Today, over 1200 customers operate more than 2000 Falcons performing missions around the world. Many of these customers – 766 operators, pilots and technicians, to be exact – made it their mission to attend a 2016 Falcon Maintenance & Operations (M&O) regional seminar.

An annual tradition, this year’s regional seminar series served as an opportunity to celebrate Dassault Aviation’s 100-year anniversary with Falcon family members at regional M&Os in Paris, Shanghai, Chicago, Toluca, Dallas, Sao Paulo, San Jose, West Palm Beach and Mahwah, New Jersey.

“Excellence in customer service is built upon forging strong customer relationships, and this year, as we celebrate our first century in business, we wanted to reemphasize the key role our M&Os play in this process,” said Jacques Chauvet, Dassault Falcon’s Senior Vice President of Worldwide Customer Service. “Our M&Os allowed us to meet face-to-face with Falcon operators from around the world, improving communications and establishing a solid basis for future cooperation.”

Off to a grand start

The 2016 M&O series began April 13 with M&Os held simultaneously in both Paris and Shanghai. The Paris M&O experienced record-high operator turnout for the two-day event. To celebrate the centennial of Dassault Aviation, Paris attendees attended a reception at the Grand Palais, a historical exhibition hall and museum complex located at the Champs-Élysées.

A customer focus

Paris wasn’t the only M&O to experience “above and beyond” attendance figures. In fact, this year’s seminar series was the most highly attended series of all time, with nearly a 20% increase in customer attendance compared to last year. And while there are many factors contributing to this success, there’s little doubt a new seminar format – a direct result of listening and responding to customer feedback – and focus on new and fresh customer content clearly played very important roles in this strong turnout.

A dynamic day

Each M&O began with a general session, providing updates on Dassault Falcon Customer Service products and services, including the Falcon Response portfolio of AOG support services and demonstrations of the company’s latest performance software and app solutions.

Attendees had a choice of technical sessions to attend, segmented for pilots and technicians for each Falcon aircraft (7X, Falcon 900 Series, Falcon 2000 Series and Classic Series). Breakout sessions included lively briefings and interactive discussions on Dassault Falcon support services, ADs, STCs, options, completions, maintenance, troubleshooting, engine updates and avionics advances.

One maintenance technician for a large company noted that the sessions were “top notch. There is always something to learn at the Dassault M&Os, because one person just can’t know everything there is to know.”

Coffee breaks were held throughout the day, allowing customers the opportunity to connect with one another, speak one-on-one with Dassault Falcon personnel, and visit the booths of event exhibitors eager to demonstrate and discuss their latest products and services.

Our M&Os allowed us to meet face-to-face with Falcon operators from around the world.”

Jacques Chauvet
Senior Vice President of Worldwide Customer Service
A dynamic day

Each M&O began with a general session, providing updates on Dassault Falcon Customer Service products and services, including the Falcon Response portfolio of AOG support services and demonstrations of the company’s latest performance software and app solutions.

Attendees had a choice of technical sessions to attend, segmented for pilots and technicians for each Falcon aircraft (7X, Falcon 900 Series, Falcon 2000 Series and Classic Series). Breakout sessions included lively briefings and interactive discussions on Dassault Falcon support services, ADs, STCs, options, completions, maintenance, troubleshooting, engine updates and avionics advances.

One maintenance technician for a large company noted that the sessions were “top notch. There is always something to learn at the Dassault M&Os, because one person just can’t know everything there is to know.”

Coffee breaks were held throughout the day, allowing customers the opportunity to connect with one another, speak one-on-one with Dassault Falcon personnel, and visit the booths of event exhibitors eager to demonstrate and discuss their latest products and services.

PLANNING AHEAD

Arrangements are already underway for the company’s 2017 seminar series, with customer feedback being an important component to ensuring future success. If you attended a 2016 M&O and have a suggestion for next year, please email us at customer.service.communications@falconjet.com.

We look forward to seeing you in 2017!