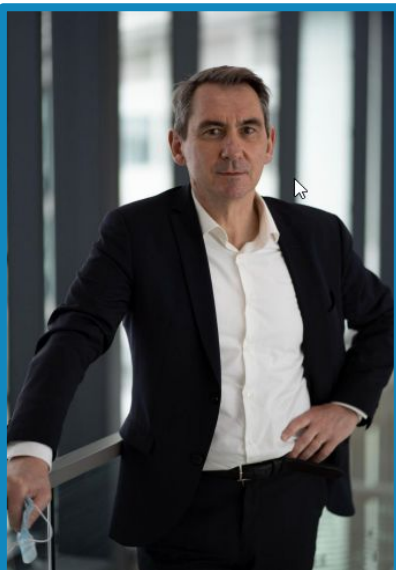


P2F CUSTOMER SERVICES SYMPOSIUM



SPEAKER



**Pierre-Henri
Brousse**

HO Fleet Efficiency
Customer Services,
AIRBUS



**Sylvain Le
Borgne**

Freighter &
conversion program
manager, AIRBUS

**P2F CUSTOMER
SERVICES
SYMPOSIUM**

11-13 March 2025
Dresden

AGENDA



1 AIRBUS Fleet Efficiency

Pierre-Henri Brousse



2 AIRBUS-EFW services development ambition

Pierre-Henri Brousse



3 CUSTOMER CARE development

Sylvain Le Borgne



4 P2F Fleet Performance status

Sylvain Le Borgne



FLEET EFFICIENCY

We **pioneer, orchestrate & deliver**
solutions for **safe** and **efficient** fleet
operations

KEY MISSIONS



Provide solutions to in-service issues

- Fleet solutions
- Event-based solutions (Customer Care Centre)
- Major structural retrofit solutions



Ensure Programme management for out of prod A/C for full life (A300/A310 & A380), support EFW P2F



Be accountable for Airbus in-service fleet efficiency and protect competitiveness & customers' satisfaction



Provide support to A/C sales & deliveries towards fleet efficiency matters

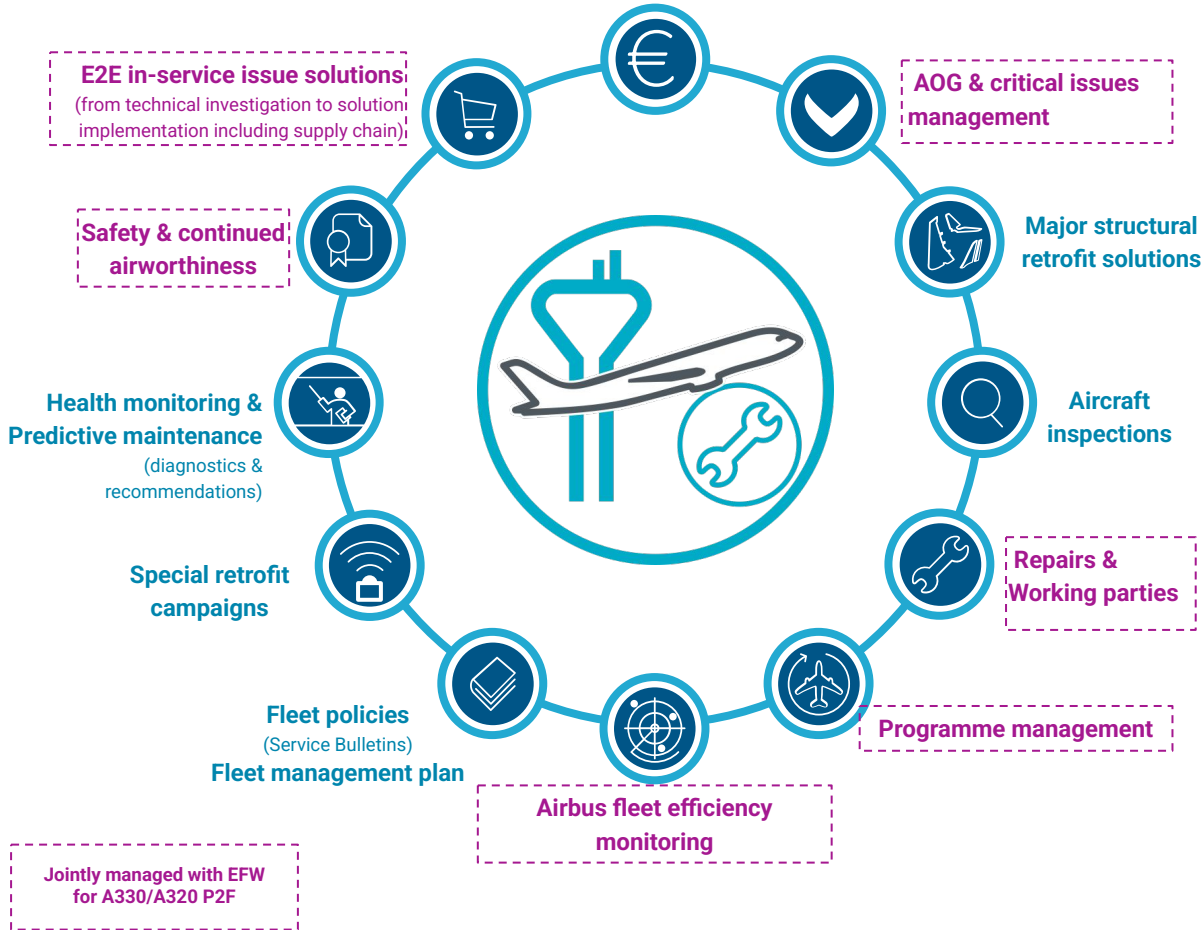


Orchestrate Customers Services contributions and deliverables for major product evolutions



Design configuration management capabilities for in-service fleets

P&Ls Management for overall support activities
(incl. Sx perimeters beyond SB organisation)



KEY DELIVERABLES

We **pioneer, orchestrate & deliver**
solutions for **safe** and **efficient** fleet
operations



AIRBUS

A single ambition for P2F customer support & services



Airbus & EFW common priority objectives

Technical support & fleet performance

Enhance customer experience & improve overall relationships

Align overall response performance (STC+TC areas) to Airbus fleet standard

Develop P2F fleet efficiency (OR targets fixed), co-working on fleet issues

Technical Publication

Simplify customer operations thanks to robust STC & TC tech pub set & tools

- I. Ensure higher consistency between STC & TC manuals revisions
- II. Offer solutions for single set of manuals

Scope:

- Tech Data (AMM, IPC, TSM, wiring manuals)
- Flights Ops doc (FCOM, QRH)
- Scheduled Maintenance doc (MRBR/SMR, ALS, MPD)

Continuous Product Improvement

Maintain A330 & A320 P2F products attractiveness

Adapt EFW P2F products & design to customer expectations

Develop Airbus-EFW collaboration for efficient upgrade embodiments

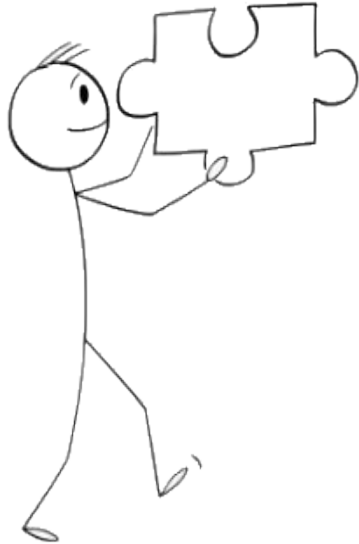
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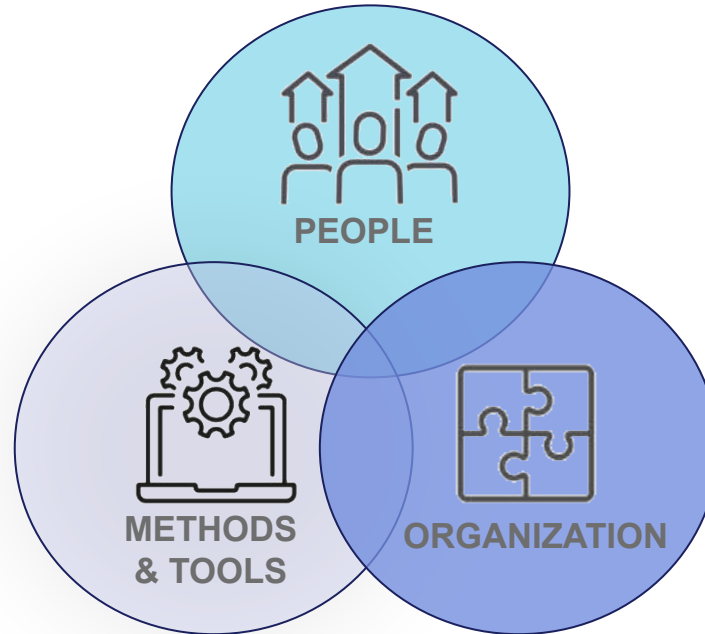
Customer Care development

Airbus & EFW enhancing collaboration for P2F

*Two different
entities for a
customer centric
approach!*



TC holder



STC holder

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Customer Care development

Key ingredients set-up

PEOPLE

- ✓ **Airbus-EFW front facing model** from front line to management/escalation levels
- ✓ Forging the links and closed relationships
- ↗ **Airbus-EFW cross-training & immersion**
- ↗ **AIRTAC reinforced team set-up** for AOG assistance



METHODS & TOOLS

- ✓ New internal procedures for technical support
- ✓ **Quick Reference Guide** deviation & revision protocols
- ↗ Joint performance reviews for continuous technical support improvement
- ↗ Specific case preparation (abnormal events, jacking procedures)

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Airbus Customer Care for P2F

Our activity KPI

2024

Operations



1k repairs

79% OTD (+15% vs 2023) 

Median answer times:

- In-Service: 10 days
- In-Conversion: 30 days

111 AOG - 92% OTD

Median answer times:


- System: 6 hours
- Structure: 12 hours

3 Abnormal events

Engineering



1k queries

91% OTD (+2% vs 2023) 

Median answer time:

- In-Service: 4 days
- In-Conversion: 4 days

Our objective: continue to improve performance and implement monitoring with EFW

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Airbus P2F Fleet Performance monitoring

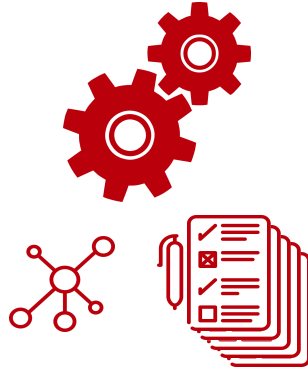


In-Service data from airlines

Type of Data to Analyse

- Operation Int. events
- Logbooks
- Post Flight Report
- Removals
- Tech Requests
- UTG (deployment ongoing)
- Shop findings

Data allocation ATA, Fleet issue



Process in place for all Airbus aircrafts (with in-service data reported)

Validation by Specialists



Launch actions

AIRBUS

Detect emerging issues
Prioritize investigations & developments
Monitor solution effectiveness

EFW

Identify specific issues in STC area
Conduct investigations

A/L

Provide recommendations
Push effective solutions embodiment

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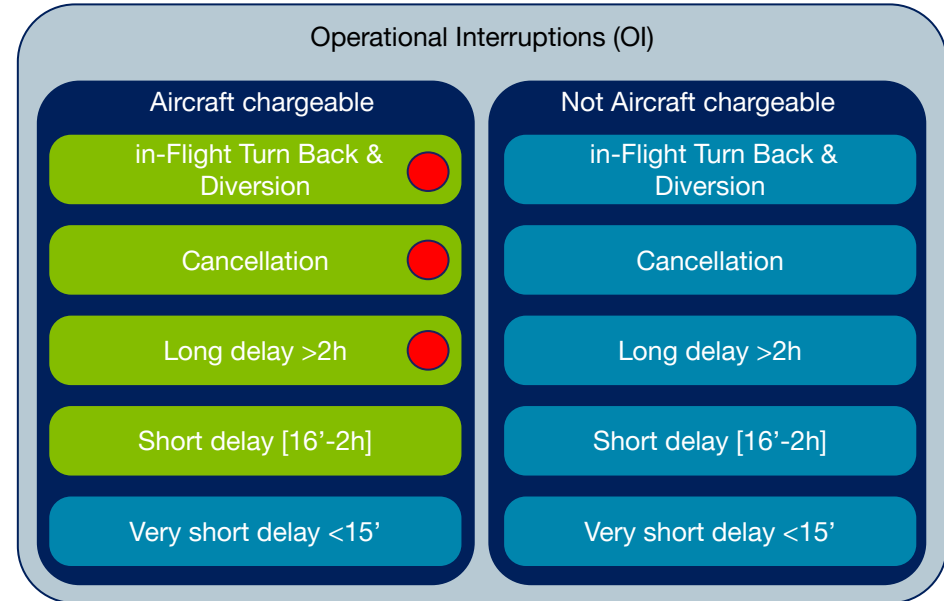
A320 Operational Reliability / Severe Events definition

Operational Reliability (%)

OR 98.7% → 13 OIs every 1,000 flights
~8 OIs per year per A/C

Severe events rate (per 100FC)

Rate 0.40 → 4 events every 1,000 FC
~2.5 event per AC per year



A320 P2F Fleet Performance

AIRBUS

EFW
A company of ST Engineering and Airbus



Main OR TC contributors

✓
Skin Air Valve
(3 events)

New Skin Air
valve control
logics &
Hardware
improvements

⊕
SFCC inop
(4 events)

Under
investigations
TFU
27.51.00080
ISI 27.50.00046

Main OR STC contributor

✓
MD CARGO
DOOR
Malfunctions
(23 Events)

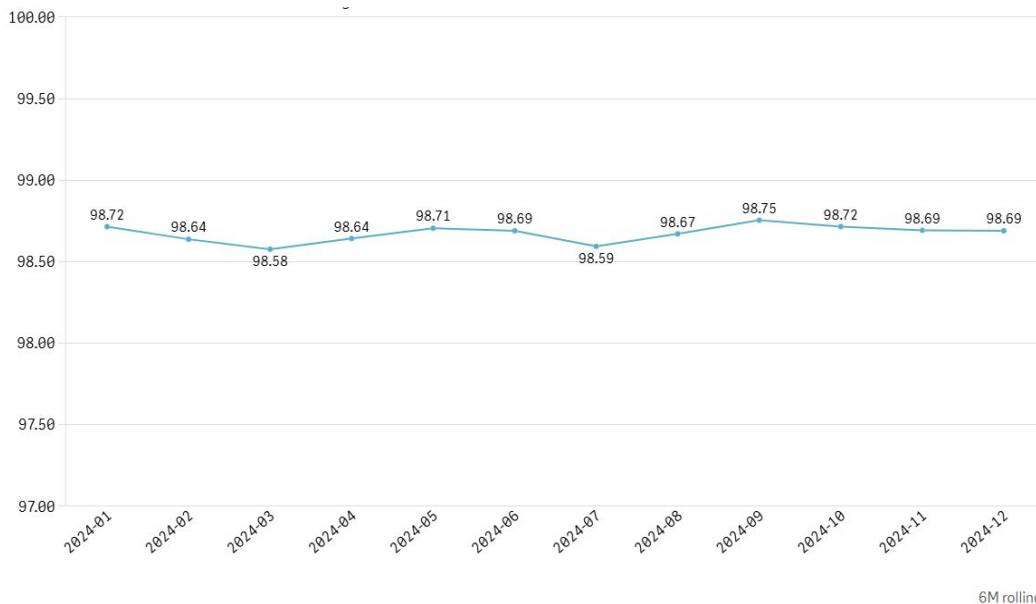
Door Warning
Rigging improvements
via AMM-S rev 20

Air in hyd actuator
EFW-SB 29-0002/3
EFW-SB 52-0002

- OR trend improving from 98.26% to 98.83% in the last 5 months (+0.57%) ↗
- ATA 52 as top OI contributor improving (occ. divided by 2) in the last 12 Months ↗
- Main Deck Cargo Door as main fleet issue driver: solutions available & CDCU malfunction under investigation

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A330 P2F Fleet Performance



AIRBUS

EFW
A company of ST Engineering and Airbus

Main OR TC contributors

LD CARGO
LOADING
SYSTEM -
PDU
(7 Events)

Efficiency assessment of
steel roller rim
ISI 25.50.00014

LGCIU
FAULT
(4 Events)

VSB 007LG-32-12 & 13

Main OR STC contributor

MD CARGO
LOADING
SYSTEM
(7 Events)

pCLS TSM CLC rev 00
Training & On-site assistance
PDU failures under investigation
by EFW with Ancra

MD CARGO
DOOR
WARNING
(13 Events)

Specific MSN issues under
investigation by EFW

- OR trend globally stable over the last 12 mo period
- Investigation with EFW on Main OR STC contributors: Cargo Door & Loading System
- Status on TC in-service issues and solutions available in ISI 00.00.00195

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Increase Efficiency



Increase Collaboration



Increase Operational Mindset



Q&A SESSION

