

Aircraft In-Service Support

Maximum service, minimum investment

FLY FOKKER

Introduction

Fokker Services introduces the Aircraft In-Service Support program to take care of your parts flow and related activities with a true service attitude.

The program provides a sophisticated analysis and support solution to keep optimum inventory levels: maximize service levels and minimize investments in all parts.

To sum up, the Aircraft In-Service Support program offers:

- an optimal parts investment per flight hour with guaranteed service levels,
- in-service support with guaranteed lower operational cost.

Fokker Services is dedicated to innovation and excellence in service level improvement to keep your aircraft in continued competitive operation.

Out-of-Production Aircraft support is about lasting relationship and joint effort based on mutual trust, as keeping the aircraft in the air is most beneficial for all parties. Partnership is built on increased affordability, availability, reliability and predictability.

The Aircraft In-Service Support program is developed to deliver worldwide 24x7x365 the correct vital spares, repairs and technical support, when and where needed at predictable and competitive cost at the service level you expect.

Fokker Services conduct a sophisticated inventory analysis based on:

- criticality, seasonality and number of locations,
- consumption rate and order frequency,
- lead-time and cost of parts, to provide insight in your optimal inventory levels.

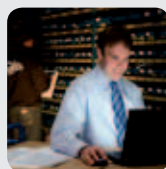
In addition total parts availability is tailored to operator's dynamics:

- aircraft configuration, utilization and network,
- process control,
- specific service levels requirements.

Every year an Inventory Optimization Analysis will be done to jointly resolve today's parts service issues and prepare for tomorrow's parts maintenance events for each aircraft in any location.

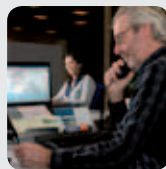
Product description

The Aircraft In-Service Support program contains five interrelated elements:



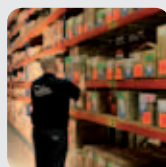
Inventory Optimization Analysis

- Yearly sophisticated evaluation of inventory performance levels.
- Continuous explore opportunities balancing surplus and shortages.
- Insight in the optimum between investment and availability.
- Joint forecast effort between operator and service supplier.
- Service solution tailored to operator's dynamics.



Surplus Trader Agreement

- Support to unlock your capital tied-up in surplus inventory.
- Selling your pre-owned surplus at a market competitive price level.
- Direct upload of surplus inventory on the largest Fokker e-marketplace.
- We take care of the transaction and final delivery to the end-user.



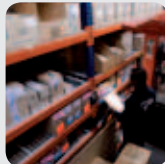
Component Availability Program

- Avoid downtime with nose to tail guaranteed worldwide availability, any time, any place of critical components.
- Dedicated single point of contact for your reconditioning service and exchange program at predictable cost.
- Thorough reliability monitoring and pro-active action to track down the best and most cost effective way of repairing a part, including redesign, PMA parts and DER repairs.



Consumable & Expendable Service

- Having the correct parts, at the right quantity, time, and location against the service level you expect.
- Reduce yearly parts spend by lower inventory levels, write-offs and AOG situations.
- Consignment inventory 'pay when used' with web based direct replenishing.
- Rely on the largest back-up parts inventory in the world to tackle infrequent demand patterns.



In-Service Support

- On-site dedicated logistic representative for all your service support.
- Reduce administration burden and logistics cost via ERP direct ordering.
- Warranty, configuration and interchangeability management.
- Field support via cost reduction and maintenance programs.
- Assist in setting-up your warehouse equipment, logistics and parts handling process.
- Instant access to all your aircraft tooling without upfront investment.

FLYFokker for economic sense

The Aircraft In-Service Support program is part of FLYFokker, our full service Life Cycle Support program. FLYFokker comprises a package of four solutions: *Take Off*, *Take Care*, *Take Over* and *Take Next*. Start-up operators can *Take Off* with their operation in six weeks instead of typically six months. For mature Fokker operators *Take Care* is a complete solution to increase Technical Dispatch Reliability (TDR), reduce Direct Operating Cost (DOC) and improve passenger comfort. Operators moving to other aircraft types are supported by Fokker Services in the *Take Over* of the continued competitive operation of their Fokker fleet. The fourth solution is a package for a mean and lean transfer of aircraft to the next operator, called *Take Next*.

Using FLYFokker makes economic sense. .

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