



BOMBARDIER'S SINGAPORE SERVICE CENTRE CELEBRATES FOUR YEARS OF OUTSTANDING CUSTOMER SUPPORT

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- With more than 2,200 customer visits, the facility has quadrupled its engineer and technician workforce since inauguration
- Facility is significant Bombardier centre of expertise for complex heavy maintenance in exceptional turn time

Bombardier Business Aircraft's Singapore service centre continues its impressive capability and capacity growth. Since its opening in February 2014, the Singapore service centre has provided high-quality OEM expertise during more than 2,200 Bombardier Business Aircraft maintenance support visits, including visits for the largest and most complex events of the aircraft lifecycle.

"The Singapore service centre continues to demonstrate an outstanding commitment to customer satisfaction throughout its operations and has boasted exceptional growth since

its launch just a few short years ago,” said Jean-Christophe Gallagher, Vice President and General Manager, Customer Experience, Bombardier Business Aircraft. “The facility provides best-in-class support to Bombardier’s operators in the broader Asia region, including for scheduled and unscheduled maintenance and full interior refurbishment, all with access to our industry-leading global customer support network.”

In addition to handling impressive volume, the Singapore service centre has successfully completed heavy maintenance inspections including 96- and 192-month inspections on *Challenger* aircraft, as well as 120- and first-ever 240-month inspections on *Global* aircraft. The facility also performed the first-ever installation of Ka-band, the fastest worldwide* high-speed in-flight internet connectivity, on a *Global* business jet, returning the aircraft into service in a timely, value-added fashion for the customer.

To accommodate increasing demand for its industry-leading services, the Bombardier service centre in Singapore has more than quadrupled its engineer and technician workforce since opening. The facility has received 22 certifications from international authorities, 10 authorizations from engine and avionics OEMs, and inaugurated its state-of-the-art interior shop. In November 2016, the Singapore service centre was recognized by the Asian Business Aviation Association (AsBAA) with the prestigious Icons of Aviation, as Best Maintenance Repair Organization in Asia.

The Singapore service centre is equipped to perform scheduled and unscheduled maintenance, including interior refurbishment and modifications, avionics installations, and aircraft on ground (AOG) support for Bombardier *Learjet*, *Challenger* and *Global* aircraft. The facility’s interior shop, a fully integrated, heavy/base capability with state-of-the-art facilities, is equipped to support all Bombardier Business Aircraft customers across the region for all of their warranty, repair, line service and full refurbishment needs.

Located at Seletar Airport, Singapore is one of nine service centres, including recently inaugurated facilities in Tianjin, China and London Biggin Hill, six line maintenance stations, and a total of 23 Mobile Response Team vehicles that comprise Bombardier’s worldwide maintenance network.

At the Singapore Airshow February 6-9, Bombardier Business Aircraft will further spotlight its industry leadership and commitment to its customers in the Asia Pacific region. Bombardier’s *Challenger 650* business jet and *Global 6000* aircraft featuring the spectacular Premier cabin will be on display, both of which lead in performance, comfort, reliability, and technology, all while offering an exceptionally smooth ride.

05 FEBRUARY 2018

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