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Cessna Opens State-of-the-Art Citation Service Center in Valencia, Spain



BY TEXTRON AVIATION

Cessna Aircraft Company, a Textron company (NYSE: TXT), is today celebrating the grand opening of its new regional Citation Service Center in Valencia, Spain.

The 100,400-square foot (9,328-square meter), state-of-the-art facility is located at Valencia Airport (ICAO: LEVC) in eastern Spain, convenient for Citation customers across Western Europe and North Africa. The Center offers a one-stop shop for comprehensive repair, completion, fulfillment, maintenance and customization services.

Cessna now operates three factory-owned Citation Service Centers in Europe, with Valencia complementing facilities in Paris, France, and Prague, Czech Republic.

Joe Hepburn, Cessna's senior vice president, Customer Service, says: "Cessna has long provided extensive customer support to our European customers, but the rapid growth of the region's Citation fleet to more than 1,000 aircraft prompted us to step up our support network. The new Citation Service Center at Valencia has been developed in close cooperation with our customers and is a showcase for Cessna's latest service standards and innovations.

"The Valencia Service Center comprises 62,400 square feet (5,800 square meters) of hangar space and 38,000 square feet (3,500 square meters) of office space and well-appointed crew facilities. The facility will provide around-the-clock customer support services as well as scheduled maintenance, with capabilities including hydraulic and battery services, parts support and avionics modifications.

Cessna operates a total of 12 factory-owned Citation Service Centers across Europe, the United States and Singapore. Cessna's global Citation Service Center network also includes the ServiceDirect initiative, through which the company operates 22 Mobile Service Units in the United States, Canada and Europe, and provides further field support through Cessna's AOG Go Teams, Air Response Team, HomeService and Temporary Personnel Support.

"Cessna is committed to delivering exceptional end-to-end customer service worldwide," says Hepburn. "In March, we expanded our global network of independent Authorized Citation Service Facilities with the addition of CFIC in Beijing, China, and are working towards establishing Shanghai Hawker Pacific as another member of the same network. In July, we partnered with our sister company Bell Helicopter in opening a Citation Service Center in Singapore, and today we are celebrating the opening of our third Citation Service Center in Europe. We are investing not only in facilities but also in the training and development of our talented team of service professionals, ensuring the Citation ownership experience continues to be unsurpassed."

See photos of the grand opening of Cessna's new regional Citation Service Center in Valencia, Spain:

- Ribbon cutting (L to R: Walter Berchtold, Cessna's regional vice president of European customer service; Antonio Santos, Cessna senior B1 engineer; Julian Camara, AENA Director Valencia; Joe Hepburn, Cessna's senior vice president, Customer Service)

- Joe Hepburn, Cessna's senior vice president, Customer Service, speaks to the customers, Cessna employees and distinguished guests at the grand opening event• Grand opening of Cessna's new regional Citation Service Center in Valencia, Spain

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