Williams leads turbosfans, Honeywell tops turboprops

by Nigel Mill

The individual business-aircraft engines that take the title for most valuable and best supported are the Honeywell HTF7000-series turbos and the Honeywell TFE731 turboprop, according to AIN’s readers in our 2013 Product Support Survey. But the engine manufacturer the readers chose for providing the best support overall were Williams for turbosfans and Honeywell for turboprops.

In 2012 GE’s message was “No mat- ter where you land, you are never alone.” This isn’t just a slogan for us. It is the guiding force behind everything we do,” according to GE. “We continue to incor- porate customer feedback to enhance our service and support offerings around the world. The result is a com- plete customer experience, ensuring rapid response and increasing engine life-cycle.”

In the past, GE says it has simplified its pro- cesses such as “customer onboarding,” and enhances training has expanded to more interna- tional locations. Quarterly e-newsletters for customers and business jet operators highlight key technical and operational changes.

With guidance and input from its Cu- stomer Advisory Council, GE has devel- oped new collaborative online tools to make it easier for customers to deal with the company. “We are developing a new myaviation.com portal, where customers can bookmark the information they want to reuse, search through parts data. Beta tests are under way on our Customer Commu- nity site that will allow interaction between customers and GE. Today, customers who subscribe to our newsletters and have access to repair bulletin and recertification notices directly to keep them updated on critical information.”

Honeywell leads turbosfans, Honeywell placed third this year (tying with Honeywell, CFE and P&WC) in the turboprop rankings, Honeywell retains
ties in the turboprop/turboshaft side, Rolls-Royce, which highlights its four pillars of product support as 24/7/365 responsiveness, service delivery, commu- nications and business administration, ties with Honeywell for third place in this year’s survey with a score of 7.9 for jet engines, down from a tie (with GE) for first place last year with 8.0. On the turboprop/turboshaft side, Rolls-Royce has held itself from last year’s lowest rank- ing to that of this year’s third, with a score of 7.1 versus 7.2 last year. Rolls-Royce runs two operations centers in Dâtlovitz, Germany, and Indi- anopolis in the U.S offering 24/7 management of AOG issues and providing regional customer managers for each point-of-contact for resolution of cus- tomer issues. The role of the operation center is essential to ensuring that help can be capable of addressing multiple issues, parts, maintenance troubleshooting, technical variances and support of engines.

Rolls-Royce says it also “intensively focused on parts issues and the tech- nical aspects that drive AOG.” Report continues on next page

2013 CATEGORIZATION RATINGS

SUPPORT

TURBOPROPS

Honeywell was noted for its engine manufacturers, Honeywell placed third this year (tying with Rolls-Royce) with a score of 7.0. Honeywell has also been preparing for this upcoming AOG season, including the HTF7250G powering the Gulfstream G200 and the HTF7000 that will power the Bombardier Challenger 300. AOG support “continues to demon- strate high levels of experience, reliability and overall performance.” One user enhances visual knowledge, which leads to an “increased awareness of critical milestones during the order ful- fillment process.” This process enhances all the AOG organization to measure and monitor internal cycle time through processes step by step to achieve over- all QTPR performance. This increased situational awareness drives more effi- cient workflow-management and pro- vides a key level of detail during load balancing planning.

Honeywell says it continues to invest in expanding its global Spex (Sperry Exchange) asset pools of electronics and mechanical parts/services to improve availability. Today both mechanical and electronic products are part of AOG. Primary AOGs are assigned to each engine type, with 99.9 percent in less than four hours. For business support, our 95 percent on-time-to-request (OTTR) metric represents service delivery. AOG says its metrics show that response time is typically less than 10 minutes. Addi- tionally, several services are in place to help customers with internal cycle time, such as “customer onboarding,” and enhances training has expanded to more interna- tional locations. Quarterly e-newsletters for customers and business jet operators highlight key technical and operational changes.

CF6-80

Entrance into the market after GE on- time delivery, primarily in the Americas, region, 20 in the Europe, Middle East, Africa and India (EMEA) region and 16 in Asia Pacific (APAC). The membership con- sists mostly of directors of manage- ment, pilots and key leaders within the company, along with its ‘technical channel partners.’ The committee meets to discuss in person. GE is also one of the 300 members of the Honeywell global Spex program, which leads to an “increased awareness of the key level of detail during load balancing planning.”

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including the time to resolve them. “We’ve increased our inventory around the world, and increased our spare parts inventory by 84 percent to provide better support to our operators. This global AOG capability increases the level of service responsiveness as we continue to monitor fleet usage data for areas for potential future growth.”

Rolls-Royce has implemented an enhanced database to track issue resolution time, providing another means for it to identify areas of improvement throughout the organization. “We’ve broadened our authorized service center network around the world with on-wing care centers, increased inventory and expanded the leased engine pool to support our growing fleet.”

Last year R-R released the MyAero engine.com website portal, and “it has been gaining popularity with our customers as we continue to make enhancements based upon their feedback. For example, it provides 3-D technical publications for the BR725 engine that complement the standard technical publications available for all Rolls-Royce engines, providing customers information when or where they need it. MyAeroengine.com continues to provide the availability of the nearest regional customer manager, and contact information for CorporateCare sales, authorized service providers and parts.”

The R-R C3 (Corporate Customer Council), formed last year, is helping to shape the future of the company’s support services. “Through meetings and ongoing communications with C3 forum members, we are shaping the services our customers value and desire.” CorporateCare coverage now includes labor for line-replaceable units (LRUs) and scheduled borescope inspections. The enhanced CorporateCare data center, released in October last year, simplified monthly reporting and gives customers access to all their CorporateCare current information. Enhancements also allow CorporateCare customers to view and download their financial information. For its 4,500 helicopter and turbo-prop customers, R-R has established the Rolls-Royce 250 First Network of 32 authorized maintenance, repair and overhaul centers, supported by 40 Avail locations, all dedicated to keeping fleets airboned 24/7/365, no matter where they are based. The network has more than 170 Rolls-Royce technical representatives worldwide.

The network of 30 company-owned and independent R-R 250 authorized service centers offers customers “a unique breadth of choice, combined with the reassurance of Rolls-Royce-approved quality standards and Power-by-the-Hour engine support solutions.”

Earlier this year, R-R announced new service plans for the RR300 that better predict costs and reduce maintenance concerns for helicopter customers. Under the new plan, customers will be able to select from three types of service delivery—traditional time and labor; TotalCare for scheduled maintenance; or TotalCare comprehensive, which covers scheduled and unscheduled maintenance. “By choosing their maintenance plan in advance, customers can include these costs in financing, lowering long-term expense and increasing peace of mind.”

Initially, the new service plans will be available for new customers, but plans are under way to extend availability to existing customers. Rolls has also established a new global authorized service network for RR300 maintenance, repair and overhaul for the growing Robinson R66 fleet, now numbering 400 aircraft in 10 countries. The new network now consists of Aeromaritime Mediterranean, Malta; Asia Pacific Aerospace, Brisbane, Australia; H+S Aviation, Portsmouth, UK; Premier Turbines, Neosho, Mo.; and StandardAero, Singapore and Winnipeg, Canada. In addition to this network, the roster of RR300 authorized service centers is expanding, with 25 facilities now approved or undergoing authorization.

Earlier this year, Rolls-Royce launched the latest variant of its 250 engine—the 250-C47E, which will deliver “improved power and reliability with reduced fuel consumption.” Rolls-Royce has delivered more than 31,000 in the 250 series, and the fleet has now logged more than 223 million flight hours.

The 250-C47E builds on the -C47B/M and adds a dual-channel Fadec for a 5-percent improvement in hot-and-high power and a nearly 8-percent increase in rated takeoff power to 700 shp. Specific fuel consumption is reduced by typically 2 percent and engine reliability is increased. The design uses a mounting configuration similar to that of the -C47B/M.

Users of the CFM56 on bizliners benefit from the vast experience amassed by the 25,000 engines delivered mostly to airlines since the series was introduced in the 1970s. The company has built a worldwide service and support network, and “this infrastructure and experience is leveraged to support our business jet customers around the globe.”

“CFM has a policy of continuously improving the technology of its engine, as well as the ways in which we support that fleet.” The company has an extensive network of field service engineers worldwide to provide day-to-day support and technical guidance. Daily support is augmented by a team of customer support managers who track fleet trends, liaise with the engineering teams and oversee bigger initiatives. This could include anything from customized workscopes for their engines to technical forums in collaboration with airframers to update operations on fleet issues, technology upgrades or other potential product offerings. CFM has also developed a new low-utilization guide to help customers maintain engines at peak performance. 

As with AIN Publications’ previous annual Product Support Surveys, the objective of this year’s survey was to obtain from the users of business jets, turboprop airplanes and turbine-powered helicopters statistically valid information about the product support provided by business aircraft manufacturers over the last year and to report this information to our readers. The ultimate goal of the survey is to encourage continuous improvement in aircraft product support throughout the industry.

This survey was conducted via a dedicated website, created by AIN from the ground up to provide improved ease of use and to encourage greater reader participation.

AIN emailed qualified readers a link to the survey website and questionnaire. Qualified readers for whom we did not have an email address were sent postcards with the same link. In total, 21,592 readers were invited to participate in the survey.

The survey website was open from May 1 to June 14. Respondents were asked to rate individual aircraft and provide the tail number, age (less than 10 years old or more than 10), primary region of service and whether they used factory-owned or authorized service centers, or both. Respondents were also asked to rate, on a scale from 1 to 10, the quality of service they received during the previous 12 months in the following categories:

- Factory-owned Service Centers—cost estimates versus actual, on-time performance, scheduling ease, service experience.
- Authorized Service Centers—same as above.
- Parts Availability—in stock versus back order, shipping time.
- Cost of Parts—value for price paid.
- AOG Response—speed, accuracy, cost.
- Warranty Fulfillment—ease of paperwork, extent of coverage.
- Technical Manuals—cost, ease of use, accuracy, reliability.
- Technical Reps—response time, knowledge, effectiveness.
- Cost-per-Hour Programs—cost, ease of use.
- Overall Product Reliability—how the product’s reliability and quality stack up against the competition.

Respondents were also asked to recognize individuals who had provided them with exceptional product support and service. The list of these people is available online at www.ainonline.com/above-beyond-2013. The 2013 AIN Product Support Survey results for aircraft were published in the August issue, and for avionics in the September issue.

For information about the survey methodology and other questions about the survey, please contact David Leach, AIN director of finance and new product/online development, at dleach@ainonline.com.

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SURVEY METHODOLOGY

CFM56

CFM, the joint venture between GE and Snecma that produces and supports the CFM56, tied with P&W for fourth place with a score of 7.7.

- Cost estimates versus actual,
- On-time performance, scheduling ease, service experience.
- Authorized Service Centers—same as above.
- Parts Availability—in stock versus back order, shipping time.
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CFM says it continues to enhance its three 24/7 aviation operation centers in China, France and the U.S. with “streamlined processes combined with responsiveness metrics to exceed customer expectations. The customer web center has a full suite of support tools, including an extensive technical library, parts ordering and warranty processing, combined with enhanced search capabilities.”

CFM operates four training facilities, in Cincinnati, Ohio; Guanghan City, China; Hyderabad, India; and Paris, France. In recent years the company has added and expanded online training to help ensure consistent quality maintenance for the CFM56.

Pratt & Whitney Canada

P&WC ties (with CFM) for fourth place among jet manufacturers this year, with a score of 7.7, down slightly from last year’s 7.8, which earned it a tie for third place then. On the turboprop/turboshaft side, P&WC retained the exact same ranking and score as last year: second place, with 7.7.

Celebrating its 85th anniversary this year as well as the 50th anniversary of its iconic PT6 turboprop/turboshaft, Pratt & Whitney Canada (P&WC) has more than 50,000 engines operating in some 200 countries in the corporate, general aviation, regional airline and helicopter markets. This has allowed P&WC to build what it describes as “the largest and most comprehensive support capability in the industry, with the ability to serve customers anywhere, anytime with a wide array of tailored services.” AIN readers rank the company sixth out of seven manufacturers for its support of turbos, and second out of four for its support of turboprops/turboshafts.

P&WC says it remains focused on three pillars of customer service: product performance, speed of response and ease of business.

P&WC is refining its Customer First Centre with the integration of a new customer relationship management system. “This will further accelerate customer issue resolution as all information will be online, with universal and real-time access for frontline P&WC employees.” P&WC says the first year of the customer service hub in the Asia-Pacific region, which has Customer First Centre representatives onsite, has been a great success. “The tremendous work undertaken by our team in Singapore has supported our customers to an even higher standard in the Asia-Pacific region,” said Jackie Khougaz, director of commercial services and support. Further expansion of the Asian hub is planned in the coming months.

The company says it “continues to improve and refine its online technical publications via its web portal, providing customers instant access to the latest technical information and the option to renew or order subscriptions.” As an added benefit for PW100, PW200 and PW300 online publication subscribers, operators can use an advanced diagnostic tool called Spotlight that enables swift and thorough engine diagnostics.

In addition to viewing publications, filling warranty claims, troubleshooting and making ESP reports online, customers will also soon be able to ascertain parts availability and order and track parts online. P&WC says it also bolstered the online warranty claims process to provide customers with 60-percent-faster resolution. A new app for smartphones and tablets further adds to the accessibility of P&WC’s support services, based on the user’s location.

P&WC has expanded the reach and the scope of its mobile repair teams, with recent additions in Columbus, Ohio and Sacramento, Calif. “Our MRT presence extends beyond North America, with P&W currently also dispatching MRTs from their bases in Luton, UK and Ludwigshafen, Germany in Europe, in addition to Singapore for Asia-Pacific and Brazil for South America,” said Raffaele Virgilii, vice president of customer service.

Working hand-in-hand with the MRT teams are P&WC’s seven parts distribution centers worldwide. As testament to the network’s efficiency, says the company, a part ordered before midnight in North America will be delivered the following morning.

P&WC is also capitalizing on its FBO operations, which are already installed on 4,500 engines. He’s a good tech rep. and deserve our congratulations.

Pratt & Whitney Canada

Ted Crow is a great rep, happy to help in any way to problem solve and also go to bat for us should the need arise. Hope he enjoys his retirement.

My tech rep, Kyle Klempin, drove over to Memphis on the day I was doing some routine maintenance and spent the day inspecting with me and showing me aspects of my engines. He’s a good tech rep.

Robin Lavoie with P&W Canada is an excellent resource for any question we have about the PW308C. I only hope P&W management realizes how he supports their product to us in the field with nothing but excellence.

Alex Best and all of his team at P&W Customer Support have been most helpful with any issue that we have had.

Rolls-Royce

Mary Cote is simply the best in the business…has been absolutely excellent in supporting our operations.

Turbomeca

Rich Fulmer of Turbomeca is hands down the best tech rep I’ve ever worked with.

above & beyond

AIN Product Support Survey participants included comments about some of their favorite support personnel and what they like about the service provided. Following are highlights from some of the comments submitted about engine support personnel.

GE

StandardAero reps are great.

Honeywell

Dave Heilman does a good job for us. John Partin and John Purscell provide good support out of PHX.

John Garrard helps us on the engines and this man has earned a 10+ rating in my book. He always takes my calls; oversaw the repair of our engines, made it painless and treated us very fairly.

Ed Leadley is an outstanding tech rep. He is always available and can always find the answers.

Luigi Veca (Honeywell Brazil) and the Dallas Airmotive Team (Leandro Prada and Mauricio) provide the best support for customers and deserve our congratulations.

Pratt & Whitney Canada

Ties ordered alphabetically by manufacturer.

2013 ENGINE MANUFACTURER RATINGS

| Manufacturer | Overall Average 2013 | Overall Average 2012 | Change
|--------------|----------------------|----------------------|--------
| TURBOFAN    |                      |                      |        |
| Williams    | 8.1                  | 7.9                  | 0.2    |
| GE          | 7.9                  | 8.0                  | 0.1    |
| Honeywell   | 7.8                  | 7.8                  | 0.0    |
| Rolls-Royce | 7.8                  | 8.0                  | -0.2   |
| CFM         | 7.7                  | N/A                 | N/A    |
| P&W         | 7.7                  | 7.8                  | -0.1   |
| CFE         | 7.3                  | 7.7                  | -0.4   |
| TURBOPROP & TURBOSHAFT |          |                      |        |
| Honeywell   | 7.9                  | 7.8                  | 0.1    |
| P&W         | 7.7                  | 7.7                  | 0.0    |
| Rolls-Royce | 7.1                  | 7.2                  | -0.1   |
| Turbomeca   | 6.3                  | 7.3                  | -1.0   |

Ties ordered alphabetically by manufacturer.
“Keeping our customers flying with complete peace of mind remains our primary goal. To achieve this we apply a strategy built around four values: safety, reliability, proximity and innovation,” says Turbomeca.

On safety, the company notes that while the concept of the safety management system (SMS) was first applied to operators and service organizations, it has been deployed for the last five years in the manufacturing sector. “All of our purchasing contracts in MRO activities have been amended to comply with SMS requirements, and Turbomeca offers SMS training to its customers in the 2013 training catalogue.”

On reliability, Turbomeca says turnaround times have been reduced by 30 percent in the last 12 months, mean times between failures have shown gains of up to 60 percent and extension of TBO (time between overhaul) continues for all engine series.

On “proximity,” the company cites its success with engine maintenance plans (SBH and GSP) overseeing 1.3 million flight hours per year by the French MoD (1,400 engines), the U.S. Army (600 engines), the U.S. Coast Guard (200 engines), oil and gas operators such as CHC, Bristow and Bond, and EMS operators such as Air Methods, ADAC and DRF.

On innovation, Turbomeca achieved a major breakthrough with Bell’s selection of the Arrius 2R to power its new SLS five-seat, short light single-engine helicopter unveiled at Heli-Expo this year. Turbomeca also unveiled the TM800 Arrano, promising 10- to 15 percent lower fuel consumption than other engines in service today and contributing to improved payload/range performance and a reduced environmental footprint. Cost of operation will be reduced through what Turbomeca describes as “an optimized maintenance concept designed to significantly decrease the need for on-site servicing.” In July last year Eurocopter announced that its X4 new-generation, 5- to 6-metric-tonne helicopter will be the first platform to be powered by the TM800 Arrano.

Turbomeca signed collaboration agreements with customers for initial tests of Boost (bank of online services and technologies), a new array of integrated online services to streamline customers’ operations. “Thanks to Boost, Turbomeca’s current engine support services will broaden and develop into real proactive actions and practices. Milestone Aviation Group, Helijet, Advanced Helicopters, CHC Helicopter, Heli-Union and Helicopters Italia agreed to participate in the test phase of Boost.”