

Customer Support Seminar 2018

Australia and New Zealand

Date:

23 May 2018 AU

29 May 2018 NZ

AIRBUS

Customer Support Seminar 2018

08.00 – 08.30	Arrival Coffee / Registration	
08:30 – 08:45	Welcome / Introduction & Agenda	Tony Fraser / Benoit Molard
08:45 – 09:30	2017 Customer satisfaction survey feedback and action plans & Q&A	Gerard Pau
09:30 – 10:00	Maintenance repair and overhaul / Strategy & Q&A	Benoit Molard
10:00 – 10:30	Morning tea break / Market Place	
10:30 – 11:15	Flight Safety	Shaun Leach
11:15 – 12:15	Light helicopters range technical presentation	Cedric Bessette
12:15 – 13:30	Lunch break & Market place	
13:30 – 14:30	Light / medium twin helicopters range technical presentation	TBA
14:30 – 15:00	HCare	Peter Kennedy
15:00 – 15:30	Afternoon tea break / Market Place	
15:30 – 16:00	Customer Services & Connected Services	Jacques Du Plessis / Neil Houareau
16:00 – 16:30	Workshop synthesis & conclusion	All

Customer Support Seminar 2018 – Contents

Light helicopters range:

- Presentation of the Light Helicopters range (from H125, H130) improvements: technical subjects, maintenance improvements, product policy etc.

Light / Medium Twin Helicopters range:

- Presentation of the Light/Medium Twin Helicopters range (H135, H145) improvements: technical subjects, maintenance improvements, product policy etc.

Customer support & connected services:

- Customer support: spares parts supply, Customer Demand Integration Tool, Value Based Spare Parts, improvements, maintenance repair and overhaul offers
- Connected services: Keycopter, e-warranty, e-request, e-spares, WebTek

HCare:

- Presentation of the new Airbus Support and Services offers

Flight Safety:

- Presentation of Airbus Australia Pacific (Safety Management System)