

GET TO KNOW: FALCON OPERATIONAL SUPPORT

Questions on your flight operations? Learn more about Dassault's team dedicated to helping you succeed in your day-to-day Falcon aircraft operations.



From the moment a Falcon is purchased until the day it's removed from service, the Falcon Operational Support group is responsible for lending direct operational support for all Falcon aircraft crews.

Based in St. Cloud, France, Falcon Operational Support (known by its French initials, DSOF) is led by Frederic Leboeuf, Vice President of DSOF. The team is responsible for supervising all aspects of Falcon operations, from briefing and familiarizing pilots and operations managers with the aircraft prior to delivery, to providing training, regulatory, and performance assistance to ensure smooth operations.

"Our goal is to provide Falcon operators with sustained, proactive, and reactive support exclusively dedicated to flight operations," says Frederic. "By working very closely with each of Dassault's Customer Service groups, we are able to deliver premier, comprehensive support you can expect only from Dassault Falcon."

DSOF is comprised of eight pilots, 20

additional engineers, and administrative personnel. It's divided into three different groups, each designed to support a different aspect of operations. In July 2014, DSOF plans to expand its operational support with an additional team based in Teterboro.

PILOT AND CABIN CREW TRAINING

The Pilot and Cabin Crew Training unit ensures initial and recurrent training activities for customer crews are made available to pilots as soon as a new aircraft model or modification is certified. Managed by Stephanie Cimino, the group is responsible for reserving simulator and training slots, as well as obtaining aircraft for specific training flights. The unit also supervises and audits pilot and crew training at Dassault's training partners, CAE and FlightSafety International, by using the Falcon Training Policy Manual (FTPM), which sets down processes, basic training, and auditing requirements.

In addition to tracking simulator, training tools, and course development

and qualifications, the unit is responsible for ensuring all aspects of training remain the highest level of quality. Recently, it also began offering cabin crew training to familiarize stewardesses with operation of cabin and galley equipment.

OPERATIONAL SUPPORT

The Operational Support unit is the customer's point-of-contact within Dassault for all day-to-day operational issues. This unit, managed by Yves Tarnero, is staffed by engineers and veteran airline and military pilots familiar with the different Falcon types, including EASy and legacy models, supported by performance and regulatory specialists.

One of its main activities is to draft and update the pilot operating manual, normal and special procedures, and other flight documents. The group also briefs customers on details and changes related to their aircraft's operation: this includes authoring Falcon Service Advisories (FSAs), organizing

entry-into-service briefings, and participating in Dassault Falcon's Regional M&O Seminars.

Another key activity is collecting, culling, and analyzing feedback from operators. The unit answers all client queries about operational issues submitted to falconpilot@dassault-aviation.com and helps address customer concerns brought up by the OAB.

"The objective is to share information from the field so that operational problems can be quickly corrected, and operators are informed of regulatory or technical changes with documentation updated accordingly," says Frederic. "The information is also conveyed to design teams so they can incorporate lessons learned into new product and service offerings, as well training providers so they can improve training sessions when required."

The Operational Support team also handles development of performance tools like FalconPerf and Weight & Balance, alerts customers to special requirements or changes in operating regulations, and informs them of options available under the aircraft purchase contract.

The number of standard options on offer—including those for the second-generation EASy II flight deck, FalconSphere paperless flight software suite, and the Electronic Flight Bag—has greatly increased, and improving operator awareness of them has become a major company focus.

The unit also provides support for regulatory approvals, particularly in situations where multiple approvals are

FREDERIC LEBOEUF NAMED VICE PRESIDENT OF DSOF



Frederic Leboeuf took over the reins of the Falcon Operational Support Dept. in July, 2013. He replaced Gerard Dailoux, who retired after serving Dassault for nearly 30 years.

Leboeuf reports to Olivier Villa, Senior Vice President Civil Aircraft at Dassault Aviation. He joined Dassault in 2002, working first on the Mirage 2000-9 and 2000-5 programs and subsequently as engineering teams manager for the Mirage 2000 export effort.

A graduate of the French Naval Academy, Leboeuf served 20 years in the French Navy before entering private industry. His naval responsibilities ranged from flight operations and squadron command duty to supervising maritime patrol crew training. He also served a stint on the French general staff, overseeing the Atlantique 2 and Falcon 50 maritime patrol programs.

"His extensive flying experience with the Navy and long career in the Dassault design office provide Frederic with a broad understanding of technical and operational issues, and a deep appreciation of customer expectations in the product support area," says Olivier.

required. "An aircraft may be owned in one country but based in another and operate in a third, all of which require different operating certificates," notes Frederic. "Obtaining them requires special expertise that operators often need our guidance on."

OPERATIONAL PILOT SUPPORT

The third DSOF group, Operational Pilot Support, supplies Falcon pilots for demonstration, pre-operational touch-and-go and line-in-flight training, and special flights to assist marketing, sales, and operations teams. Led by Philippe Micaud, the unit is staffed by type-rated instructors and examiners covering the full Falcon line,

including the Falcon 10, 20, and 50.

In 2013, DSOF became an EASA-approved training organization, allowing Falcon operators to maintain their TRI and TRE qualifications.

Although DSOF's primary focus is on in-service aircraft, its teams are already working on improvements that could be introduced with Dassault's new Falcon 5X large cabin twinjet. These include greater reliance on e-learning, the use of modular training modes, and simplifying pilot qualification for upgraded systems. For the 5X Digital Flight Control System, pilots already qualified for the 7X would only have to be approved for new functionalities introduced on the 5X. Plans to enhance e-documentation are also being developed to help simplify navigation between functionalities.

In the meantime, DSOF has decided to increase interactions and communications with Falcon operators by expanding its participation at Falcon Regional M&O Seminars this year. A dedicated team member will be present at each of the locations worldwide.

In the future, DSOF plans to continue to increase its service offerings, as well as expand the team to enhance support for Falcon operators all around the world. ■



Philippe Micaud, Chief Pilot for Dassault's Falcon Operational Support team, leads the Operational Pilot Support group in providing Falcon pilots for demos, training, and special flights.

DSOF wants to hear from you!
Contact the team any time with feedback, suggestions, or questions on your flight operations at: falconpilot@dassault-aviation.com.