

PROFESSIONAL PILOT



AUGUST 2021

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Turboprop Product Support Award
2021



Daher (L-R) Mgr Service Engineering Marcel Kim, Mgr Training and Knowledge Alejandro Prem, NTSB/BEA Liaison & Mgr AOG and Special Projects Phil Santoro, VP Customer and Network Care Charles Holomek, Deputy VP Customer and Network Care Paulo Castro, Field Service Rep Ruben Castellanos, Field Service Rep Ron Guynn, and Daher Aircraft CEO Nicolas Chabbert.

Daher 1st in 2021 PP Corporate Aircraft Product Support Survey, TP Div, first – time winner

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AUGUST 2021

2021 CORPORATE AIRCRAFT PRODUCT SUPPORT SURVEY

Jets: 1 Embraer, 2 Dassault, 3 Gulfstream, 4 Textron, 5 Bombardier.

Turboprops: 1 Daher TBM, 2 Pilatus, 3 Piper, 4 Textron.

Embraer wins 1st place in jet division for 2nd consecutive year. Daher earns 1st place in TP support for 1st time. Results are based on 1082 line evaluations and 1257 survey forms received – a 16.1% return.

Pro Pilot staff report

Data compiled by Conklin & de Decker

Quality in aftersale product support is what operators and business owners need for their aircraft in order to accomplish their missions successfully. It's the continuous efforts, diligent work, and focus on customers from OEMs that allow flight departments to achieve flawless operations and meet their goals in the most productive manner.

During these challenging times of the Covid-19 pandemic, manufacturers have become more innovative and developed new technologies to address and solve operators' needs, in some cases even exceeding their expectations while providing the high standards of maintenance that are essential for keeping their aircraft in the air.

Jets

Embraer again takes the lead, keeping its crown for the 2nd consecutive year. Its overall score is 8.43 – down from 8.76 in 2020. This OEM places 1st in cost of parts, tech manuals, tech reps, and service satisfaction categories. It is 2nd in company response time and speed in AOG service, and 3rd in spares availability. Embraer's customer support is available through its Contact Center, Customer Support Management, FSRs, and service centers network.

Dassault earns 2nd place, moving up from 3rd last year. They were 1st in 2019. Overall score is 8.28 this year – up from 8.22 in 2020. Dassault obtains 1st place in speed in AOG service, 2nd in spares availability, cost of parts, tech manuals, tech reps, and service satisfaction, and 3rd in company response time. Best improvement is in cost of parts, with a 6.79 score this year compared to 6.61 in 2020 – an advance of 0.18. FalconResponse, the company's worldwide suite for AOG support service, together with its Falcon Command Center tracking AOG events, are ready to provide solutions for any issues that may occur.

Gulfstream ranks 3rd in 2021 after placing 2nd in 2020, with an overall score of 8.24. Gulfstream takes the 1st spot in company response time and spares availability, and 3rd in cost of parts, speed in AOG service, tech manuals, tech reps, and service satisfaction. Biggest improvement was in cost of parts, with 6.28 this year – a 0.22 increase from its 2020 score of 6.06. With its technicians, service centers, and Field and Airborne Support Teams (FAST), Gulfstream Customer Support is ready to assist worldwide whenever the needs arise.

2021/2020 OEM comparison

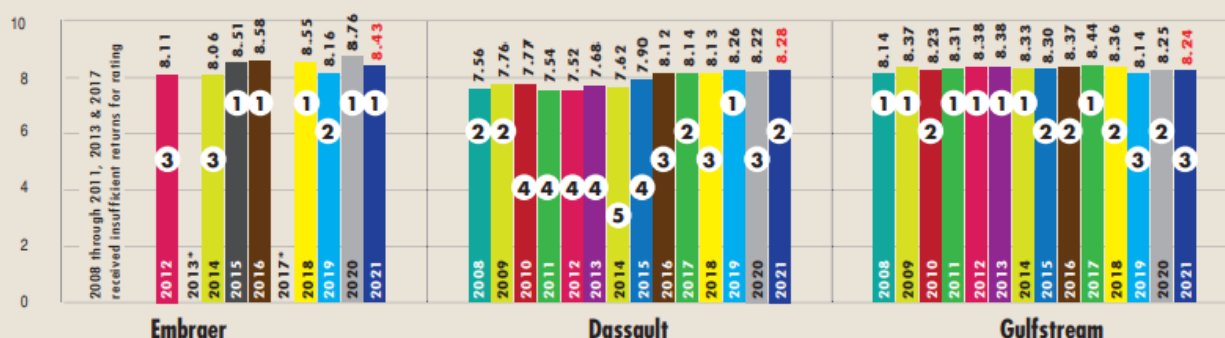
Manufacturers	Responses	Company response time			Spares availability			Cost of parts		
		2021	2020	Dif	2021	2020	Dif	2021	2020	Dif
Jets										
Embraer	103	8.64	8.96	-0.32	7.72	8.26	-0.54	7.69	7.92	-0.23
Dassault	106	8.52	8.48	0.04	7.98	8.16	-0.18	6.79	6.61	0.18
Gulfstream	170	8.80	8.80	0.00	8.16	8.25	-0.09	6.28	6.06	0.22
Textron	254	8.14	7.96	0.18	7.56	7.65	-0.09	6.12	6.24	-0.12
Bombardier	163	7.74	7.74	0.00	7.27	7.00	0.27	5.91	6.07	-0.16
Turboprops										
Daher	82	9.48	9.33	0.15	8.73	8.63	0.10	7.42	6.26	1.16
Pilatus	50	8.96	9.02	-0.06	8.51	8.91	-0.40	7.12	7.17	-0.05
Piper	17	7.71	7.88	-0.17	8.15	7.53	0.62	6.93	6.94	-0.01
Textron	87	7.98	8.07	-0.09	7.80	8.07	-0.27	6.19	6.24	-0.05

2021 Pro Pilot Corporate Aircraft Product Support Survey

Jets

14 years of surveys for turbine

Comparison of overall average scores



Pro Pilot Survey Rankings

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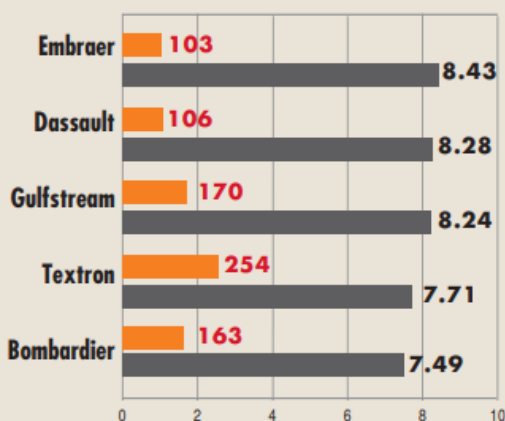


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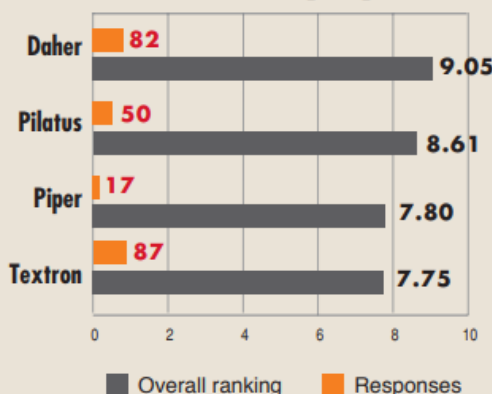
2021 Pro Pilot Corporate Aircraft Product Support Survey

Overall ranking

Jets



Turboprops



Jet mfrs rated by 100 responses or more. Turboprop mfrs rated by 17 responses or more.

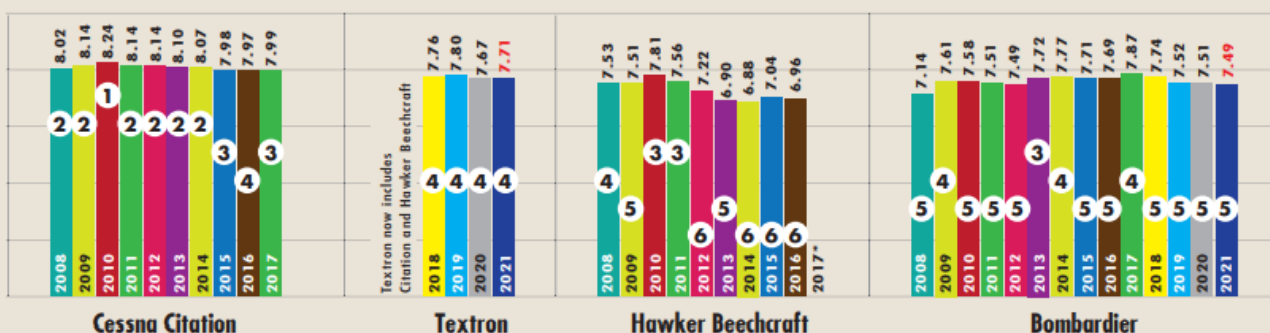
support scores for corporate jets and turboprops

Manufacturers	Speed in AOG service			Tech manuals			Tech reps			Service satisfaction			Overall scores		
	2021	2020	Dif	2021	2020	Dif	2021	2020	Dif	2021	2020	Dif	2021	2019	Dif
Jets															
Embraer	8.52	8.90	-0.38	8.92	9.07	-0.15	8.93	9.22	-0.29	8.59	9.00	-0.41	8.43	8.76	-0.33
Dassault	8.63	8.48	0.15	8.62	8.46	0.16	8.92	8.86	0.06	8.50	8.46	0.04	8.28	8.22	0.06
Gulfstream	8.49	8.51	-0.02	8.55	8.59	-0.04	8.91	8.91	0.00	8.47	8.63	-0.16	8.24	8.25	-0.01
Textron	7.88	7.87	0.01	8.15	8.06	0.09	8.27	8.13	0.14	7.84	7.78	0.06	7.71	7.67	0.04
Bombardier	7.52	7.54	-0.02	7.86	7.93	-0.07	8.37	8.56	-0.19	7.77	7.73	0.04	7.49	7.51	-0.02
Turboprops															
Daher	9.11	8.86	0.25	9.58	9.42	0.16	9.64	9.50	0.14	9.41	9.13	0.28	9.05	8.73	0.32
Pilatus	8.59	8.80	-0.21	8.86	9.05	-0.19	9.24	9.07	0.17	9.00	9.18	-0.18	8.61	8.74	-0.13
Piper	7.77	7.33	0.44	8.00	8.00	0.00	7.87	7.93	-0.06	8.20	8.13	0.07	7.80	7.68	0.12
Textron	7.86	8.19	-0.33	8.17	8.24	-0.07	8.13	8.37	-0.24	8.11	7.93	0.18	7.75	7.87	-0.12

31 years of survey - chart shows only 14 most recent years

corporate aircraft manufacturers rated 2008-2021

* No rating for years indicated



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Textron, including Citation and Hawker Beechcraft, keeps the 4th spot, with an overall score of 7.71 this year – up from 7.67 in 2020. Best increase is in the company response time category, with a score of 8.14 – up 0.18 from 7.96 in 2020. Textron's global service network, 1CALL, parts program, FSRs, and Mobile Service Units (MSUs) are ready to get operators back in the air quickly.

Bombardier is 5th with an overall score of 7.49 this year. Biggest improvement was in the spares availability category, where its score increased by 0.27 from 7.00 in 2020 to 7.27 this year.

Bombardier's Support Network, including its Mobile Response Team and service centers worldwide, is always on call to provide immediate solutions and get operators back in the air.

Turboprops

Daher earns the crown in the turboprop division for the 1st time. Its overall score is 9.05 this year – an increase of 0.32 from the 8.73 scored in 2020. This is the biggest overall score improvement achieved by any OEM in this survey. Daher takes 1st place in all categories. Best category improvement is in cost of parts, with a score of 7.42 – up 1.16 from the 6.26 it received in 2020. This is the largest single score increase in the entire survey. Daher's customer service and its TBM Care are available 24/7 to support customers and TBM operators worldwide.

Pilatus places 2nd after being 1st for 19 consecutive years. Overall score is 8.61 this year compared to 8.74 in 2020. Pilatus places 2nd in all categories, obtaining the strongest increase in tech reps, with 9.24 in 2021 – up 0.17 from 9.07 last year. Pilatus 24/7/365 Customer Support & Enquiries is available worldwide to solve any issues operators may have.

Piper moves up a notch, placing 3rd with an overall score of 7.80 – up from last year's 7.68 – a 0.12 improvement. Best category increase is in spares availability – up by 0.62 from 7.53 in 2020 to 8.15 this year. Piper also improves in the AOG service category with a score of 7.77 this year compared with 7.33 in 2020 – an increase of 0.44. Piper's customer service center, together with 90 authorized service centers worldwide, are ready to assist and support customers and their aircraft.

Textron (King Air, Caravan, Conquest) takes the 4th spot, rounding out the survey with an overall score of 7.75 this year. A score of 8.11 in service satisfaction represents Textron's biggest category improvement – up 0.18 from the 7.93 obtained in 2020. Textron's 1CALL, service centers network, and MSUs are available for operators and their inquiries.

Methodology

For 31 years, *Pro Pilot* has asked corporate turbine aircraft operators to rate the quality of aftersales service provided by OEMs. We use both paper and electronic forms. For 20 years, jet and turboprop aircraft support have been rated in different divisions. There are 7 categories listed on the survey form – company response time, spares availability, cost of parts, speed in AOG service, tech manuals, tech reps, and service satisfaction.

During April 2021, a target mailing of 7817 survey forms was sent out to a random selection of corporate aircraft operators from the *Pro Pilot* subscription list, plus an additional turbine aircraft operators list. A total of 1257 survey forms, representing a 16.1% return, came back to the *Pro Pilot* office by the July 29 cutoff date. A total of 909 survey forms were properly filled out, which provided 1082 line evaluations – 828 for the jet division and 254 for the turboprop side. A total of 348 were disqualified due to inconsistencies, errors, duplications, or lateness.

On March 14, 2014, Textron acquired Beech Holdings LLC, the parent company of Beechcraft Corp, thus bringing together Cessna and Hawker Beechcraft under 1 entity – Textron Aviation. Responsibility for Cessna, Beechcraft and Hawker is now under Textron.

Pro Pilot's policy is to continue to rate newly acquired product lines separately for 3 years. Therefore, in this 7th year since the merger, they are now all rated together under Textron Aviation.

Pro Pilot rules required a minimum of 100 evaluations to rank in the jet division. A total of 5 manufacturers met the criteria – Bombardier, Dassault, Embraer, Gulfstream, and Textron (Citation, Beechjet, and Hawker). Several other manufacturers received evaluations, but not sufficient to rank in the jet division. These were Boeing (9), Cirrus (3), Dornier (1), Eclipse (3), Honda (6), Pilatus (5), Sabreliner (2), Worthington Aviation/Westwind (1), and other (2).

For the turboprop division, manufacturers required 17 responses for inclusion. A total of 4 aircraft OEMs met the criteria – Daher, Pilatus, Piper, and Textron (Caravan, Conquest, and King Air). Other TP manufacturers that did not receive enough responses for inclusion in this division were Aero Commander (4), Fairchild/Swearingen (2), Gulfstream (1), Mitsubishi (5), Piaggio (5), and Viking (1).

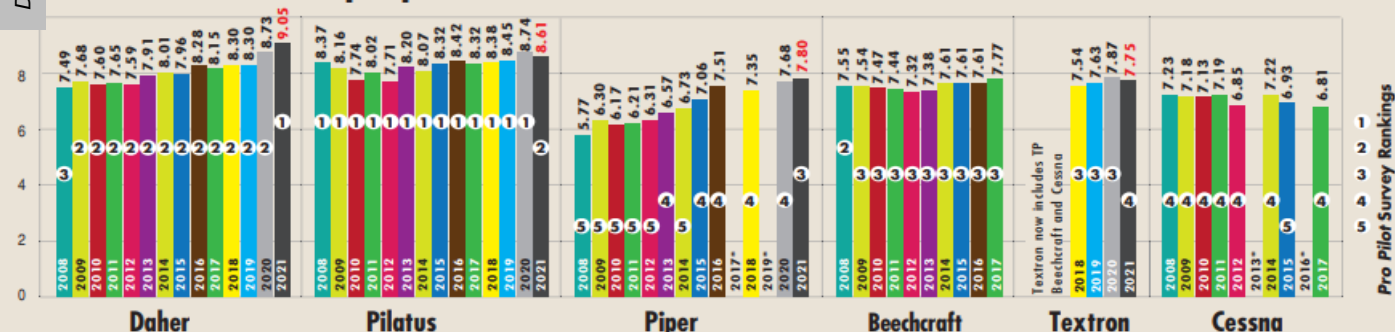
Survey respondents were asked to rate corporate aircraft OEMs on a scale of 1 (poor) to 10 (excellent) within each of the 7 categories. Conklin & de Decker, a JSSI company, acted as research agent and performed independent data analysis. □

2021 Pro Pilot Corporate Aircraft Product Support Survey

Turboprops

Comparison of overall average scores

*no rating for years indicated



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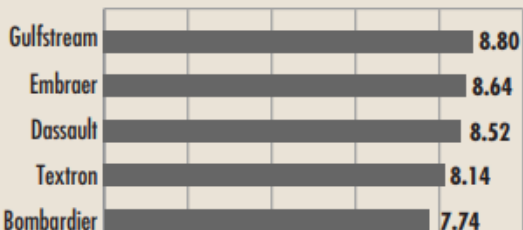


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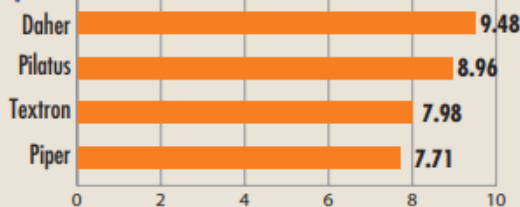
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Company response time

Jets



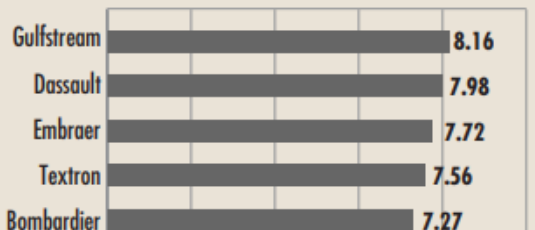
Turboprops



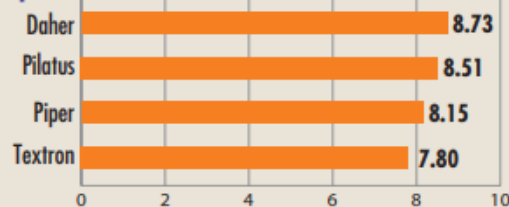
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Spares availability

Jets



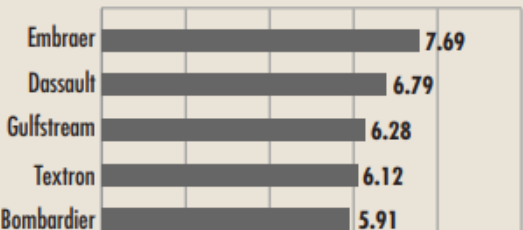
Turboprops



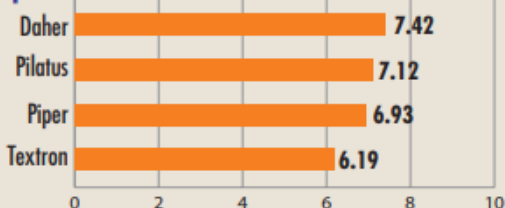
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Cost of parts

Jets



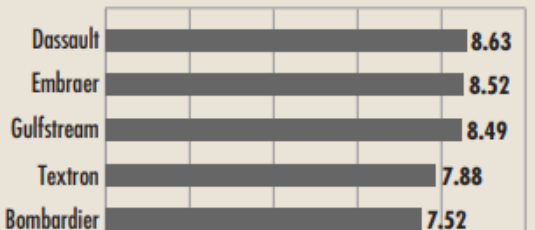
Turboprops



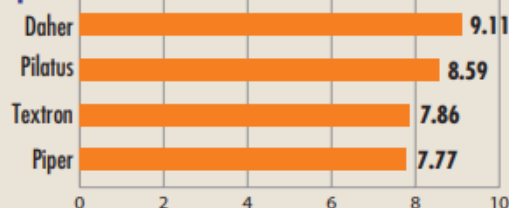
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Speed in AOG service

Jets



Turboprops



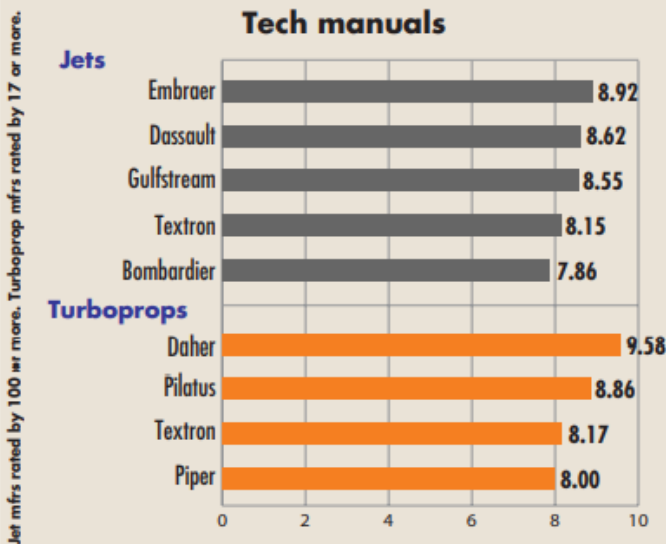
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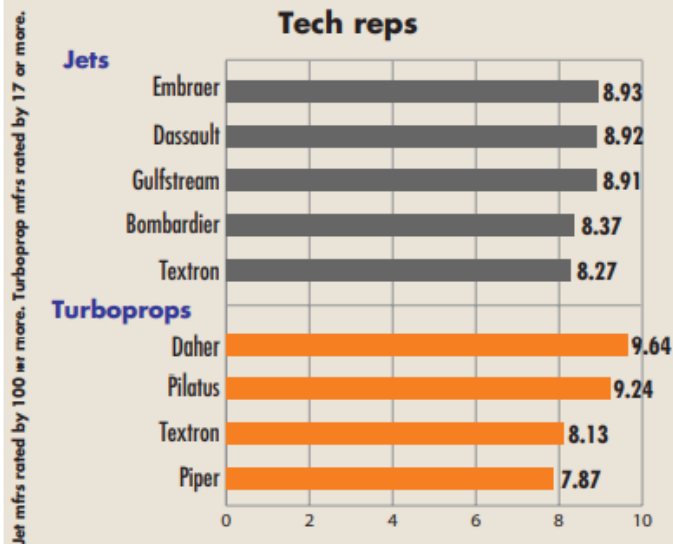
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Tech manuals



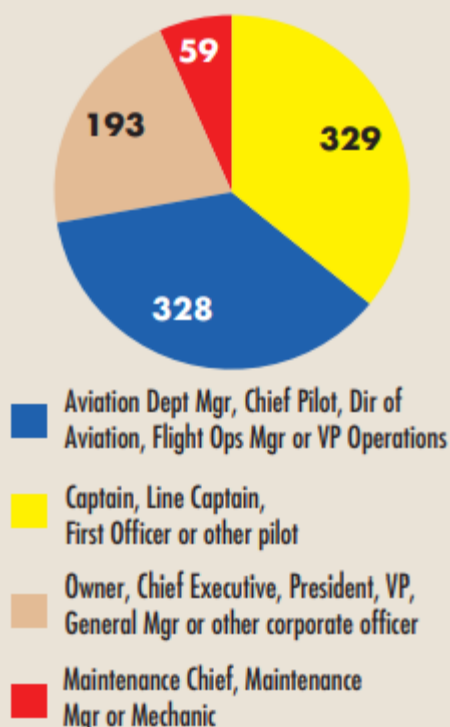
2021 Pro Pilot Corporate Aircraft Product Support Survey

Tech reps



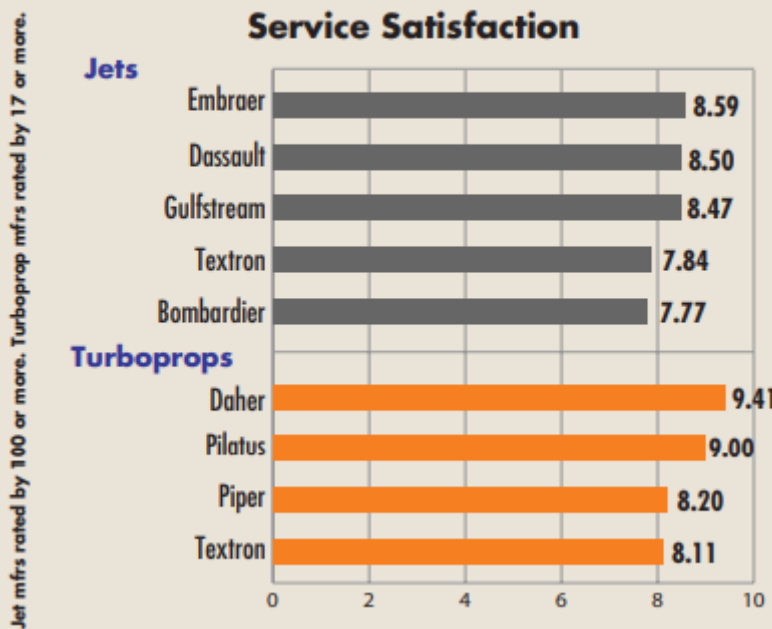
2021 Pro Pilot Corporate Aircraft Product Support Survey

Job titles of survey respondents



2021 Pro Pilot Corporate Aircraft Product Support Survey

Service Satisfaction



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OUR 55th YEAR

AUGUST 2021

TURBOPROPS

1 Daher



Daher VP Customer & Network Care Charles Holomek is located in Pompano Beach FL. His email is c.holomek@daher.com. The TBM Care team can be reached at 1-833-TBM CARE during office hours.

For after-hours AOG support, the 24-hr Global AOG Hot Line is 1-844-4 TBM AOG.

Operating a TBM 940 has been an exceptional experience. It's such a great aircraft, and the aftersale support received is excellent.

Jim Thorpe
Pvt-Inst. TBM 940
President
Spring Brook Marina
Naples FL

My experience with Daher could not be better. I've owned a Citation Mustang, CJ3, and now the TBM 940, and I'm very pleased with our TBM and the outstanding support received from the manufacturer.

Steven Birdwell
Pvt-Inst. TBM 940
Owner
GTL Aviation
Houston TX

Assistance from Daher in all operational and maintenance matters is available promptly. I'm pleased with flight and maintenance manuals that are all accessible online and without cost. I must add that new aircraft come with a 5-year or 1000-hour warranty that covers annual inspections, all repairs, and the vast majority of parts. Also, a large number of factory upgrades is available from Daher – even for older TBMs.

Ian Fries
ATP/CFII. TBM 940
President
Airborne
Wilmington DE

I bought my TBM 930 because of Daher's excellent aftersale service.

Bob Verwey
Pvt-Inst. TBM 930
President
Owasco
Oshawa ON, Canada

Have experience with Daher TBM 700/900 turboprops, and it's been great. I'm fully satisfied with all services received from Daher.

Claudiney Vedoveto
Comm-Multi-Inst.
Daher TBM900 /700
& King Air 300/200
Pilot
Eloi Vitorio Marchett
Rondonópolis MI, Brazil

Daher goes well beyond traditional definitions of customer service to ensure customer success. They look far away on how to maintain the aircraft to serve us. They see what we need to accomplish our mission and make it happen!

Lees Pillsbury
Comm-Multi-Inst. TBM 940
Managing Director
Business Management Services
Ht Lauderdale FL

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Your views help Pro Pilot have a better magazine for you. Your input helps improve product support from OEMs. Thanks! Eleri Smith, President

00168

2021 CORPORATE TURBINE AIRCRAFT MANUFACTURERS PRODUCT SUPPORT SURVEY

Your response, with scores and comments, should be based on 1st-hand experience in the past 2 years only.

Rate aircraft in 91, 91K or 135 use, not airline use	Must show for form to be tabulated			[Poor] 1 2 3 4 5 6 7 8 9 [Excellent] 10									
	Manufacturers and examples of types	Office use	Aircraft type	Hours logged in this mfr's a/c in past 2 yrs	Company response time	Spares availability	Cost of parts	Speed in AOG service	Tech manuals	Tech reps	Service satisfaction		
1	Airbus A318, 319 CJ & other Airbus a/c in corp use	1											
2	Boeing 737 and other Boeing in corp use	2											
3	Bombardier Global, Challenger, Dash 8, Learjet	3											
4	Cirrus Vision SF50	4											
5	Daher (Socata) TBM 700, 850, 900, 910, 930, 940	5											
6	Dassault Falcon 10, 20, 30, 50, 900, 2000, 7X, 8X	6											
7	Embraer Legacy, Lineage, Phenom, Premier and a/c in corp use	7											
8	Gulfstream Astra/G100, G130, G200, G280, G350, G450, G550, G650, G650ER	8	6450G-550 6650ER	-HX	10	10	8	10	10	10	9		
9	HondaJet HA-420, Elite	9											
10	Piaggio P180 Avanti II/III, EVO	10											
11	Pilatus PC-12, PC-24	11											
12	Piper Cherokee, Meridian, M550/M600	12											
13	Textron Cessna: Citation series, Caravan, Questair; Hawker Beechcraft: Beechjet, Hawker, King Air, Premier	13	BE300	-HX	9	10	10	9	10	10	9		
14	Viking DHC-2/3/4/5/6/7	14											
15	Others	15											

Note: Scores for Aero Commander (turboprop series), Fairchild/Swearingen (SA226/227), JetStar (L1329), Mitsubishi (MU2), Quest (Kodiak 100), Sabreliner (NA265 series) and Westwind (WW1123/1124) may be included under Others (15).

Comments: THE GULFSTREAM 650ER HAD SOME GROUND PAINS BUT HAS TURNED OUT TO BE A RELIABLE AIRCRAFT. GULFSTREAM CONTINUES TO SUPPORT THE 550-450 VERY WELL. OUR TECH REP, MARK SOLOMON IS THE BEST.

WE'RE STILL FLYING THE 350! HEAVILY ITS HOLDING UP DESPITE ITS INDY SERVICE CENTER IS PROMPT + RELIABLE. Info below required • Mail back this form ASAP • Cutoff July 15, 2021

PLEASE FORWARD TO THE APPROPRIATE PERSON IF YOU DO NOT HAVE EXPERIENCE WITH THESE OEMS—PROVIDE NAME AND RATINGS
Certificates/Ratings: ATP/CFII/Multi-Inst *Type a/c now operated: G450, 550, 650, Beech 350i
Job title: SENIOR AIRCRAFT TECHNICIAN Total pilot hours: 1200

Please make corrections to label

PP1100067217 C-MX

ANSON MOUNT FLIGHT ENGINEER
ABBOTT LABS
198 RIVER DR
TROUT VALLEY IL 60013

or for A&P's total mx experience in years: 40

Date: 5/26/2021

Day phone: 847-970-1944

e-mail: ANSON.MOUNT@ABBOTT.COM

Signature: [Signature] *Required for form to be counted

Abbott Laboratories Senior Aircraft Technician Anson Mount holds A&P and Comm-Multi-Inst licenses and has over 40 yrs of maintenance experience and 1200 flight hrs logged. Based on his experience, he is able to rate the aftersale serviced received from Gulfstream – G450, G550 and G650ER – and Textron – King Air 350i. His survey is 1 of the 1257 forms received for the Pro Pilot 2021 Corporate Mfrs Product Support Survey.

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