

Crisis management in aerospace aftermarket

Our Journey: Making the Excuseable Un-Excuseable

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Satair Group – combining the strengths of two strong brands

SATAIR

SATAIR
GROUP

AIRBUS

- World leading supplier of aircraft parts
- Supporting major aircraft & engine families
- Service solutions
- long term business partnerships

- Airbus acquired Satair 2011
- Airbus & Satair aftermarket services join to form **Satair Group**; a 100% stand-alone company & Airbus subsidiary
- Revenue >\$1 billion
- >1200 employees

- Extensive service & support portfolio
- Technical competence
- Proprietary parts support
- Worldwide networks

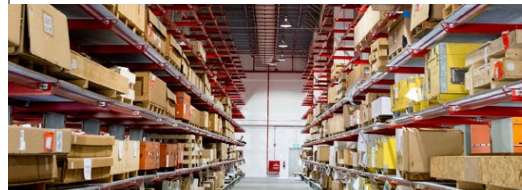
Covering all material management needs

Parts SUPPLY



- Extensive new parts portfolio
- Mixed fleet coverage
- Used parts
- Global stock locations

Parts MANAGEMENT SERVICES



- Bespoke integrated Supply Chain solutions to manage planning, stocking and logistics

Parts SUPPORT



- Technical & Training support
- Repairs
- Kitting
- Tooling

How Satair Group links to the larger Airbus family - a part of Services by Airbus



* Airbus Material and Supply Chain Services and Satair is part of Satair Group 100% stand-alone company and wholly-owned subsidiary of Airbus S.A.S.



Global Support



Delivers to **130 countries** across the globe
to more than **1000 customers**



>1,100
Employees



10
Locations



790.000 m³
of warehouse space

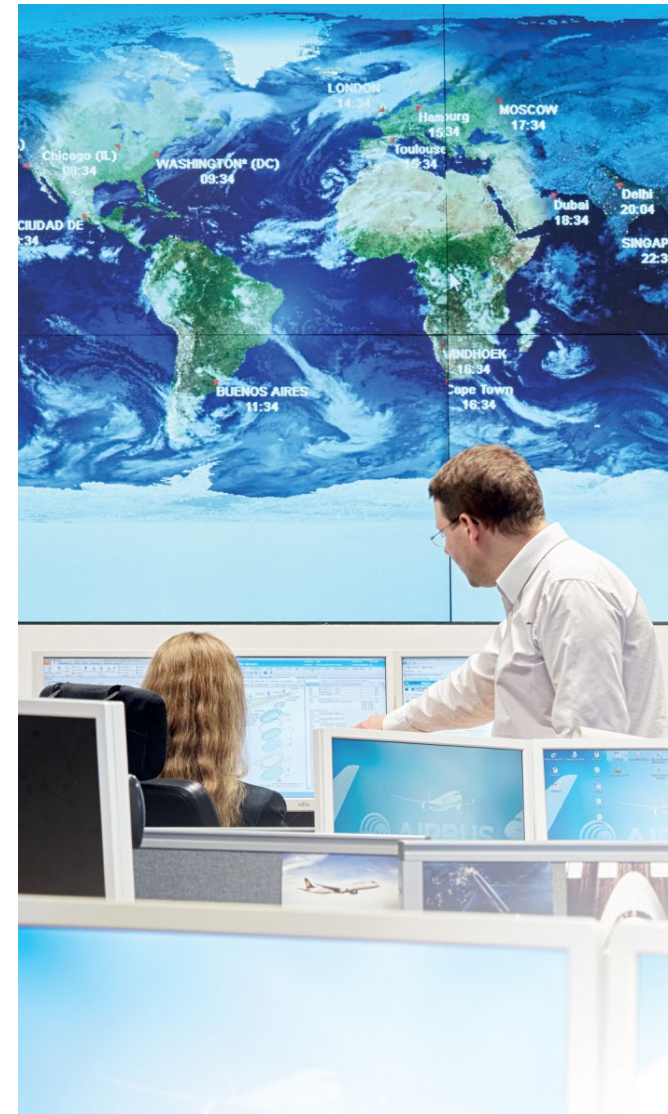
Approx.
5.7M part numbers
available with
220.000 part numbers
in stock

Our Challenge

- Keep the aviation world flying
- Being the OEM (FCA v DDP)
- Asset Value
- Geographical Spread

- The 'Excusable Delay'
 - Force Majeure
 - Political and Social Unrest
 - Climatic Change / Severe Weather

Perceived negative risk trend while supporting some of the most expensive assets on earth



The 'Historical' View



Order Handling
Specialization

Order Arrives at
our 'AOG' Desk

Event Reaction
based on
'Traditional'
Insurance and
News Sources

Order Processed
at a Fulfilment
Centre



Varying Visibility
of Material In
Transit

No Active
Monitoring of
External Risks

Transportation



Regional Variation

Conclusion

- Social Media plays a key role in information age
- Data integration between visibility systems
- Human Touch – Information interpretation and Decision Making





Airbus Material and Supply Chain Services and Satair is part of Satair Group

On January 1 2014, the Airbus Material and Logistics Management division and Satair formed Satair Group, a 100% stand-alone company and Airbus subsidiary. Satair Group is the backbone of its two channel brands in the aftermarket – Airbus and Satair - working with a common management and organisational structure, a common company culture, vision & mission and common support functions and processes. Satair Group is one of the global leading providers of aftermarket solutions for the civil aerospace industry – offering everything from parts management to parts services as well as parts support for all types of aircraft.

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