philosophy is being incorporated into employee training at all Dassault Aircraft Services facilities. Senior vice president and chief operating officer of DAS, Bob Sundin, has a mission to "communicate the message that DFJ as a company values its customers, and to deliver this message not just through words, but through service excellence."

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