

The Return

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**All unhappiness is due to
wrong expectations.**

-(Buddhist)

Lessor Expectations

- Return the Engine with:
 - All the same parts it was delivered with
 - All the same level of paperwork that was provided
 - No damage to the engine
 - And to a place suitable location for the next Lessee

Lessee Expectations

Return the Engine:

 As is, where is

 Rent stops when the engine is removed

 Lessor delivers, picks up and transports engines

Managing Expectations

The challenge then becomes to achieve maximum happiness between the two parties, the Lessor must effectively manage the expectations and results.

Variables

- ✈ Size of the Airline
- ✈ Geographic Location
- ✈ Level of Maintenance Capability
- ✈ Financial standing of the airline
- ✈ Technical staff level
- ✈ Current MRO agreements
- ✈ Past Experience with us and other Lessors
- ✈ Levels of Trust

What We Are Doing

- Communicate, communicate, communicate
 - Early and Often
- Provide a Technical Manager and a Records Manager
- ECM Only returns
- Reduce Inventory items even more
 - More acceptance of QEC/non critical parts
- Reduced and streamlined paperwork
 - Introduce Flydocs
- Facilitate managed returns
 - We work with the MRO to return the engine for a fixed fee

Summary

- Distinct challenge to manage everyone's expectations
- Helps when folks are realistic about and understand what is expected
- The return process does not have to be as traumatic as it often is
- We as a group work hard to manage everyone's expectations for the best possible outcome.