DEUTSCHE AIRCRAFT HOSTED OPERATOR SUMMIT TO STRENGTHEN DIALOGUE WITH D328 OPERATORS

News / Manufacturer

Deutsche Aircraft hosted the Operator Summit at its headquarters in Oberpfaffenhofen on 5 May, bringing together commercial operators currently flying the D328 aircraft, alongside potential and committed D328eco customers. Designed as a transparent, customer?centric forum, the summit offered operators a structured platform to share operational feedback, raise concerns and discuss opportunities to optimise the D328 platform. With commercial regional operators facing industry-wide challenges in sustainability, cost management and fleet availability, the event focused on open dialogue and practical collaboration.

Prioritising the In?Service D328 Fleet

A primary objective of the Operator Summit was to reinforce Deutsche Aircraft's commitment to legacy D328 operators. The company demonstrated how continued landing gear support and targeted supply?chain solutions are being implemented to maintain the long-term operability of the

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existing fleet.

Discussions also addressed the evolution of customer support structures, including cooperation with agile partner companies to safeguard parts availability and maintain a reliable “one?stop?shop” model. This approach aims to increase responsiveness, preserve operational continuity and meet customer requirements throughout the aircraft lifecycle. Participants received updates on the Customer Support Portal, which continues to expand as the central interface for customer interaction, technical support and service?related communication. Feedback gathered during the summit will be used to identify areas for improvement across support, engineering and operational processes.

Strategic Leadership and Customer Engagement

The Operator Summit aligned with Deutsche Aircraft’s customer engagement strategy, led by Anastasija Visnakova, Chief Commercial Officer, who oversees global sales, marketing and aftermarket services. Her focus remains on building long-term partnerships and ensuring a seamless customer experience across the full aircraft lifecycle — from entry into service through ongoing operations.

Alexander Tesch, Vice President Customer Support & Service at Deutsche Aircraft, hosted the Operator Summit as part of the company’s focus on direct customer engagement. Since joining Deutsche Aircraft six months ago, he has prioritised strengthening support for existing D328 operators while preparing the organisation for the entry into service of the D328eco.

Anastasija Visnakova commented: “Listening to our operators is essential. The Operator Summit is a key element of how we build trusted partnerships — by creating transparency, encouraging open dialogue and ensuring that our support strategies are aligned with real operational needs.”

Alexander Tesch stated: “The Operator Summit reflects our commitment to working closely with our customers. By creating a dedicated forum for open exchange, we ensure that operator experience directly informs our support concepts, engineering improvements and long?term service strategy.”

By bringing together legacy D328 operators and potential D328eco customers, the Operator Summit reinforced Deutsche Aircraft’s long?term commitment to partnership, transparency and comprehensive operational support across the D328 community.

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