

Textron Aviation invests in support and service for APAC operators, elevates customer experience



Textron Aviation Inc., a Textron Inc. (NYSE:TXT) company, today announced at the Singapore Airshow its increased investment in factory-direct service and support footprint for its customers throughout the APAC region. The company has demonstrated its investment this year through a significantly increased parts inventory, augmented capabilities at its Singapore Service Center and an expanded team of in-region experts.

“With more aircraft operating throughout the APAC region than any other manufacturer, nobody better understands the diverse needs of our customers — both in mission type and operating landscape,” said Don Alvord, president, Asia Pacific operations. “As we continue our growth into larger aircraft, we remain focused on further bolstering the region’s support infrastructure as our customers grow with us.”

Investing in a robust parts inventory

As part of its support investment for customers within the APAC region, Textron Aviation has doubled the value of its parts inventory — now comprising nearly 6,000 unique part numbers — at its regional parts distribution hub within the Singapore Service Center. Further streamlining parts distribution and efficiency, customers can now order parts online direct from the Singapore warehouse.

“Having the right part at the right time is critical to minimizing downtime for our customers,” Alvord said. “With an established and robust parts distribution warehouse dedicated to serving the region, customers throughout APAC can rely on Textron Aviation to have the part they need to keep their aircraft flying.”

Expanding capabilities to serve operators throughout the region

Textron Aviation’s Singapore Service Center is part of a robust international support footprint of factory-direct service centers, equipping customers with direct access to a team of expert service representatives delivering timely maintenance, inspections, parts, repairs, avionics upgrades, equipment installations, refurbishments and other specialized services.

With more than 1,000 Beechcraft and Cessna turboprops operating throughout the region, Textron Aviation expects to receive several authorizations for turboprop maintenance in the coming months — including FAA-registered Caravans and King Airs registered in Malaysia, Indonesia and the Philippines.

“Nobody is better positioned to support Textron Aviation customers than the experts who built the aircraft,” Alvord said. “Because of our investment in expanding factory-direct support in resources, parts and capabilities, APAC operators can trust that Textron Aviation is committed to ensuring an outstanding ownership experience for each and every customer.”

ABOUT TEXTRON AVIATION

About Textron Aviation

We inspire the journey of flight. For more than 90 years, Textron Aviation Inc., a Textron Inc. company, has empowered our collective talent across the Beechcraft, Cessna and Hawker brands to design and deliver the best aviation experience for our customers. With a range that includes everything from business jets, turboprops, and high-performance pistons, to special mission, military trainer and defense products, Textron Aviation has the most versatile and comprehensive aviation product portfolio in the world and a workforce that has produced more than half of all general aviation aircraft worldwide. Customers in more than 170 countries rely on our legendary performance, reliability and versatility, along with our trusted global customer service network, for affordable and flexible flight.

For more information, visit www.txtav.com | www.defense.txtav.com | www.scorpionjet.com.

About Textron Inc.

Textron Inc. is a multi-industry company that leverages its global network of aircraft, defense, industrial and finance businesses to provide customers with innovative solutions and services. Textron is known around the world for its powerful brands such as Bell, Cessna, Beechcraft, Hawker, Jacobsen, Kautex, Lycoming, E-Z-GO, Arctic Cat, Textron Systems, and TRU Simulation + Training. For more information, visit: www.textron.com

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