



Program Manager

Component Services Hoofddorp

The Role

As Program Manager you will manage our (service) programs from an end-to-end perspective for the product/market-combination (PMC) within your scope. The primary objective is to balance the program's service-levels, and its capital requirement. To achieve this, the Program Manager will be collaborating in cross-functional teams in the chartering, initiation and executing of programs. Therefore, you will set and drive business goals, analyze data, and report to stakeholders. You foster collaboration, ensure issues are handled effectively, and prioritize continuous improvement via performance reviews and creating actionable insights. Together with your (functional) team you will ensure alignment between program targets and operational priorities. You will drive performance (OTD% and GM%) via operational management. In addition you will be maximize your program's growth potential by active collaboration with product management and sales to identify and action growth opportunities.

The Team

You will in cross-functional teams covering all relevant department to achieve your programs ambition. Mostly you will engage with Production and Supply Chain on performance management, whilst working with the Business Leaders and Sales on growing the business. You will report into the Head of Programs. You will be based at our Hoofddorp facility, whilst assuming an global reach to deliver on the promise.

Key Responsibilities

- Lead (service) programs from an end-to-end perspective;
- Balance the program's service levels and its capital requirement;
- Collaborate in cross functional teams to manage your program; covering: ideation, project chartering, project execution, operational monitoring, continuous improvement, and overall program management, using industry best practice, techniques and standards;
- Engage with Commercial Managers & Sales Managers to generate proposals, and build business cases to support our growth ambition;
- Engage with Supply Chain, MRO Support, and Engineering to prevent or resolve obsolescence and reliability issues;
- Actively engage in optimizing the program's inventory requirement, and divest of excess inventory by collaborating with the (transactional) Fulfillment Team;
- Actively engage in make/buy decisions for products and services; insource vs. outsource, and repair vs replace;



- Charter, initiate and execute continuous improvement plans & actions for your program(s);
- Develop and maintain relationships with (key) customers to ensure that the program meets customer requirements;
- Manage internal communication & collaboration, to ensure clarity, agreement & efficiency;
- Drive best practice management processes throughout the program and promote the consistent use of appropriate tools and methodologies;
- Manage internal and external (operational) Program Review Meetings;
- Ensure program administration provide and accurate reflection of the programs status;
- Manage ongoing program coordination, risk dependencies and issue resolution and escalations.

Experience & Qualifications

- A Master's degree in Aerospace, or Supply Chain Engineering;
- You have 5+ years' of relevant experience or a degree in the appropriate discipline;
- You have 2+ years' experience in managing programs or key accounts;
- You bring strong analytical skills and affinity with advanced analytics practices;
- You are excellent in verbal and written communication in English and Dutch;
- You have a proven track record in Project Management (IPMA certified preferred);
- You have experience with Lean and Six Sigma (certified Green Belt preferred);
- You are able to work in cross functional, and cross regional teams.

What we offer:

Working at Fokker Services Group gives you the opportunity to work in a dynamic and entrepreneurial environment, with innovative thinking and cooperation with a no-nonsense culture as the core. You will be guided by professional and dedicated colleagues, which will give you the knowledge and experience to further boost your career.

We also offer you:

- A competitive salary matching your knowledge and experience;
- 27 holiday days and 13 ADV leave days per year (when working fulltime, 40 hours)
- A challenging international working environment;
- Professional and personal growth opportunities and a lot of autonomy.
- Company laptop and phone;
- An insider's look into the innovative world of aviation;
- A lot of room for professional and personal growth;
- Fun colleagues (trust us, we're not biased).



About Fokker Services Group

At Fokker Services Group, our greatest purpose is to exceed reliability expectations, keeping customer aircraft where they belong - in the sky!

An aftermarket integrator with design, production, maintenance, and airworthiness expertise and experience, on which commercial and defense operators around the world rely for the continued competitive operation of their fleet. Unique independent competence for comprehensive single source solutions with a global presence, with facilities in Europe, Asia and the Americas. The Fokker Services Group has a profitable revenue of Euro 250M and employs around 1000 people.

Our Values

As a High Performance Organization, our core values shine through in everything we do:

Customer Focus

We meet and exceed our customers' expectations by offering unique and personalized solutions. Creating clear expectations and building a sustainable relationship based on quality, safety and trust is what we value most.

Innovative Thinking

Our success is based upon an innovative mindset. We identify and create new opportunities, products and customer solutions by being brave, daring to lead and making decisions. With our entrepreneurial and growth mindset, we explore and learn ways of doing things differently every single day.

Global Excellence

We strive for quality, reliability and excellence. Together we create a high-performance culture in which digital transformation, continuous learning and improvement is key. Sharing knowledge, and working cross functionally helps us to inspire and achieve our shared goal; to exceed expectations and keep aircrafts where they belong; in the sky!

We Care

Our people are at the heart of our organization. Only when we work together can we create an inclusive and respectful work environment in which we motivate, support and inspire each other. We make a difference by being open, honest, respectful and empathetic towards each other. Safety, quality and trust are paramount.

Interested?

If you feel like you can contribute to the growth of our company by taking up this challenging job, we are looking forward to your application! You can send your application to Didier.soelman@fokkerservices.com or check out our LinkedIn page for more information.