Only two manufacturers of newer turboprops, Pilatus and Beechcraft, received enough ratings to be included in this year’s AIN Product Support Survey. Results. Both companies saw a rise in their overall averages, with Pilatus climbing to 7.9 from 7.6 and Beechcraft seeing a half-point improvement to 7.7.

Beechcraft retained its lead in the Newer Turboprops, climbing slightly to 9.4, while Beechcraft saw a 0.2-point improvement to 7.1. Pilatus doesn’t appear in the Older Turboprops results because not enough AIN readers submitted ratings for older PC-12s.

**Ratings the Catagories**

The categories that drove the overall average rating for each manufacturer and its manufacture’s aircraft series derive from the 10 categories that AIN readers rate for the aircraft they operate. Looking at these categories (see chart below) reveals more specific areas where operators see deficiencies and strengths in the support provided by the aircraft manufacturers. Major contributors to Gulfstream’s high scores for its newer planes include: strong rates for technical representation, aircraft reliability and technical support. The company also scored strongly in the warranty fulfillment, AOG parts availability and factory-owned service centers categories. Most manufacturers saw a low-year-on-year cost of parts. In this category, Bombardier received the highest rating at 7.0, which is 0.2 points higher than last year’s high-scorer, Cessna.

Older Turboprops

**Gulfstream’s midsize jets** climbed by 0.2 overall average, up 0.1 to 8.2 from last year’s 8.1.

**Aviation International News • August 2013 • www.ainonline.com**

**NEWER BUSINESS JETS**

**NEWER TURBOPROPS**
In the personnel battle to keep customers happy so they remain in the same man- ner as they are today, Hawker Beechcraft is bringing in a new, large-scale, factory-owned service center network and aftermarket support. The new network encompasses Hawker 400 and 500 executive jets, including the Hawker 500XP and 500XP models, as well as the Hawker 400XP and 500XP series. The Hawker Beechcraft Serv- ice Center network, which includes all the company’s products, will also include the “interior modification- only” manufacturers (Hawker 400 and 500 series), a new GCS opens two new Hawker Beechcraft Service Centers since July last year, one in Wilmington, Del., and another in Shanghai. In April, it added a third in Monterrey, Mexico. In addition to maintenance and purchases, the Wilmington cen- ter provides interior modification and exterior paint. Five years ago, the company announced that it would close a factory service center in Monterrey, Mexico, but that company has decided to build a new factory in Monterrey. The company’s current factory service center in Monterrey will close later this year, and the new center will be opened in early 2014.

In the past, the company has been criticized for not having enough parts inventory in its worldwide service network, particularly in Europe and Asia, and for not having the right parts in front of the right customers to keep them happy. This year, though, the company has made major improvements in the service network and inventory. The company has now created a new parts inventory strategy that includes the following:

- Improved parts inventory strategy with a focus on maintaining parts inventory levels at the right place and time to ensure that customers can get the parts they need when they need them.
- A new parts inventory strategy that includes the following:
  - More than 60,000 parts in the factory service center at the customer’s service center.
  - New parts inventory strategy with a focus on maintaining parts inventory levels at the right place and time to ensure that customers can get the parts they need when they need them.
- A new parts inventory strategy that includes the following:
  - More than 60,000 parts in the factory service center at the customer’s service center.
  - New parts inventory strategy with a focus on maintaining parts inventory levels at the right place and time to ensure that customers can get the parts they need when they need them.
The following people were randomly selected from the 100-plus respondents participating in our annual Product Support Survey.

AgustaWestland

A Twin Commander

Bell Helicopter

Cessna

Eurocopter

Piper

Twin Commander

A 30-year-old Sabreliner fleet

Helicopters

iPad Winners

The following people were randomly selected from all respondents participating in our annual Product Support Survey.

Scott Doll, Business Marketing Manager, Bell Helicopter

Karen L. Poff, Business Marketing Manager, Bell Helicopter

Michael McGaha, Business Marketing Manager, Bell Helicopter

Tom Walpole, Business Marketing Manager, Bell Helicopter

Sue Leadingham, Business Marketing Manager, Bell Helicopter

Steve Sembra, Business Marketing Manager, Bell Helicopter

The following people were randomly selected from all respondents participating in our annual Product Support Survey.

Tom Walpole, Business Marketing Manager, Bell Helicopter

Steve Sembra, Business Marketing Manager, Bell Helicopter

Sue Leadingham, Business Marketing Manager, Bell Helicopter

Sue Leadingham, Business Marketing Manager, Bell Helicopter

Jim Beebe from Gulfstream is the "expert" in the field of knowledge and williness to help.

David Pérez from Gulfstream is the "expert" in the field of knowledge and williness to help.

Remi Reynolds from Dassault Falcon

Scott Bold, Halli Hillman, Jeff McNair

Dennis Foley, Excelent, and the help desk is a great asset. Scott Bold and Halli Hillman have been great to work with. Also Jeff McNair as our customer rep has been very helpful.

Scott Bold from the Dassault Falcon

Scott Bold from Dallas, Fort Worth, and Dallas-Fort Worth International Airport.

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