

# P2F CUSTOMER SERVICES SYMPOSIUM



# SPEAKER CUSTOMER SERVICE



Craig  
Murdoch

Head of Customer  
Service, EFW

**P2F CUSTOMER  
SERVICES  
SYMPOSIUM**

11-13 March 2025  
Dresden

# AGENDA



Customer survey results and future format



Updated Customer Support team organisation



NEW Customer Service portal



NEW Future quarterly meetings online



Aeropair

# CUSTOMER SURVEY

Customer survey: June/July 2024 results

## Operators who participated

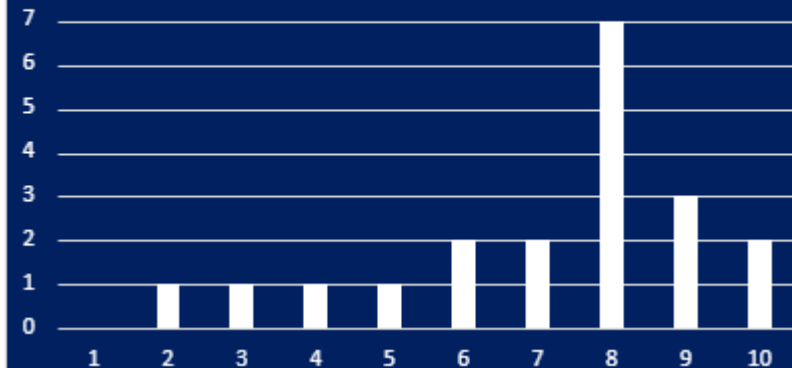
Aero Union  
Raya Airways  
Turkmenistan Airlines  
Qantas Airways  
JiangXi Cargo Air  
Titan Airways  
Lufthansa CityLine  
MAS Air  
Hawaiian Airlines  
DHL  
Sichuan Airlines  
Air Belgium  
MNG Airlines  
Pradhaan Air Express  
BBN Airlines  
JAL Engineering  
Air Asia (Teleport)

THANK YOU!!!

## Lessors who participated

CDB Aviation Leasing Finance DAC  
ST Engineering  
Yamato

## General Satisfaction with our converted freighters



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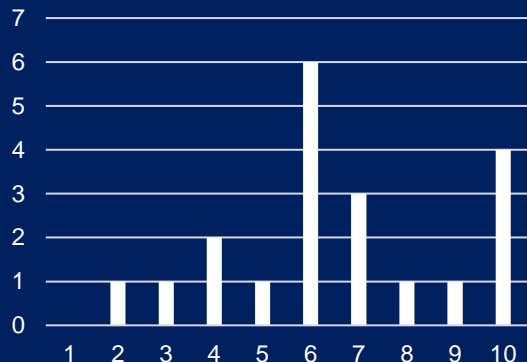
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# CUSTOMER SURVEY

## Areas of Concern

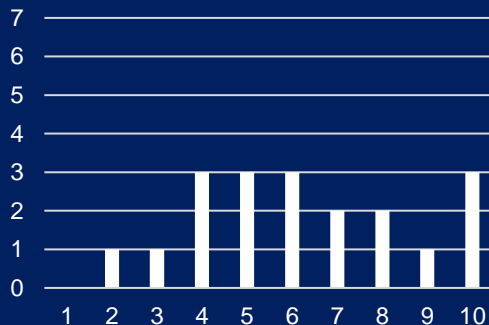
### CUSTOMER SUPPORT

**Satisfaction with our customer service in terms of updates on the status of ongoing cases**



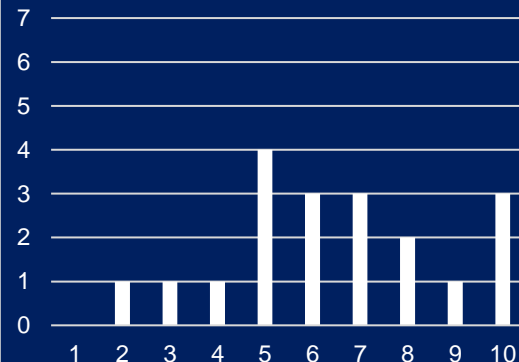
### AIRBUS/ EFW

**Satisfaction with the customer service cooperation between Airbus (TC) and EFW (STC)**



### TECH DOCUMENTATION

**Satisfaction with EFWs P2F manuals in terms of completeness and quality of content**



# CUSTOMER SURVEY

## Future of EFW Customer Survey



### Airbus

- ▶ Customer Satisfaction Improvement Programme (CSIP) – September each year

### EFW

- ▶ Customer survey to open in July
  - Review of questions asked
  - Feedback to customers by October
  - Action plans set in December with commitment from relevant EFW departments

# P2F CUSTOMER SUPPORT

## Key Accounts



**Dirk  
JÄHNICHE**

Team Lead  
Customer Support



**Stefan  
MATIC**

Customer Support  
Manager SAP2F



**Sergej  
BAZKOW**

Senior Customer  
Support Engineer  
SAP2F



**Yun  
ZHOU**

Customer Support  
Manager LRP2F



**Felix  
VARGA**

Customer Support  
Manager  
P2F Spares &  
Tooling

### CUSTOMER



### CUSTOMER



### CUSTOMER



### CUSTOMER



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# P2F CUSTOMER SERVICE

## P2F Customer Service Portal

### Situation Description:

- Outdated service entry point (email) for in-service inquiries.
- No visibility for the customer on the status for all kind of in-service inquiries to the P2F Customer Service Team.

### Mitigation:

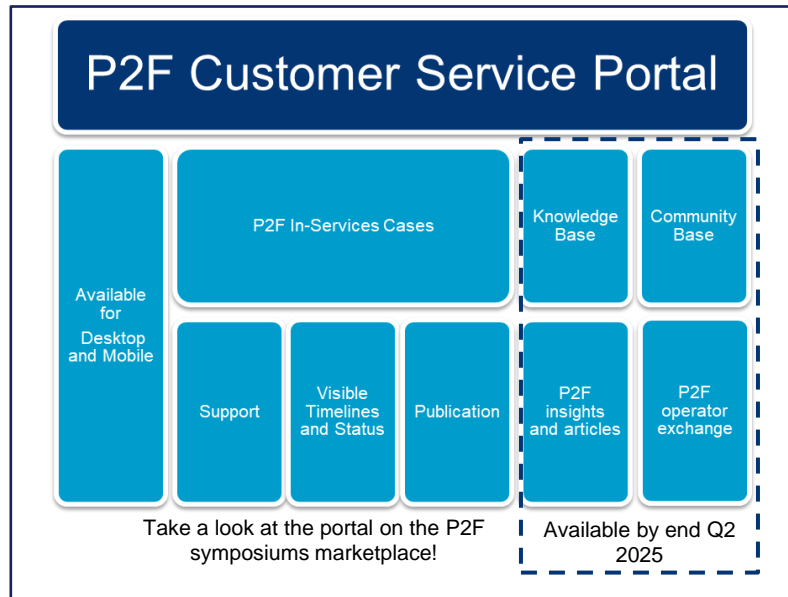
- Providing a specific portal as an entry point, which is designed to manage **all** the customers queries with the P2F STC Customer Support Experts.
- Evolution of the portal including P2F Knowledge Base and P2F Community.

### Further Benefits:

- Opens EFW the possibility to develop KPIs in order to improve EFWs in-service support performance.
- Full transparency on history, communication, resolution and share on P2F in-service experience.

### Current Status:

- P2F Customer Service Portal release 01st FEB 2025.
- Roll-Out Portal access to the P2F operators ongoing.
- P2F Knowledge Base and P2F Community release planned by end of Q2 2025



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# P2F CUSTOMER SERVICE

## P2F Spare Part Safety Stock

### Issue Description:

- P2F spare parts availability on AOG priority was falling behind the expectations.

### Root Cause / Investigation:

- Robbery from the P2F production kits was inefficient.
- Robbery from the P2F production kits may not be possible for every part.

### Mitigation:

- Build up a P2F spare part safety stock.
- Continued assessment of the safety stock and P2F spare part high runners.

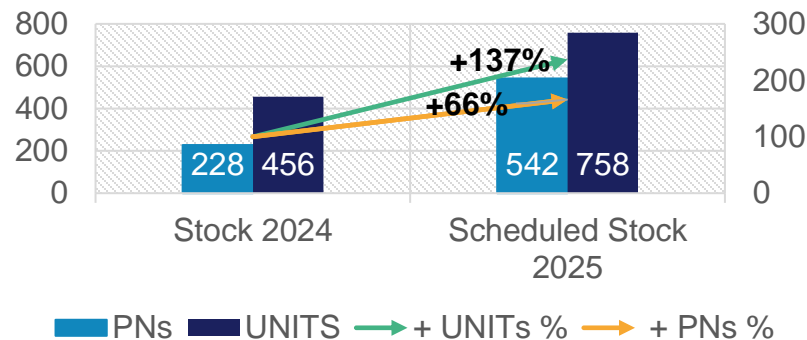
### Current Status:

- Covering 228 different Part numbers, with a total of 456 units across all part numbers in both programs.

### Next Step:

- Increasing the stock by 137% to 542 Part numbers (with a total of 758 units across all part numbers)

## P2F Spare Part Stock



Stock Examples:

CDCU, MDCD Actuators, PDUs, Burst Panels

# P2F CUSTOMER SUPPORT

## Future quarterly meetings online

- ▶ Future meetings online
  - ▶ A320/A321 – 11 June am and repeat in pm (1.5hr slot)
  - ▶ A330 – 12 June am and repeat in pm (1.5hr slot)
  
- ▶ Hosted by EFW Customer Support
  - ▶ Updates from Program Management
  - ▶ Other departments (including Airbus) invited to present as appropriate

*Drive EFW to the commitments made in the Symposium*

- ▶ Since early November 2024, EFW have been in contact with several of our A330P2F customers and lessors regarding some primary structure Part Numbers (P/N) with manufacturing non-conformities (an incorrect heat treatment processes) which entered the supply chain
- ▶ An engineering assessment concluded that the potential non-conformance did not present an immediate safety concern
- ▶ Over the course of several weeks 6 Manufacturer Serial Number (MSNs) had 13 P/N inspected (which affected 15 MSN in total)
- ▶ All P/N passed the conductivity test apart from 1 P/N which was replaced and required 4 other MSNs to schedule the same P/N replacement by next C-check

- A second group of primary structure P/Ns affected
- This group covers 44 P/Ns across 29 MSNs on the A330 fleet and 4 P/Ns on 2 MSNs on the A321 P2F fleet
- EFW are currently working with ST Engineering to find the most efficient means to inspect and potentially remove these parts from service
- Discussions ongoing with EASA on means to deal with 29 MSNs (A330s)
  - Inspection and potential replacement at next C-check
- A third group of non primary parts are also affected and a method for managing these is being developed
- Full scope of Aeropair heat treatment issue (Batch 2 and 3) to be shared by 11th April
- All Operators and lessors contacted in week of 14th April