
COMMUNICATIONS DEPARTMENT

Dassault Aviation Leads Business Jet Industry in Product Support for Third Consecutive Year

Voted Number One in *A/N* Magazine Survey

“A huge testament to our global support team of more than 2,000 professionals,” says Customer service head Jean Kayanakis.

August 10, 2021 (Saint-Cloud, France): Dassault Aviation was voted the top business jet OEM for product support for the third consecutive year, bettering its own *A/N* scores from 2020.

Its industry leading “overall average” score was 8.7 (the highest for any company in the history of the survey), up from 8.3 in 2020. Dassault took top scores in parts availability, parts cost, AOG response, warranty fulfillment, technical manuals, and technical representatives. The company also earned a 9.2 mark for overall aircraft reliability.

Dassault Aviation was ranked a close second in the product support survey conducted by *Professional Pilot* magazine, where it placed first in speed of AOG service.

In recent years, there has been a growing need for expanded facilities and capabilities, and Dassault has responded by doubling its capacity through quality acquisitions and internal investments. Through these actions, the company positioned itself well for the 2021 rebound in fleet activity and a concurrent growth trend for MRO visits. Customers are also benefitting from strong execution in spare parts inventory management, price control, rapid shipments, AOG service, and advanced technology such as apps and web portals to make factory and operator communication easier.

Dassault continues to emphasize customer outreach through multiple avenues, including its well-received M&O seminars. When these factory-customer interactions were impossible due to the Covid-19 pandemic, the company pivoted to a highly regarded webinar series that gained a wide viewership among operators.

“It’s hard to imagine a more challenging year for supporting our operators, but we have been resourceful and committed,” said Jean Kayanakis, Senior Vice President, Worldwide Falcon Customer Service & Service Center Network. “Although it’s more easily said than done, it is nevertheless true that our people displayed the truth of our motto ‘Whatever it takes.’ I am deeply humbled by their efforts and inspired by their spirit. In many cases, they traveled around the world, enduring long quarantines and other challenges, to support our customers.”

Building on its product support track record in the year ahead, the company will further expand services, like its industry-leading FalconCare guaranteed maintenance program which will offer operators more tailored coverage options or FalconAdvantage created to provide a new Spares membership program with exclusive benefits, discounts and extended warranties.

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Customer service is also making big investments in the Falcon 6X product support program to ensure a smooth entry into service of the new aircraft in 2022.

ABOUT DASSAULT AVIATION:

Dassault Aviation is a leading aerospace company with a presence in over 90 countries across six continents. Dassault designs and builds the family of Falcon business jets as well as the Rafale fighter jet. The company employs a workforce of over 12,000 and has production facilities in both France and the United States, and a worldwide service network. Since the rollout of the first Falcon 20 in 1963, over 2,650 Falcons have been delivered. The tri-jet and twin-engine lines offer outstanding efficiency and comfort, with ranges from 3,500 nm to 7,500 nm. They include the new flagship Falcon 10X, the pioneering Falcon 7X and 8X, the widebody Falcon 6X, and the versatile Falcon 900LX, 2000LXS and 2000S. Falcon Customer Service continues to hold the top spot in key business aviation surveys.

For more information about Dassault Falcon business jets, visit: dassaultfalcon.com

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