

FLYFokker

An innovative program
for aircraft life cycle support

FLY FOKKER

Introduction

At Fokker Services we have always dedicated ourselves to keeping Fokker aircraft competitive. Now, with our new FLYFokker program, we are putting in an extra mile. How? By providing complete solutions for services and technology, solutions for all phases in the life cycle of the operation.



Fokker Services introduces its new innovative life cycle support program for the Fokker fleet. The program, called FLYFokker, consists of cost-effective aircraft and service solutions for Start-up, Mature and Phase-out operators. We call these four solutions *Take Off*, *Take Care*, *Take Over* and *Take Next*. FLYFokker is supported by a large number of strategic partners.

Take Off

With the *Take Off* solution, operators starting with Fokker aircraft can be airborne in six weeks instead of six months. This ultra-short preparation time is possible thanks to a strategic alliance with a dedicated partner. This alliance provides Aircraft, Maintenance, Crew and Insurance (ACMI), plus complete fleet management solutions for logistic and technical services. These services can be based on flight-hour remuneration and can include a dedicated, 24/7 on-site team. It covers all aspects of starting up such as

- CAMO support
- line maintenance
- Maintenance Control & Coordination (MCC)
- Logistics
- Documentation
- Engineering
- Training

As such the operator can focus on marketing the start-up while preparing its own organization for the new aircraft type.

With our *Take Off* solution we can also help you with:

- Obtaining and maintaining your AOC (Air Operator Certificate), CAMO (Continued Airworthiness Management Organization) and MOA (Maintenance Organization Approval);
- Flight operation support;
- Field Service Representative
- Maintenance training (B1 airframe & powerplant, B2 avionics, familiarization, engine run-up training, power plant trouble shooting and MSG3 Analysis training);
- Documentation service (initial, integration and revision service);
- Implementation of stock management (warehousing, forecasting, purchasing, replenishment, transportation and logistic representative, experienced people to set up your stock supply and management);
- Our proven Abacus program for a logistics service which minimizes the level of investment in high-value rotatable parts. Instead of buying a stock you profit from maximum availability due to an exchange pool

FLY FOKKER

"Rolls-Royce is proud to be associated with this important program. We look forward to supporting the many existing customers we have today and also introducing new ones to the world of reliable and cost effective operations with Tay-powered Fokker aircraft."

Colin Lapsa
Rolls-Royce Director Services,
Corporate & Regional Engines

"The continuous development of the Take Over Solution with Fokker Services is important for the reliability and cost effectiveness of our more than 30 Fokker aircraft operations. Even more important is the passenger comfort perception and experience of our valued customers. We see the Take Over Solutions as a natural development of our cooperation and expect more mutual efforts in the coming years. This way of working is unique in the industry and covers all specific challenges of out of production aircraft."

Boet Kreiken
CEO of KLM Cityhopper

of components managed by Fokker Services;

- Our Consumable & Expendable Service (CES), a logistical service that minimizes investment in consumable and expendable parts and maximizes the availability of these parts.

Take Care

The *Take Care* solution has been developed together with and for existing operators. It focuses on increasing Technical Dispatch Reliability (**TDR**), reducing Direct Operating Cost (**DOC**) and improving **PASSENGER COMFORT**. The baseline model is the current reliability and operating cost of the operator. From that basis a plan can be mutually developed for a minimum of six years continued competitive operation. All new innovative services contribute to improving the balance between TDR and DOC.

TDR

To enhance TDR, we can supply *Take Care 'On Site'*, a local or region reliability team for technical, logistic and interior aspects. This team will work in your organization as a partner and provide your staff and management with coaching, training and consulting services. Furthermore our *Take Care* solution includes products and services such as:

LED-lighting system

The cabin interior of your aircraft is one of the first passenger impressions. A modern, clean and bright interior stimulates a feeling of well-being and adds to the overall comfort and satisfaction of passengers. Fokker Services offers several modifications to enhance the quality of the passenger cabin. One of these modifications is a complete innovative LED-lighting system, which replaces the traditional tube luminescent (TL) passenger cabin light

system. The result is a low-cost cabin interior upgrade.

Emergency Floorpath Evacuation System

Our new Emergency Floorpath Evacuation System (SaftGlo) fits any cabin lay-out and is easy to install and adapt to any type of carpet décor. Based on Photo Luminescent (PL) technology, which absorbs and re-radiates light, the light storing process can be repeated infinitely. Once the SaftGlo system is installed, no more maintenance of electrical parts or functional check is necessary.

Wireless Emergency Primary Power System

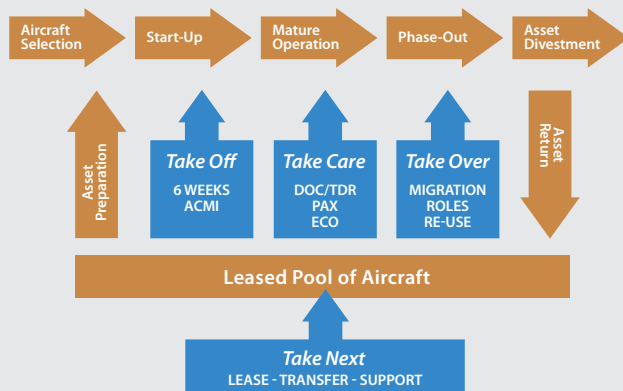
Our Wireless Emergency Primary Power System (WEPPS) reduces the costs associated with emergency lighting batteries and eliminates the complications of rechargeable battery systems. Comprising a network of battery modules and a diagnostic panel, the system streamlines flight dispatch procedures, eliminates human error and improves safety.

AOG desk

Fokker Services' Customer Service Desk provides a fully-manned service, seven days per week, 24 hours per day, throughout the year. This service comprises logistic and technical solutions at a time when the operator needs them most. The Fokker Services AOG desk, supported by technical specialists, is available at all times to resolve an operator's urgent needs.



Complete, Comprehensive, Cohesive



SPAS

The Structural Parts Availability Service is a logistic program that allows operators to avoid large investments in expensive spare parts, such as flight control surfaces and doors. Operators can rely on the availability of these structure parts at Fokker Services.

DOC

Under the *Take Care* solution Fokker Services offers the following products and services to decrease DOC:

Integrated GNSS

Required Navigation Performance (RNP) is a new approach to navigation, increasing the profitability and safety of aviation worldwide. On-board performance monitoring and alerting, a key feature of RNP, alerts the flight crew if their position becomes uncertain. RNP brings improved aircraft track-keeping performance in all flight phases, facilitating new routes, access to new (remote) airports, environmentally-beneficial arrival and departure procedures, optimized approach routing, allowing for shorter approaches and lower decision altitudes.

iPad EFB

The iPad EFB (Electronic Flight Bag) Solution is EASA certified (Class 2 Type B) and requires no expensive ICT

infrastructure. Easy installation ensures aircraft can be converted with very limited downtime at a cost that is incomparable to anything else on the market. The iPad has been developed and tested with the pilot in mind. It is mobile, user friendly and most of all personal to its owner.

Maintenance task escalation

Fokker Services has received EASA approval to extend maintenance intervals for the Fokker 70 and Fokker 100 aircraft. This leads to a significant reduction in direct maintenance costs. Thanks to the input of Fokker 70 and Fokker 100 operators, Fokker Services has been able to increase line maintenance task intervals below 4000 Flight Hours (FH) by 20%. We have also evaluated the 4000 FH tasks and increased these by 25% where possible. Fokker Services is currently working on the 8000 FH and 12000 FH tasks with the aim of extending them to 10000 FH and 15000 FH.

Two flight attendants

Due to a recently approved change in the Airplane Flight Manual (AFM), Fokker 100 operators have now greater flexibility with respect to the number of cabin attendants. The new AFM clearly specifies the number of cabin crew members for which compliance with the

requirements has been demonstrated. The operation with two cabin attendants applies to Fokker 100 aircraft with a maximum of one hundred seats. Depending on local conditions, this operation adds savings of up to €150-200K per aircraft on a yearly basis.

Cold winter operation brochure

Fokker Services compiled a comprehensive publication for flight operations personnel involved in winter operations of, in particular, Fokker aircraft. The publication aims to present a background of the detrimental effects of ice accretion in all its forms on aircraft and their systems and how to prevent this from occurring.

Stock Consultancy Services

Stock Consultancy Services analyses your stock level versus availability and recommends how it can be improved. The analysis provides a clear picture of the current situation and uncovers potentials for increasing the service level at a low cost.

PASSENGER COMFORT

The comfort of your passengers is of great importance. This is why we offer all kinds of interior upgrades in the *Take Care* solution. This includes complete refurbishment of panels, splash painting them or simply deep cleaning to brighten and refresh them. We can treat side panels, ceiling panels, luggage bins and the complete toilet & galley areas. We can even deliver you a complete new interior (with larger luggage bins for the F100 aircraft) as well as new carpeting, new seats or refurbishment of the existing seats.

Take Over

The *Take Over* solution is perfect for operators that are replacing aircraft in their fleet. Throughout the transition phase the program will help them





keep their current Fokker aircraft competitive and reliable while focusing on introducing their new aircraft. Within this solution, Fokker Services can take over complete technical responsibility and guarantee Technical Dispatch Reliability, evaluate opportunities for saving costs and optimize the logistic and technical infrastructure and organization tuned at migrating aircraft. In addition we:

- support operators with their remarketing activities to replace aircraft at new operators, either in a passenger or in a cargo operation;
- carry out stock evaluation;
- offer a complete range of products and services on-line. On myfokkerfleet.com you will find extensive information on logistics – such as spares and component repair – and technical aspects – such as maintenance documentation, training, service bulletins and service experience. Whether it is related to spares availability, e-ordering, order status, track & trace, the performance of a maintenance task or a technical operational issue, all information is only a few clicks away.

Take Next

The *Take Next* solution accelerates the transfer of aircraft to the new operator once phased-out. This solution offer lessors and aircraft owners a lean and mean solution to prepare the aircraft for the next operator. As of the phase-out moment, Fokker Services will take the responsibility for deregistration, aircraft survey, documentation, maintenance and modifications, registration and preparation for the new operator. This process can be managed within six weeks after the last flight hour with the previous operator and includes (de)registration, overhaul, painting, modifications, interiors and introduction.

We are proud that the complete FLYFokker program, ranging from *Take Off*, *Take Care*, *Take Over* and *Take Next*, is supported by a large number of strategic vendors. This ensures the continued competitive operation of your Fokker fleet.

Fokker Services B.V.

P.O. Box 1357
2130 EL Hoofddorp
The Netherlands
Tel. +31 (0)88 628 00 00

Fokker Services Inc.

5169 Southridge Parkway
Suite 100
Atlanta, GA 30349
U.S.A.
Tel. +1 770 991 43 73
Fax +1 770 991 43 60

Fokker Services Asia Pte. Ltd

1800 West Camp Rd.
Seletar AeroSpace Park
Singapore 797521

Remarketing Support Center

The FLYFokker program is supported by a globally operating Remarketing Support Center. This center has the knowledge, information, models and infrastructure to support the FLYFokker program. It also has an overview of available aircraft and specifications as well as utilization and reliability data. Furthermore our Remarketing Support Center can support in-route networking, route studies, airline business plans and other airline consultancy.

Contact

In case you have any questions, you are invited to contact the Fokker Services office nearest to your location, or alternatively send an e-mail to flyfokker@fokker.com.

Websites

www.fokkerservices.com
www.flyfokker.com
www.myfokkerfleet.com