



Dear Reader,

Time flies! This is the 28th edition of this newsletter, that started 10 years ago in May 2009 and it is time to adapt its format to the new technologies of communication that are now available. Few of us

may remember that we launched this initiative as a response to a customer survey highlighting that our communication level needed improvement.

We will progressively turn from this downloadable version to a digital newsletter from which you can select the articles you are interested in. Additionally, we will post regular publications on our web site to provide information on specific topics. You will receive individual invitations including the link to these live news.

These two changes are seen to benefit both our customers and ourselves: you will save time in selecting the information that has caught your attention; on our side, we will share more information, in real time.

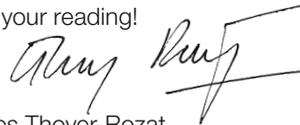
In this issue, we are giving you insights of activities in our three domains of activity, Product Support, Services and MRO Operations.

The four Regional Technical Workshops that were held during Q4 in 2018 have been a success and it appears that all participants appreciated the new format where we displayed during break sessions examples of our innovative support services like the use of hololens, reliability market place and much more.

We are continuously improving the processes governing our repair activity within our five sites worldwide. Ideas are originated during our yearly Repair Shop Seminars and then matured for deployment across this network. An example is the balancing of shafts for air cycle machines that has been recently extended to Singapore before Shanghai in 2020.

In term of digitalization, 2019 will see the set-up of a new Liebherr-Aerospace Customer Support Portal – an exchange platform as we call it now - to replace the existing one that will constitute a major brick of our communication process for the years to come.

Enjoy your reading!



Charles Thoyer-Rozat
Vice-President, Customer Services



Participants of the Regional Technical Workshop 2018 in Toulouse (France)

Liebherr-Aerospace Enhances Digital Services

Liebherr-Aerospace is currently driving multiple initiatives to enhance its digital services and provide seamless customer experience through digital platforms.

As part of the digitalization of the company, those services like real time communication of spare and repair order status, quick and efficient handling of all kind of customer requests, or even booking of on-line classes and ordering spare parts, will be available in a simple and modern platform, only one click away after log-in.

The high level architecture of the platform has been the subject of a project implemented over the last 15 months by four students preparing a Master degree at the University of Sankt-Gallen (Switzerland), specialized in Business and Marketing. Their creativity and “think digital” mindset have brought much value to their recommendation.

Application Programming Interfaces (APIs) will be developed to communicate with marketplaces and customer platforms.

The objective is to provide fast and reliable business processes,



From left to right: David Zürcher, Philipp Steiner, Fabian Trost, Charles Thoyer-Rozat

enabling our customers to manage transactions in real time, at anytime, from anywhere, and from any device, with just an internet connection. The digitalization of Liebherr-Aerospace's Services will serve our customers to ensure effective and efficient interactions us. Our aims are to:

- guarantee personalized and secured information
- publish parts availability
- simplify access to all kinds of services



Bangalore Office: An Additional Step in the Project "Foot Print in India"

In October 2018, we inaugurated our new regional office hosted by Liebherr-India, in the very central and strategic area of Bangalore, in Mahatma Gandhi Road.

This achievement is a key step in the development of our long term strategy, by getting even more closer to our customers. Convinced that India will be a major aerospace and transportation country in the near future, we are building the future step by step; meeting customers and suppliers, program after program, signing agreements with local partners to progressively address this market.

With such an ambition, the Liebherr team in India has grown over the last months by welcoming three more employees in the office: an office secretary, an aerospace engineer and an industrial project manager in order to support the increasing activity.

"We are very pleased and very proud that our project "Footprint in India" is developing in the right path with the new office and additional employees

that will enable us to be a major aerospace and transportation player here in India", commented Nicolas Bonleux, Managing Director and Chief Commercial Officer during the opening ceremony.



Liebherr Aerospace & Transportation and Liebherr-India management after the opening ceremony of the new Bangalore regional office from right to left: Vikas Ukkeranda, Sunil Kalra, Thomas Hummel, Awibhawan Dhakharia, Nicolas Bonleux, Rahul Dandavate, Joël Cadaux, Deepak Patil, Ashok Nayak and Paul Cantalibre

Personnel Changes

The people below have recently joined our organization: we wish them success in their new assignment!



Nico Luedtke joined the management team of Liebherr-Aerospace & Transportation SAS early February 2019 in the position of Director, Product Support. Nico has been with Liebherr-Aerospace in Lindenberg for 17 years and spent the last five years as Program Manager on Airbus, Boeing and Bombardier programs. In his new role, he will be accountable

along all phases of programs (acquisition, development, in-service) for the performance of related Product Support Agreements in force with aircraft manufacturers including business performance and customer satisfaction by driving teams of Product Support Managers located in Lindenberg (Germany) and Toulouse (France) in accordance with our development strategy. **Contact:** nico.luedtke@liebherr.com



Olivier Bordo joined the Technical Support Team at Liebherr-Aerospace in Toulouse (France) in November 2018 and is in charge of the A320neo ATA 36 system. Olivier is coming back from the United States where he has been a Supplier Development Manager for Liebherr-Aerospace for the past six years.

During his assignment overseas, he lived in both states of Michigan and California to be as close as possible to his suppliers. He previously contributed successfully to the growth of Liebherr's heat exchanger activities in Toulouse from 2003 to 2012 as a Project Engineer. Olivier brings to the team his problem solving experience in a fast-paced multi-cultural environment.

Contact: olivier.bordo@liebherr.com



Brian Dudek has joined Liebherr Aerospace Saline Inc., MI (USA) as a Customer Service Administrator in January 2019. Brian will manage MRO activity for a number of airline operators in the Americas region as well as activity for Embraer. In his new role, Brian will be responsible for providing outstanding customer care and account support in the Liebherr tradition.

Brian brings more than seven years of broad-based experience in customer service. This includes developing and maintaining strong customer relationships and contract management.

Contact: brian.dudek@liebherr.com



Tiffany Hogan has joined Liebherr Aerospace Saline Inc., MI (USA) as Customer Service Administrator. Tiffany will be responsible for providing direct customer and administration support in the area of aircraft technical records. She will be performing traceability and verification checks along with document administration for Liebherr components designated as life limited.

Tiffany comes to Liebherr with both previous customer service and office experience. She graduated from Western Michigan University with a Bachelor of Business Administration.

Contact: tiffany.hogan@liebherr.com



Vinciane Mille working since 2008 at Liebherr-Aerospace Toulouse SAS, joined the Customer Services Department in January 2019 as a Technical Support Engineer. Vinciane has been working as a Performance Specialist, involved in air systems dimensioning, with a focus on the new More Electrical Aircraft. Prior to joining Liebherr, she has been working

on APUs and space engines. She is now in charge of Technical Support activities for Leonardo and Kamov Helicopters.

Contact: vinciane.mille@liebherr.com



Audrey Loubiere has joined the Technical Support team, regional aircraft, at Liebherr-Aerospace Toulouse (France). She is in charge of the A220 program.

Audrey joined Liebherr in 2012 and started as a qualification engineer. She also gained experience at a wheels and brakes supplier during 10 years, as a test laboratory engineer as well as a technical support engineer.

Contact: audrey.loubiere@liebherr.com



Ashok Nayak joined the Aerospace division of Liebherr-India in Bangalore in October 2018 in the position of Manager, Engineering & Technical Support. In this role, he will, amongst other activities, support airline customers and MROs operating in India. Ashok is a professional in Aircraft maintenance with an extensive 10 years experience in aero engines maintenance.

Contact: ashok.nayak@liebherr.com

Sharing Experience and Technical Training: Objectives Met during 2018 Regional Technical Workshops

As disclosed in the previous issue of Liebherr AeroNews, Liebherr-Aerospace has organized four Regional Technical Workshops (RTW) from October to November 2018. These workshops covered ATA21, ATA36, ATA27 as well as ATA32 systems and components for the Airbus Single Aisle (A320 family), Long range (A330/A340), A350 and A380 programs.



These events usually take place every two years: they are a unique opportunity for us and our end-customers to meet, share experience and collect feedback about Liebherr products and systems. This year, the workshops were held in Toulouse (France), Singapore, Chengdu (China) and Saline, MI (USA). Each event was supported by local representatives and the customer services team from our worldwide network.

All workshops were a big success! We registered more than 220 attendees in total, including airlines, MROs and Airbus representatives. The Airbus customer services team actively participated in all workshops as well, to show joint efforts and achievements between both our companies.

The main purpose of the RTWs is to highlight the major achievements since previous events and to provide operators with the latest solutions enabling to solve in-service issues. This is also the opportunity for

operators and us to discuss about and share day-to-day challenges as well as the recent innovations. During the RTWs, we have for example disclosed on-going digital and innovative projects (big data, predictive maintenance...) as well as tailored customer support solutions under implementation.

We had built up little booths, showed videos, demonstrations and documents during the technical sessions and session breaks. The booths were a great success and attracted many customers who very much welcomed the opportunity to learn about the latest Liebherr solutions. Some proof of concepts that were presented will therefore be fully developed and deployed in a near future following the customers' interests and feedbacks for such solutions.



Additionally, this year, we offered the possibility for our customers to be trained on ATA21, ATA27, ATA36 and ATA32 systems and components. More than a hundred participants from several airlines and MROs have decided to take benefit from their participation to the RTWs to receive the training and stay up-to-date, which is also a great achievement.

We thank all the participants and will proudly continue to work with our community of customers to improve further their experience on Liebherr products and systems.



It's thumbs up! for Liebherr-Aerospace Technical Workshops

Liebherr Repair Shop Manager Seminar 2018

In order to continuously improve the quality of repair services offered to our customers, seminars attended by the Repair Shop Managers and leading repair engineers of the Liebherr-Aerospace service centers are organized once a year.

The purpose of these sessions is to bring together the community of people with same business expertise operating in our multiple sites with different environments and cultures. They share their experiences, identify the best practices that can be implemented in all sites, they define means of communication, and to identify their needs in term of industrial development as well as the operational synergies that are worth to be implemented.



The team in Liebherr Singapore

This year, 18 participants from our five locations of Toulouse (France), Lindenberg (Germany), Saline, MI (USA), Singapore and Shanghai (China) met during three days at Liebherr Singapore.

As in previous years, the seminar days were very varied: A tour of the repair shopfloor of Liebherr Singapore was the opportunity for each participant to compare, amongst others, the workflows of components with the way they proceed in their respective shop: small groups then shared best practices leading to the construction of ideal working flows and suitable infrastructure and machinery. Lively exchanges of experience and discussion on the shop floor management allowed to benchmark different repair methods and identify avenues for optimal implementation.

Looking ahead, we also talked about the use of Additive Layer

Manufacturing (ALM) technology in the specific area of tool and fixture construction and gathered experiences and feedbacks from all participants.

The increasing dynamics of digital transformation driven by a new ERP system as well as our new tool recording our capabilities worldwide, the Product-Technology Matrix, were also extensively discussed during the session.

The Liebherr Singapore team presented their Think Lean initiative, started in 2017, aiming at identifying unnecessary tasks, overcoming bottlenecks and globally reducing the Shop Processing Time.



The team in a workshop session

The group took advantage of being together to define how they could better communicate on a daily basis: "If one of my colleagues in another part of the world has already dealt with this problem, how can I easily benefit from his experience and proceed the same way?" All participants agreed that a simple chat – similar to those in social media – would help to go beyond the walls of a local silo and exchange faster and more efficiently ideas as well as best practices.

The team also used this meeting not only for professional exchange, alternating between classroom sessions and team working: on the evening of the second day a team-building event took place outside the company.

We look forward to the 2019 session that will take place in June at our Liebherr-Aerospace facility in Lindenberg!

Balancing of Rotor Shafts: Spinning Fast in Singapore!

Shafts are the heart of Air Cycle Machines (ACM): operating at a spin rate of up to 40,000 rpm on air bearings to minimize friction, machining and balancing must meet extremely high tolerance requirements to guarantee their reliable function. Beyond the design, the industrial engineers of the OEM Liebherr-Aerospace Toulouse (France), have developed expertise through years of experience to achieve and guarantee the required level of reliability in a repetitive manner, including specific machines and processes.

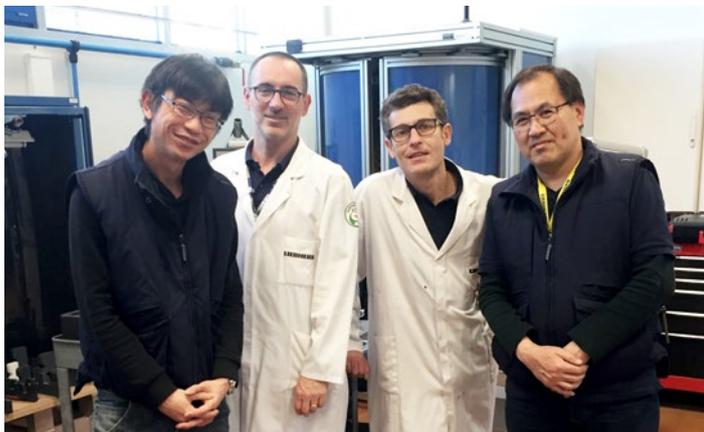


Chia Kay Woo, Wee Sung Lai and Teo Yong Peng Rick with the ACM balancing machine at Liebherr-Aerospace in Singapore

Shafts must be re-balanced after every repair intervention, whatever the level of intervention is.

Until recently all shafts of ACMs reworked within the network of our repair stations were sent to Toulouse for rework and balancing. The network is using a pool of reworked shafts when accepted by the customers.

This exchange process cannot be used for many of our Asian customers – mainly in China - who require to get the core shaft re-installed in their ACM, thus increasing the Turn Around Time (TAT) beyond 15 days of shop processing time.



ACM balancing team members from Liebherr Toulouse and Liebherr Singapore, in Toulouse...
From left to right: Chia Kay Woo, Joseph Gonzalez, Wee Sung Lai, and Christophe Laporte

The objective of this project was therefore to shorten process times and improve availability of serviceable shafts in Singapore. It was launched after a detailed feasibility study had confirmed the anticipated performance gains and thus related investments were given the green light.

After an intense and detailed evaluation process between Liebherr-Aerospace Toulouse and our repair shops in Singapore and Shanghai, the decision was taken to further expand their repair capabilities and develop local capabilities for the balancing of rotor shafts, Liebherr Singapore being the first candidate for this new capability.

The milestones of the project were soon defined and it started with the strong support of the OEM: engineering analysis, process mapping and bench marking, change/upgrade of the shop floor layout, and finally, specification, selection and procurement of the new balancing machines. Shortly after the new balancing machines had arrived, our technicians started their mission to France to attend a three-month practical training at the OEM's balancing shop to become Singapore's local champions for rotor balancing technology.

Following accomplishment of some few remaining steps, Liebherr Singapore is now gearing up towards readiness for the first ACM rotor shaft being balanced in its repair shop before end of Q1 2019.

Thanks to another great teamwork between the sites in Liebherr's Aerospace network, this project can be completed successfully within schedule and budget; and very soon, Liebherr's customers in Asia Pacific can benefit from this further expansion of our regional repair capabilities.

When Liebherr Singapore becomes fully mature on this new repair process, it will be deployed within Liebherr Aerospace China, likely in 2020.



...and in Campsas (France)
From left to right: Chia Kay Woo, Stephane Malard, Wee Sung Lai and Nicolas Faure

Events

2019 Training Calendar: Book Your Sessions

Type	ATA Chapter	Date in 2019	Location
ATR New Air Management System (NAMS)			
	ATA 21/30/36 Integrated Air Management System Level I, II, III	August 27 to 30	Toulouse
Airbus			
Single Aisle (SA)	ATA 21/36 Engine Bleed Air System & Air Conditioning System Level I, II, III	March 05 to 07 September 24 to 26	Toulouse
	ATA 21 Environmental Control System (old System)	On request	Toulouse
	ATA 36 Engine Bleed Air System (A320neo) Level I, II, III	March 08 September 27	Toulouse
	ATA 27 High Lift System and Rudder Level III	March 11 October 07	Lindenberg
A220	ATA 21/30/36 Integrated Air Management System Level I, II, III	May 16 & 17 - Dates changed October 15 to 18	Toulouse
	ATA 32 Landing Gear System Level III, IV	May 27 & 28 October 21 & 22	Lindenberg
	ATA 32 Landing Gear Servicing Level IV On Aircraft	On request	Customer facility
Long Range (LR)	ATA 21/36 Engine Bleed and Environmental Control System Level I, II, III (A330)	March 20 to 22 November 05 to 07	Toulouse
	ATA 36 Engine Bleed Air System (A330neo) Level I, II, III	March 19 November 08	Toulouse
	ATA 21/36 Engine Bleed & Environment Control System (A340-500/600)	On request	Toulouse
	ATA 27 High Lift System, Rudder and Spoiler Level III	March 12 October 08	Lindenberg
A350	ATA 27/32 High Lift & Nose Landing Gear System	March 14 & 15 June 26 & 27 October 10 & 11 December 03 & 04	Lindenberg
A380	ATA 21 Supplemental Cooling System Level I, II, III	On request	Toulouse
	ATA 36 Engine Bleed Air & Pneumatic Air Distribution System Level I, II, III	On request	Toulouse
	ATA 29 Hydraulic Cooling System Level I, II	On request	Toulouse
	ATA 27 High Lift System and Spoiler Level III	March 13 October 09	Lindenberg
A400M	ATA 27 Flight Control Components Level III	On request	Lindenberg
	ATA 21/30/36 Integrated Air Management System Level I, II, III	On request	Toulouse
	ATA 27 Flight Control Components Level V	On request	Lindenberg
	ATA 52 Door Ramp and Actuation System Level III	On request	Lindenberg
	ATA 52 Door Ramp and Actuation System Level V	On request	Lindenberg
SA/LR/A380/747-8	ATA 36 Bleed Test Set GSE Level IV	On request	Customer facility
Boeing			
747-8	ATA 21/36 Engine Bleed & Environmental Control System Level I, II, III	June 18 to 21	Toulouse
Bombardier			
CRJ1000	ATA 27 Rudder System Level III	On request	Lindenberg
CRJ700/900/1000	ATA 21/30/36 Integrated Air Management System Level I, II, III	April 09 to 11	Toulouse
Global 7000/8000	ATA 21/30/36 Integrated Air Management System Level I, II, III	On request	Toulouse
COMAC			
ARJ21	ATA 32 Landing Gear System Level III, IV	July 17 & 18	Lindenberg
	ATA 32 Landing Gear Servicing Level IV On Aircraft	On request	Customer facility
	ATA 21/30/36 Integrated Air Management System Level I, II, III	On request	Toulouse
C919	ATA 32 Landing Gear System Level III, IV	On request	Lindenberg
	ATA 32 Landing Gear Servicing Level IV On Aircraft	On request	Customer facility
	ATA 21/30/36 Integrated Air Management System Level I, II, III	On request	Toulouse
Embraer			
E170/E175	ATA 32 Landing Gear System Level III, IV	February 12 & 13 July 09 & 10 November 13 & 14	Lindenberg
	ATA 32 Landing Gear Servicing Level IV On Aircraft	On request	Customer facility
E190/E195	ATA 32 Landing Gear System Level III, IV	February 12 & 13 July 09 & 10 November 13 & 14	Lindenberg
	ATA 32 Landing Gear Servicing Level IV On Aircraft	On request	Customer facility
E-Jet E2	ATA 27 High Lift System Level III	September 03th November 29	Lindenberg
	ATA 21/30/36 Integrated Air Management System Level I, II, III	December 02 to 05	Toulouse
KC-390	ATA 21/30/36 Integrated Air Management System Level I, II, III	On request	Toulouse
Sukhoi Civil Aircraft			
Superjet 100	ATA 27 Flight Control System Level III	February 25 & 26 September 09 & 10	Lindenberg
	ATA 21/30/36 Integrated Air Management System Level I, II, III	February 20 to 22	Toulouse
	ATA 27 Level IV Rigging On Aircraft	On request	Customer facility
Leonardo Helicopters			
AW109, AWT129, AW169, AW189	Environmental Control System (plse contact Leonardo Helicopters for coordination)	On request	Customer facility

Liebherr-Aerospace Will Attend the Following Events

March 05-06, 2019

MRO Russia & CIS Moscow
World Trade Center
Moscow, Russian Federation



April 09-11, 2019

MRO Americas
Georgia World Congress Center
Atlanta, Georgia, USA



June 17-23, 2019

Paris Air Show
Le Bourget, France



53rd INTERNATIONAL
PARIS AIR SHOW
LE BOURGET
JUNE 17-23, 2019

Customer Feedback

ARJ21 Technical Training For Customers

At the end of 2018, Liebherr-Aerospace organized in Changsha (China) a dedicated training for the ARJ21 operators, including Chengdu Airlines, Genghis Khan Airlines, Urumqi Airlines as well as for COMAC ARJ21 engineers.

Under the coordination of Liebherr-Aerospace China that is dedicated to provide support and services to all Chinese operators, Paloma de la Infiesta, instructor from Liebherr-Aerospace Lindenberg (Germany), the OEM centre of excellence for landing gears, came and delivered high level training on ARJ21 landing gears. The training was held in the premises of Liebherr LAMC Aviation (Changsha) Co., Ltd (Hunan Province, China), which is a 50:50 Joint Venture between Liebherr-Aerospace and Landing gear Advanced Manufacturing Co., Ltd. and where the final assembly of the ARJ21 landing gear takes place. Liebherr-Aerospace, under



The attendees of the ARJ21 technical training in Changsha



ARJ 21 landing gear

its responsibility to assure full customer service satisfaction to the ARJ21 operators, will provide landing gear repair services in the future. The training focused on explaining all functionalities of the landing gear system and components as well as providing maintenance tips to optimize daily operations. A tour through the ARJ21 landing gear assembly line was also provided to the participants, emphasizing Liebherr-Aerospace's commitment to deliver complete product support from China.

This was the first time Liebherr-Aerospace organized a level III theoretical training for COMAC ARJ21, also known as "China's Flying Phoenix", which was welcomed by all operators!

"Thanks for inviting us to the ARJ landing gear training session. It's very useful! The instructor and Liebherr staff are very professional. I highly appreciate it. I wish Liebherr-Aerospace flies higher and higher!", said the Maintenance Engineering representative from Urumqi airlines.

The Voice of the Customers: A Consolidated Level of Confidence

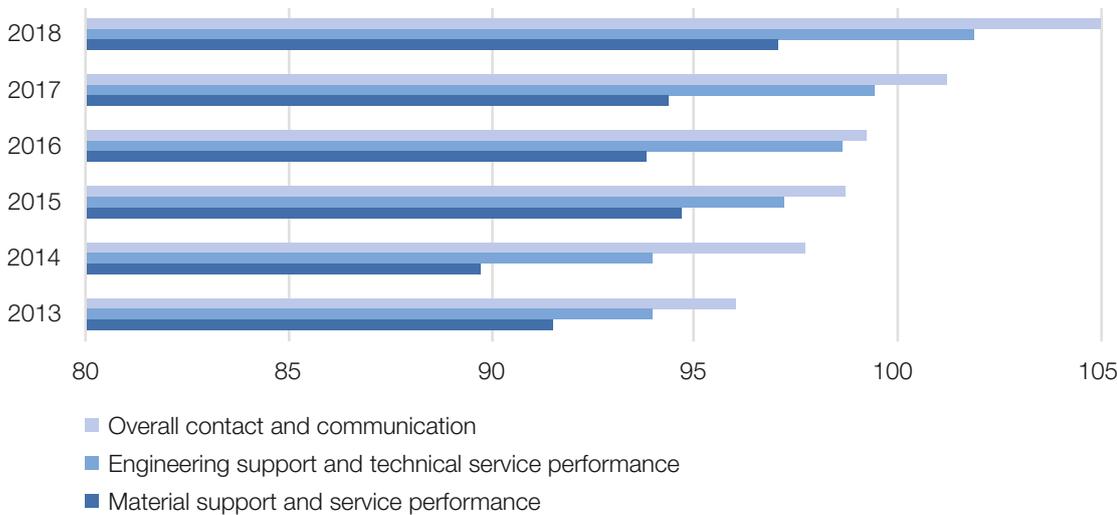
This year we have launched our 10th Liebherr-Aerospace Customer Trust Rating survey!

This survey aims at measuring the customers' satisfaction on a regular basis: it is dispatched to a panel of nearly 2,000 customers, including Airlines and Maintenance and Repair Organizations (MRO). The questionnaire is available in five languages to facilitate

the customer response, thus reflecting the proximity created with our overall network.

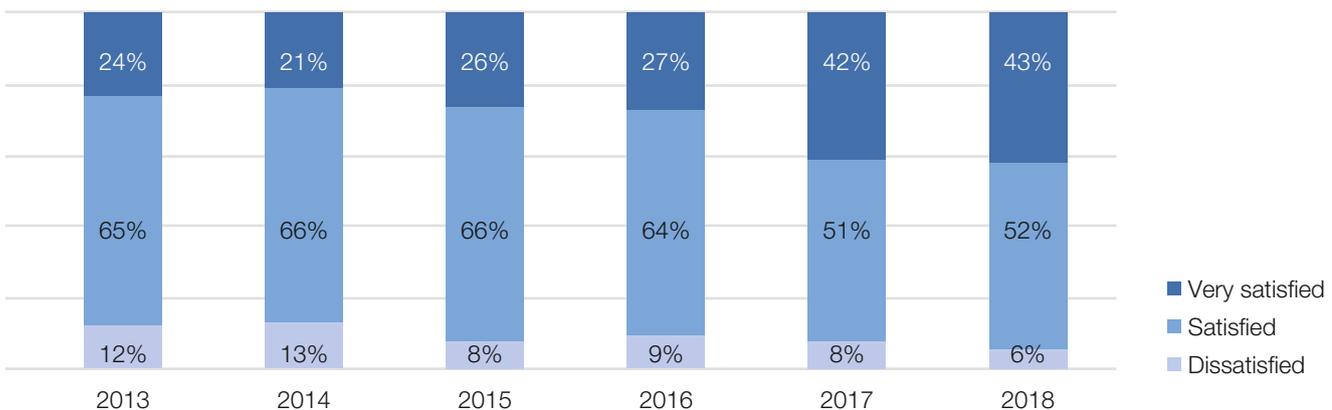
It is an opportunity to receive feedback on the product support solutions and services we continuously adjust to meet the expectations and requirements in term of aftermarket and to monitor the success of our initiatives.

Satisfaction results per topic



The survey includes (i) Material support and services performance, (ii) Engineering support and technical performance, and (iii) Overall contact and communication.

Liebherr-Aerospace overall satisfaction



We are glad to see that the overall satisfaction rate has increased continuously year-by-year, and that in the different areas. A deep analysis of these results allows us to focus on room for improvement and to implement accurate actions plans when needed on specific topics.

higher level of trust and confidence in our long-term partnership, which is in line with our values of the Liebherr Group. We are also proud to increase our "loyalty rate" that measures how promotor our customers are, confirming that our customers are our best ambassadors.

The main positive outcome of this 2018 survey is that Liebherr received a greater level satisfaction from the customers, corresponding to a

We thank all our customers for their renewed confidence in our product and service solutions!

Singapore Component Solutions and Liebherr Sign MRO Cooperation Agreement

Singapore Component Solutions (SCS), a joint venture between AFI KLM E&M and Sabena Technics (SNT) dedicated to component support for ATR and Airbus A320 aircraft fleets, and Liebherr-Aerospace finalized the signature of a cooperation agreement at the MRO Asia-Pacific event. Under the terms of the agreement, Liebherr-Aerospace will assist and support SCS in developing industrial capabilities dedicated to the A320 heat exchangers manufactured by Liebherr. SCS will thus join the Liebherr worldwide network for heat exchanger maintenance.

Through this partnership agreement, SCS will be qualified to carry out maintenance work on Liebherr-designed heat exchangers – more precisely from cleaning up to repairs, excluding renovation and reconstruction. In exchange, the AIR FRANCE-KLM Group will make use of Liebherr services for work requiring the “recoring” (renovation, reconstruction) of defective heat exchangers.

In combining the know-how and expertise of a world leader in aircraft maintenance and those of a major OEM, AFI KLM E&M, via SCS its joint venture with SNT, and Liebherr are now able to offer high level dedicated heat exchanger support solutions in terms of TAT and cost, for the benefit of their client airlines.

Charles Thoyer-Rozat, Vice President Customer Services Liebherr-Aerospace, said: “We are very pleased to join forces with a major player in



From left to right: Gery Mortreux (EVP Air France Industries), Thibaut Campion (CEO Singapore Component Solutions), Ekkehard Pracht, Charles Thoyer-Rozat (both Liebherr-Aerospace), Jacques Montmayeur (CEO Singapore Component Solutions), and Philippe Delisle (President Sabena Technics) after the agreement signature at MRO Asia 2018.

the global multi-product aircraft maintenance market. This agreement sets out the framework of a win-win partnership for both parties that will allow Liebherr in particular to further develop its repair network in Asia.”

Anne Brachet, Executive Vice President AIR FRANCE KLM Engineering & Maintenance, added: “AFI KLM E&M is delighted to be working with Liebherr, an internationally-reputed OEM whose products equip a large number of aircraft fleets. Liebherr’s experience and know-how will be most valuable to the Group, and to SCS in particular, for developing our industrial capabilities – a major objective of ours as we continually strive to better and more extensively satisfy our customers’ needs.”

Max Aerospace and Liebherr-Aerospace Join Forces with MRO Agreement

Liebherr-Aerospace and Max Aerospace, a leading Indian maintenance organization based in Mumbai, announced the signature of a cooperation agreement covering repair and maintenance of components as well as maintenance and overhaul of heat exchangers.

Under the terms of the agreement, signed during Aero India 2019 in Bangalore, Liebherr-Aerospace renews an already existing repair license on Airbus components and supports Max Aerospace in developing industrial capabilities dedicated to heat exchangers manufactured by Liebherr for Airbus aircraft. Max Aerospace will thus join Liebherr-Aerospace’s worldwide network for heat exchanger maintenance.

Joël Cadaux, Director Business & Services – Customer Services Liebherr-Aerospace & Transportation SAS, said: “We see India to evolve as one of the world’s major aviation markets, including MRO activities. The partnership with Max Aerospace is key to support locally the Indian operators with Liebherr OEM quality, jointly with our office based in Bangalore and our Liebherr-Aerospace’s regional service center based in Singapore.”

Bharat Malkani, Chairman and Director of Max Aerospace & Aviation Ltd, added: “The coming together of both organizations

brings world-class service for Liebherr components at the doorstep of aircraft operators in India and the surrounding region. We see this as an opportunity for establishing a firm and sustainable footprint for support of Liebherr components. Coupled with the encouraging growth in the aviation sector, we shall look to grow this partnership to include maintenance of many more Liebherr products.”



From left to right: Soe Hlaing Kyaw (Field Service Representative, Liebherr-Aerospace Singapore), Awibhawan Dhakharia (Head of Sales, Liebherr-Aerospace India), Bharat Malkani (President, Max Aerospace), Ekkehard Pracht (General Manager, Liebherr-Aerospace Singapore), Joël Cadaux (Director Business & Services, Liebherr Aerospace & Transportation), Paul Cantalibre (Industrial Project Manager, Liebherr-Aerospace India), Siok Imm Koh (Regional Sales Manager, Liebherr-Aerospace Singapore) and Chirag Gupta (Business Head, Max Aerospace) after the agreement signature at Aero India

Japan Airlines Awards OEMServices Component Support of its A350 Fleet

OEMServices and Japan Airlines have signed a 10-year component support agreement for the airline's planned fleet of thirty-one A350 aircraft.

With the support of major Original Equipment Manufacturers (OEM), OEMServices' Original Integrated Services will cover the component repair, global component availability and 24/7 component support for Japan Airlines' fleet of Airbus A350-900 and A350-1000 aircraft. Within the scope of this contract, OEMServices will be supporting Japan Airlines' 31 Airbus A350, currently on-order, backed by its unique long-term source of know-how of the aviation industry's supply chain. This agreement confirms OEMServices leading position on the A350 component aftersales support.

Atsushi Maeda, Executive Officer of Procurement at Japan Airlines, said, "the A350-900 and A350-1000 aircraft are such key fleets for JAL in the future. We believe this agreement will bring us even more stable and smooth component operations and the highest

performance for our customers. Furthermore, it provides us an added advantage of maintenance cost optimization and cost control benefits, while enhancing the long-term partnership with OEMServices."

Didier Granger, President of OEMServices, said, "Being chosen by Japan Airlines is a pride for OEMServices. We are happy to demonstrate the added value of our original approach, based on our services integration skills and the technical expertise of the component manufacturers. Our teams are looking forward to the start of operations. Japan Airlines can count on all of us."



Impressum

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