



engines
maintenance
material
finance
information

# *Customer Advantage with GE Engine Services*

**Karl Fessenden**

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# General Electric Company

## Aircraft Engines

## Medical Systems

Commercial Finance

Structured Finance Group

Employers Reinsurance

Equity

Appliances

NBC

Global Consumer Finance

Real Estate

Vendor Financial Services

Plastics

Financial Assurance

Commercial Equipment Finance

Industrial Systems

Power Systems

Mortgage Insurance

Aviation Services

Lighting

Transportation Systems



**20 Businesses Delivering \$126B in Revenues**

**Aircraft Engines \$11.4B in Revenues**

# The GE Model



**Providing Customers the Highest Quality, Best Value Products and Services**

# GE Aircraft Engines – Four Business Segments

 <p><i>Commercial</i></p>	<p><i>Military</i></p>  <p><i>Commercial</i></p>	 <p><i>Marine &amp; Industrial</i></p>	<p><i>Engine Services</i></p> 
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**Today's Focus ... Commercial Engine Services**

# ***GE Engine Services -- Overview***

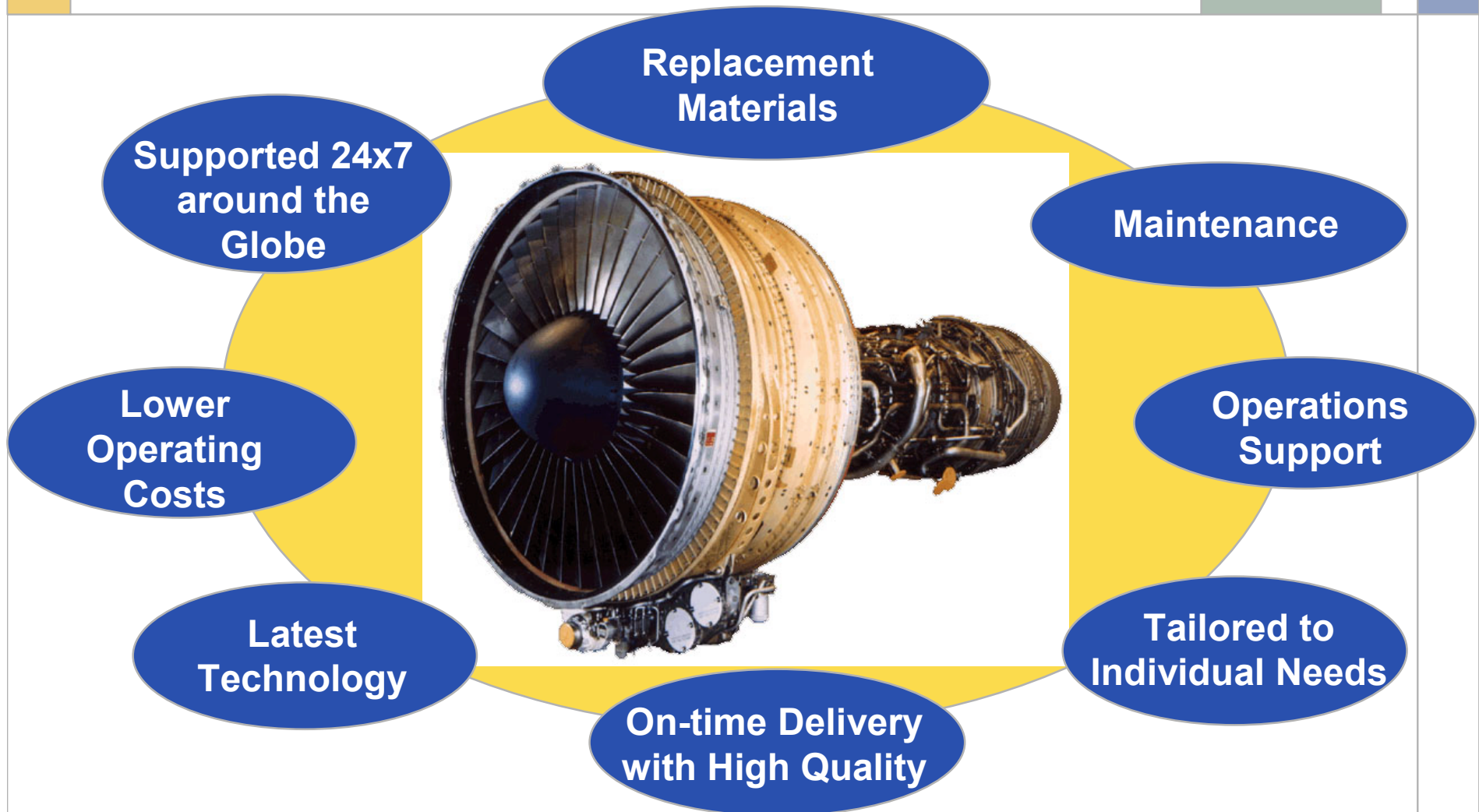
- **8,000 employees at 50+ locations worldwide**
- **60 years service experience**
- **100,000+ engines repaired**
- **Offering maintenance, material and information solutions to the aviation industry**



***Service Solutions to Aviation Customers***



# GE Engine Services – Meeting Customer Needs



***Providing OEM Quality Services to Our Customers around the Globe***

# GE Engine Services Product Offerings -- Materials

- **New Parts**
  - Engine system approach for optimal performance
  - Kitting and specialized programs
- **Repaired Parts**
  - Repair for a fraction of the cost of new
  - Advanced processes and materials
  - Quick-response customized repairs
- **Used Parts**
  - Available for parts or entire engines
  - Inventory consignment and management



*Providing Wide Range of Solutions to Meet Customers' Needs*

# GE Engine Services Product Offerings – Maintenance

- **Engine Overhaul**
  - World-class delivery and quality ... guaranteed
  - Includes engine accessories
  - 45 locations spanning the globe ... right in the customers' backyard
- **On Wing Support <sup>SM</sup>**
  - Rapid response line repairs and module “hospital shops”
  - 24x7 support for grounded aircraft



*Consistently Improving Performance ... Any Engine, Anywhere*



# GE Engine Services Product Offerings – Operations Support

## Digital Solutions:

- **Remote Diagnostics**
  - Real-time, in-flight remote monitoring
  - Detect “issues” before they become “problems”
- **SkyRegister<sup>SM</sup> Service**
  - In-flight, handheld purchasing system
  - Sell anything from food to catalog items
- **GE Inspection Technologies**
  - Digital x-ray, ultrasound part inspections
  - Proven GE technologies



***Digital Solutions that Improve Customers' Productivity***

# GE Engine Services Product Offerings – Operations Support

## Financing Solutions:

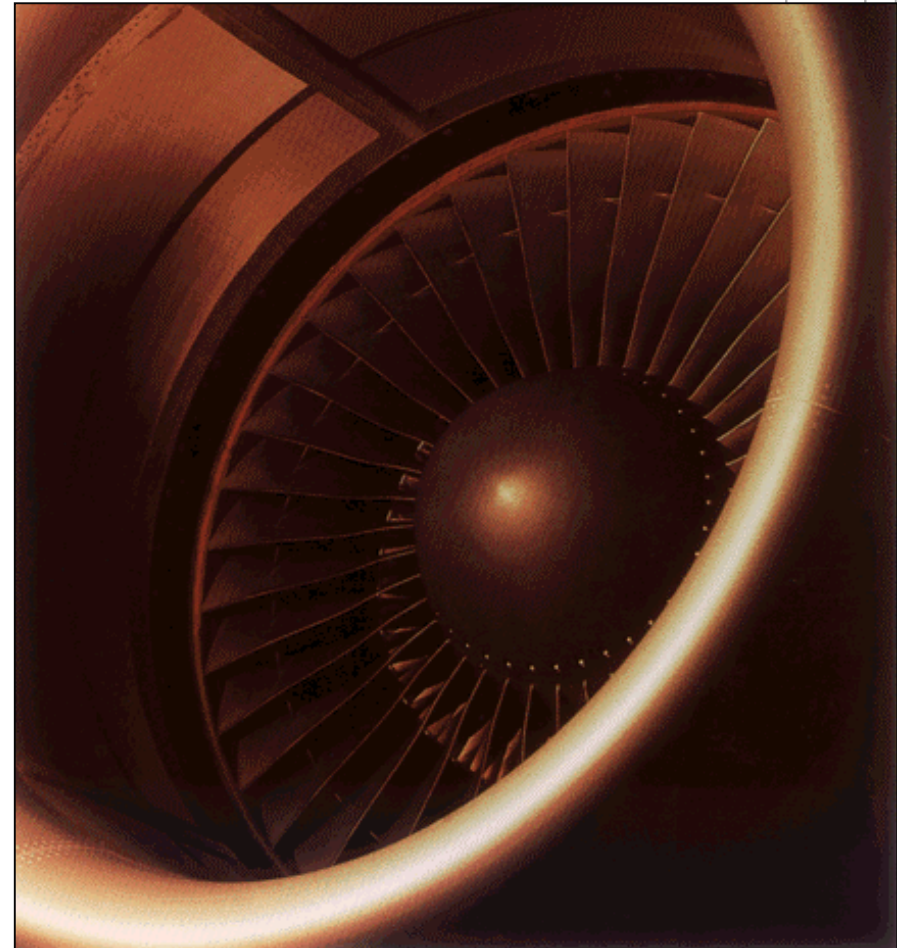
- **Engine Leasing**
  - Innovative financial and operational solutions for spare engines
  - Covering all engine models
- **Guaranteed LRU Availability**
  - GE-owned inventory reduces financing and overhaul costs
  - Guaranteed availability of replacement parts



*Our Business Is Helping Our Customers*

## ***GE Engine Services Product Offerings – Customized Solutions***

- Tailored to customers' needs
  - Maintenance Cost Per Hour<sup>SM</sup>
  - Material By The Hour<sup>SM</sup>
  - Material Cost Per Set<sup>SM</sup>
  - Guaranteed LRU Availability<sup>SM</sup>
  - Line Replaceable Unit MCPH<sup>SM</sup>
- Predictable cash flow
- Maximizing customer workflow efficiency
- Lowest cost of ownership



***We'll Do Business On Customer's Terms***

# Evolution of Customer Satisfaction

## Our Foundation

### Customer Fulfillment

- Product delivery
- Product performance
- Prompt issue resolution

## Partnering with our Customers

### Customer Advocacy

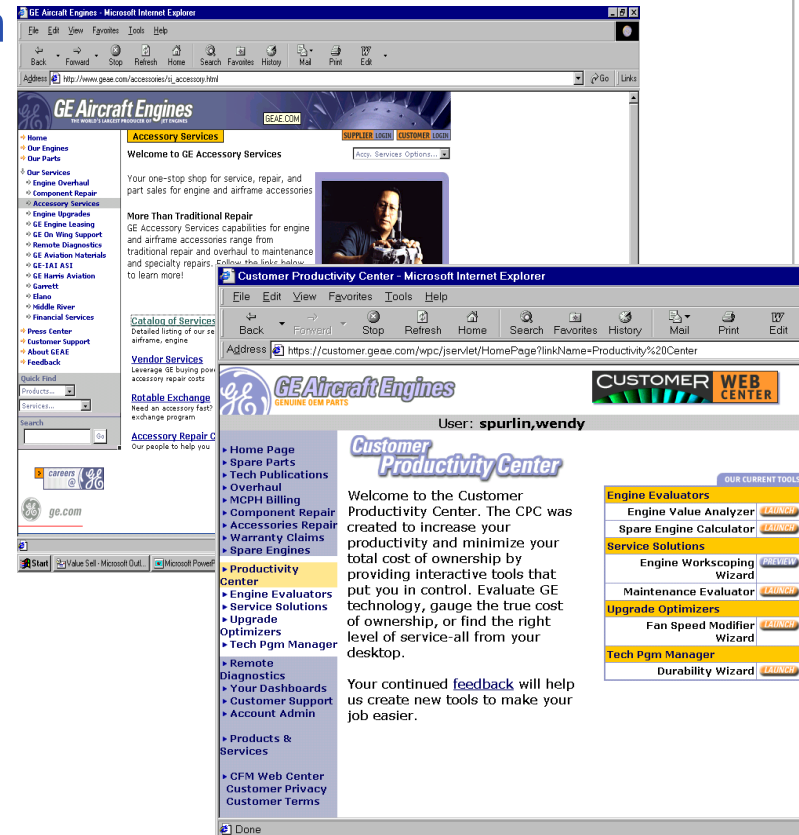
- Customer & Product Support
- Technology solutions for the customer
- Productivity projects “at the customers”
  - GE Black Belt staffed

**Goal: Add Value to Customers Operations**

# Web Based Order Management

## Driving Customer Productivity Through Web Based Communication

- Order status
  - Delivery Commits
  - Shipment Tracking
  - Order History
  - CR Delivery Commits
- Web Page Customization
  - Customized by the customer
  - Downloadable



**Real Time.... Web Based... Material Management**



# ***At the Customer, For the Customer***

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***Six Sigma Black Belts ... Working for the Customers***

***...On Their Stuff!***

## ***September 11 ... Customer Impact***

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- **25% Drop in Revenue Passenger Miles**
- **600+ Aircraft Parked or Retired Since 9/11**
- **100,000+ Aviation Jobs Lost**

***Trouble Times Industry Wide ... Needed to Accelerate Plan***

# ACFC ... 9/11 Response

## ACFC Black Belts

Significantly Increased  
Dedicated Black Belts

## Customer projects

Delivered 3X Projects  
From 2000

***Working with Customers to Drive their Productivity with Workflow, Cash-In and Cost-Out***

## *Summary*

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### **GE Engine Services Delivers Customer Value through:**

- **Wide Range of Customizable Services**
- **World-Class Delivery and Quality**
- **Technology Infusion in New & Older Product Lines**
- **Global Customer Support 24 x 7**

*Our Success is Driven by Our Customers' Success*