

---

COMMUNICATIONS DEPARTMENT

## **Dassault Aviation Leads Business Jet Industry in Product Support**

*Voted Number One in 2020 AIN survey*

**August 13, 2020 (Saint-Cloud, France):** The results are in for the two main leading gauges of customer satisfaction – the product support surveys from Aviation International News (AIN) and Professional Pilot. And for the second straight year, Dassault Aviation has taken the top position in AIN.

Dassault has steadily moved up the product support rankings in recent years. This year, it was voted #1 overall in the AIN survey and led the field for newer business jets in Parts Reliability, AOG Response and Warranty Fulfillment.

Meanwhile, Dassault earned third-place honors in the Professional Pilot product support survey. Even on the heels of the company's top-rated 2019 showing, Dassault tied or surpassed its scores in 2020 in the categories of Speed in AOG Service, Cost of Parts and Tech Manuals.

“We have been diligent and determined in our efforts to improve our global service organization,” said Jean Kayanakis, Senior Vice President, Worldwide Falcon Customer Service & Service Center Network. “The coronavirus pandemic has represented a strong challenge to our support organization, but thanks to the ‘whatever-it-takes’ attitude of our employees, we have been able to support our customers to their expectations. We are committed to doing even more to demonstrate the highest standards in customer service—it’s a never-ending process.”

Kayanakis noted that the Dassault customer service organization is now deeply engaged in planning for the entry into service of the Falcon 6X, which takes flight next year. Technical support specialists, maintenance engineers and pilot support teams are working hand-in-hand with Engineering and the flight test team to advise on maintainability and refine procedures as the first several aircraft are assembled. “When the 6X begins flying customers, we’ll have been there through every step of the development process,” Kayanakis said.

Dassault’s rise in survey performance reflects steady, strategic focus on all the various components of customer service, including: expanding its global service center network; improving spare parts availability through 16 distribution centers; reducing spares prices; expanding maintenance training for in-production and classic Falcon aircraft; shifting the well-attended M&O seminar series online; and continuing to deploy Falcon Airborne Support aircraft for AOG customers, even during the most difficult days of the Covid-19 crisis.

These followed a number of other customer support enhancements introduced previously, including FalconResponse — a comprehensive portfolio of AOG support services supported by a pair of

**COMMUNICATIONS DEPARTMENT**

dedicated Falcon 900 jets. Available day and night to transport technicians, parts and tools to return an AOG aircraft to service, they can also provide alternate lift to passengers if needed. Dassault remains the only OEM to offer this type of dedicated service.

---

**ABOUT DASSAULT AVIATION:**

Dassault Aviation is a leading aerospace company with a presence in over 90 countries across five continents. It produces the Rafale fighter jet as well as the complete line of Falcons. The company employs a workforce of over 12,500 and has assembly and production plants in both France and the United States and service facilities around the globe. Since the rollout of the first Falcon 20 in 1963, over 2,500 Falcon jets have been delivered. Dassault offers a range of six business jets from the twin-engine 3,350 nm large-cabin Falcon 2000S to its flagship, the tri-engine 6,450 nm ultra-long range Falcon 8X and the new ultra widebody cabin Falcon 6X.

For more information about Dassault Falcon business jets, visit: [dassault-aviation.com](http://dassault-aviation.com) and [dassaultfalcon.com](http://dassaultfalcon.com)

---

**DASSAULT AVIATION PRESS CONTACTS****Saint-Cloud, France**

Vadim Feldzer, Head of Falcon Global Communications  
Tel. +33 (0)1 47 11 44 13 - [vadim.feldzer@dassault-aviation.com](mailto:vadim.feldzer@dassault-aviation.com)

**Teterboro Airport, USA**

Andrew Ponzoni, Senior Manager, Communications  
Tel. +1 201 541 45 88 - [andrew.ponzoni@falconjet.com](mailto:andrew.ponzoni@falconjet.com)

**[Click here to download high res images](#)**

**SOCIAL**

Follow us on Twitter @DassaultFalcon



Like us on Instagram



Watch our videos on Youtube



Join us on LinkedIn