Airbus recognizes Safran Nacelles’ supplier support

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Safran Nacelles received a top honor at the Paris Air Show today from Airbus that acknowledges the company’s excellence in customer support.

The Airbus Supplier Customer Support Award was based on Airbus’ Supplier Support Rating process – which takes into consideration in-service feedback from more than 170 Airbus customers.

“Airbus and its customers have spoken, and the results acknowledge the continuous enhancement of support and services provided by Safran Nacelles to Airbus and airline operators,” stated Olivier Savin, Safran Nacelles’ Executive Vice President – Customer Support & Services. “Customer satisfaction is a mindset, at the heart of our activities, and we remain committed to providing best-in-class offers that are tailored to the specific needs of operations.”

Safran Nacelles supplies complete nacelle systems for three Airbus jetliners: for the A320neo* powered by CFM International** LEAP-1A engines; the A330neo; and A380 jetliners. The company also provides nacelle and thrust reverser components for the A320ceo, A330ceo, A340-500/-600 and A340-200/-300.

A nacelle is the interface between the engine and the aircraft, representing a major system and a high-technology equipment. The nacelle is also a key component for performance and operating costs. Safran Nacelles has 230 airline customers flying its 21,700 products currently in service – with one of its thrust reversers operating a deployment cycle somewhere in the world every 1.3 seconds.

As part of its support offer, Safran Nacelles created developed NacelleLife™, which delivers complete support coverage for Safran Nacelles’ jet engine nacelle systems and hardware, providing responsive, cost effective and high-quality services that keep jetliners in fully operational condition while minimizing repair costs, and thus responding even more closely to what operators truly need.

* Middle River Aerostructure Systems (ST Engineering) is partner of Safran Nacelles on the A320neo program and provides amongst other things the transcowl and engine build-up hardware for the LEAP-1A powerplant.

** CFM International is a 50/50 joint company between Safran Aircraft Engines and GE.