

Background

WestJet operates a fleet of over 100 Boeing 737 Next Generation aircraft, with over 450 flights per day throughout Canada, the U.S. and the Caribbean. Engine changes are conducted in Toronto and Calgary, and sometimes there are simultaneous engine changes. If an engine is not there on time, the change cannot be performed. Timelines are slim and meeting them is very critical.

The Need: Complementary Cultures, Capability, Predictability and Dependability

Complementary Cultures: WestJet conducted its due diligence on StandardAero and found that it was a very good fit. They found that the team at StandardAero placed a high degree of emphasis on the customer and had a reputation for ensuring high quality and high reliability. Focus on customer communication and deliverables were also evident; traits and cultural attributes that WestJet was looking for in a partner.



Capability / Predictability: WestJet also approached StandardAero to discuss a customized maintenance solution for the CFM56-7B engines used to power their relatively new fleet of aircraft. The engines all had similar duty cycles and LLP life expiration dates, allowing StandardAero to predict and ensure that shop induction capacity would be available between 2014 and 2016, when the engines would require scheduled shop visits. WestJet had three key criteria that they were looking for in a MRO partner:

1. An in-region facility within their route structure;
2. An OEM-endorsed solution to ensure material supply and technical support would be readily available;
3. A maintenance partner who demonstrated a similar approach to customer service & employee engagement.

Dependability: WestJet recognized that StandardAero had consistently delivered high quality and dependability with its other GE Turbofan programs, and could see the benefits of working with StandardAero to further improve the quality and dependability of its CFM56-7B fleet.

The Solution: *StandardAero's global reputation for service excellence*



Responsiveness: WestJet had a weekend AOG situation in Trinidad where an AGB repair was needed. WestJet contacted StandardAero for field service support. Within 30 hours, a team from StandardAero arrived on site (approx 3,400 miles/5,500 km) with the parts and tools needed to get their aircraft back in service.

Communication: StandardAero Program Managers provide dedicated points of contact to field any urgent requirements or questions. This includes constant communication and progress reports on WestJet's engines, demonstrating the team's commitment to exceptional service.

OEM Alignment with Flexibility: StandardAero's authorization as a GE TRUEngine™ Designated Fulfillment Center for CFM56-7B Engines ensures that the customer gets the highest level of material and technical support. The company's independent status allows them to provide the flexibility to develop maintenance solutions that best suit customers' operational needs.

The Result: *Peace of mind*

In 2009, WestJet partnered with StandardAero and GE for a long-term tripartite agreement for exclusive offload of all necessary MRO engine services.

"StandardAero's focus is on the customer and on producing a high quality and reliable product. These are things we wanted in a partner. We wanted to ensure that where we sent our engines we would be confident that they'd be properly maintained and StandardAero's OEM-alignment with GE gave us this peace of mind. At any time, we've recommended StandardAero to a number of operators. Many people ask about their performance and we always have good things to say."

*-Ron Headley,
Director, Heavy Maintenance, WestJet Airlines*



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