

NBAA Learjet Technical Advisory Committee

Survey Date: _____ (The following Contact & Aircraft info will be provided to Bombardier for database update.)
Operator: _____ Primary Contact _____ Title: _____
Preferred Phone(s): _____ eMail _____
Home Base Airport: ID _____ Mailing address City _____ State _____ Country _____
A/C type (s): _____ Serial # (s): _____
Your Field Service Representative is _____ How would you rate your FSR? _____
Your Customer Service Account Manager is _____ How would you rate your CSAM? _____

Are there **any** new or recent issues that you and/or your Company are experiencing with your Learjet?

With **Bombardier**?

If possible, please list your **top 5 Maintenance or Operational issues** experienced over the last **6 months**.

- 1
- 2
- 3
- 4
- 5

Approximate # of hours flown per year by your Learjet:

How would you rate your aircraft concerning **Dispatch Availability/Reliability**?

___100% ___95-100% ___90-95% ___85-90% ___80-85% ___75% ___less than 75%

How many **AOGs** did you encounter in the last year?

How many **delays from technical issues** did you have in the last year?

What is the average delay time?

Who was the most helpful in getting the issue resolved? (CRC, FSR, in house maint, other)

Do you tend to have delays and issues after major maintenance? ___Yes ___No ___Sometimes

What are your **primary areas of operation**? (ie. USA, Europe, China, South America, Worldwide, etc.)

Which **Service Center(s)** do you use for your **Maintenance needs**?

Service Center	Location	Quality Rating	Satisfaction
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Do you use **Bombardier Service Centers**?

Which ones

& how would you rate the ones you use?

How would you rate the **accuracy and timeliness** of **invoices** received from the **BAS Network Service Centers**?

(Please identify specific Service Center(s) discussed.)

Do you have **Parts issues**? (Please list specific part numbers if possible)

Do you have **No Fault Found (NFF) Parts issues**?

Are you enrolled in **Smart parts** or **Engine Coverage**? (If not in program, please list reason)
Which ones? how is the program working for you?

How would you rate the **Warranty Program/Administration**? Any issues?

Any issues with **Bombardier Technical Publications**?
Comments:

Have you had any issues with **Learjet Vendors**? (Which ones, state the problem & resolution if any)

Who is your current **Training Organization, & Facility location**?
How would you rate the **Quality of instruction**?

What can **Bombardier/ Learjet** do better for you in the future?

Do you find participating in the **NBAA Learjet Technical Advisory Committee Surveys** worthwhile?

Would you like to **remain on the contact list** for future surveys?

If so, would you **prefer contact by email or phone**?

Do you prefer a **freestyle** feedback via phone or email, or this kind of **form**?

→ If you participated in **previous surveys**, did you get **follow-up calls** from Bombardier Learjet regarding your issues? *(Note person if you remember)*

→ Were your issues resolved to a reasonable compromise or your satisfaction?

Please return this form to me at your earliest convenience. Deadline for my presentation submission is
eMail:

Fax:

Thank you for your participation!
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