



Falcon M&O Seminars 2024

Dallas, Texas
April 24-25, 2024

- 11:30 Registration**
- 12:00 - 1:00 Lunch**
- 1:00 - 2:30 Welcome / General Session**
Customer Service Highlights
- Falcon Fleet
 - Customer Relationships
 - Customer Service Focus
- Dassault MRO
Falcon Response, Go Team Support
Falcon 6X (EIS)
Customer Relationships - Operator Advisory Board (OAB)
Falcon Differentiators
- 2:30 - 3:15 Afternoon Coffee Break / Vendor Booth Visit**
- 3:15 - 4:30 Combined Technical Session**
Falcon Spares
New Programs, Falcon 6X
Human Factors
Maintenance Digital Innovation
- Portal V3
 - E-Data System
 - Cyber Security
- GPS Spoofing and Jamming
- 6:00 - 10:00 Walk to Globe Life Field; Private Suite at Texas Rangers Baseball Game**
- April 25**
- 7:30 - 8:30 Registration / Continental Breakfast**
- 8:30 - 9:45 Technical Breakout Sessions #1: Pilot Ops and Model-Specific Technical**
- 9:45 - 10:15 Morning Coffee Break / Vendor Booth Visit**
- 10:15 - 11:30 Technical Breakout Sessions #2: Pilot Ops and Model-Specific Technical**
- 11:30 - 12:30 Lunch**
- 12:30 - 1:45 Domain-Specific Breakout Sessions #1 (5 Rooms)**
- 1:45 - 2:15 Afternoon Coffee Break / Vendor Booth Visit**
- 2:15 - 3:30 Domain-Specific Breakout Sessions #2 (5 Rooms)**
- 3:30 - 4:30 Wrap-up and Q&A Session**

Paris
Toluca
Dallas
Greenwich

Live! by Loews Arlington
1600 E. Randol Mill Rd.
Arlington, TX 76011

Phone: +1 682 277 4900





Falcon M&O Seminars 2024



Explore a world of Falcon knowledge



FALCON 7X/8X TECHNICAL SESSIONS

In addition to the model-specific and pilot ops sessions, Dassault specialists will be available throughout the seminar to meet one-on-one and answer any questions you may have.

- 8:30 - 9:45 F7X/8X Series Technical Session #1**
- Program Update
- Fleet Stats
 - Achievements & Perspectives
 - Main Dispatch Drivers
- EASy Update
- EASy IV
 - P-880 Weather Radar
 - Latched Faults after Power Cycle
- Information Security Update
- Maintenance Tips and Tricks
- ACMF Downloading
 - NLG Vibration
- Significant Topics
- MAIC
 - 5G RadAlt
 - Wing Lower Panel Injection Hole

- 9:45 - 10:15 Morning Coffee Break / Vendor Booth Visit**

- 10:15 - 11:30 F7X/8X Series Technical Session #2**
- Cockpit & Cabin Improvements
- Second Handrail Adjustment
 - Vacuum Toilet
 - Dynamo V3
 - Otonomy Camera
- Engine & Nacelle Update (PWC 307A/D)
- APU
- Recent & Upcoming Improvements
- NLG Oversteering Study
 - LGCHM
 - Fuel Mixing in Feeders 1 & 3
 - EPSU
- 7X 2C & 8X 1C

- 11:30 - 12:30 Lunch**

- 12:30 - 1:45 Domain-Specific Breakout Sessions #1 (5 Rooms)**
- 1:45 - 2:15 Afternoon Coffee Break / Vendor Booth Visit**
- 2:15 - 3:30 Domain-Specific Breakout Sessions #2 (5 Rooms)**
- 3:30 - 4:30 Wrap-up and Q&A Session**

Paris
Toluca
Dallas
Greenwich

Certificates for IA Renewals and Credits will be administered at the end of the last technical session each day.



Falcon M&O Seminars 2024



Explore a world of Falcon knowledge



F900 SERIES TECHNICAL SESSIONS

In addition to the model-specific and pilot ops sessions, Dassault specialists will be available throughout the seminar to meet one-on-one and answer any questions you may have.

8:30 - 9:45 F900 Series Technical Session #1

- Intro, Agenda
- Program Update
- Product Improvements
 - Top D&C
 - Achievements
- Maintenance Practices
 - Vacuum Toilet
 - Winter Operations
- Structures Tips & Tricks
 - Slats Dents Acceptability
- Cabin Improvements
 - Dynamo V3, Ice drawer, aft lav door handle, NIM access

9:45 - 10:15 Morning Coffee Break / Vendor Booth Visit

10:15 - 11:30 F900 Series Technical Session #2

- Obsolescence
 - Process and Feedback
 - DMU2, press transmitter...
- Significant Topics
 - Dry Bay Update
 - 5G
 - Removable Structural Components
- Engine Update (Hny TFE731)
- Maintenance Practices
 - Second Handrail Adjustment
 - MAU Troubleshooting

11:30 - 12:30 Lunch

12:30 - 1:45 Domain-Specific Breakout Sessions #1 (5 Rooms)

1:45 - 2:15 Afternoon Coffee Break / Vendor Booth Visit

2:15 - 3:30 Domain-Specific Breakout Sessions #2 (5 Rooms)

3:30 - 4:30 Wrap-up and Q&A Session

Paris
Toluca
Dallas
Greenwich

Certificates for IA Renewals and Credits will be administered at the end of the last technical session each day.



Falcon M&O Seminars 2024



Explore a world of Falcon knowledge



F2000 SERIES TECHNICAL SESSIONS

In addition to the model-specific and pilot ops sessions, Dassault specialists will be available throughout the seminar to meet one-on-one and answer any questions you may have.

8:30 - 9:45 F2000 Series Technical Session #1

Program Update

- Fleet Status
- 2023 Highlights & Perspectives

Significant Topics

- 5G
- Dry Bay Update

Removable Structural Components

Engine Topics

- Engine Update (PWC 308C)
- Engine Update (Hny CFE738)

Maintenance Practices

MAU Troubleshooting

Second Handrail Adjustment

9:45 - 10:15 Morning Coffee Break / Vendor Booth Visit

10:15 - 11:30 F2000 Series Technical Session #2

Product Improvement

- Top D/C Reliability Drivers
- Nacelle A/I Valve, Air Starter Valve
- Achievements, New AOA Cover, Air Starter, Wiggins Couplings

Obsolescence

- Process & Feedback
- DMU2

Maintenance Practices

- Winter Operations
- Vacuum Toilet
- Slat Dent Acceptability

Cabin Improvements

- Dynamo V3, Galley Ice Drain, Aft Lav Door Handle

11:30 - 12:30 Lunch

12:30 - 1:45 Domain-Specific Breakout Sessions #1 (5 Rooms)

1:45 - 2:15 Afternoon Coffee Break / Vendor Booth Visit

2:15 - 3:30 Domain-Specific Breakout Sessions #2 (5 Rooms)

3:30 - 4:30 Wrap-up and Q&A Session

Paris
Toluca
Dallas
Greenwich

Certificates for IA Renewals and Credits will be administered at the end of the last technical session each day.



Falcon M&O Seminars 2024



Explore a world of Falcon knowledge



PILOT OPS TECHNICAL SESSIONS

In addition to the model-specific and pilot ops sessions, Dassault specialists will be available throughout the seminar to meet one-on-one and answer any questions you may have.

- 8:30 - 9:45** **Pilot Ops Technical Session #1**
Operational Update
Fleet Safety Events
Jamming and Spoofing
- 9:45 - 10:15** **Morning Coffee Break / Vendor Booth Visit**
- 10:15 - 11:30** **Pilot Ops Technical Session #2**
Datalink Update
Regulatory Update
5G Interference
- 11:30 - 12:30** **Lunch**
- 12:30 - 1:45** **Domain-Specific Breakout Sessions #1 (5 Rooms)**
- 1:45 - 2:15** **Afternoon Coffee Break / Vendor Booth Visit**
- 2:15 - 3:30** **Domain-Specific Breakout Sessions #2 (5 Rooms)**
- 3:30 - 4:30** **Wrap-up and Q&A Session**

Paris
Toluca
Dallas
Greenwich

Certificates for IA Renewals and Credits will be administered at the end of the last technical session each day.

Falcon M&O Seminars 2024



Explore a world of Falcon knowledge



Dallas, Texas
April 25, 2024

Cabin Usage & Connectivity



12:30 - 1:45 Cabin Usage & Connectivity #1
Safety Equipment and Emergency Procedures
• Firefighting / Medical Emergencies
Cabin Care
• Cleaning Tips / Water / Toilet
Cabin Preparation
• Cabin Guide
• Config Monitoring
• Seats TT&L
Connectivity
• Troubleshooting
• Plans
• Streaming
Q&A

1:45 - 2:15 Afternoon Coffee Break / Vendor Booth Visit

2:15 - 3:30 Cabin Usage & Connectivity #2
Safety Equipment and Emergency Procedures
• Firefighting / Medical Emergencies
Cabin Care
• Cleaning Tips / Water / Toilet
Cabin Preparation
• Cabin Guide
• Config Monitoring
• Seats TT&L
Connectivity
• Troubleshooting
• Plans
• Streaming
Q&A

3:30 - 4:30 Wrap-up and Q&A Session

Paris
Toluca
Dallas
Greenwich

Certificates for IA Renewals and Credits will be administered at the end of the last technical session each day.

Falcon M&O Seminars 2024

Explore a world of Falcon knowledge



Dallas, Texas
April 25, 2024

Discovering Digital Solutions



12:30 - 1:45 Discovering Electronic Solutions #1

- Live Demos
- 3D IPC
 - New Portal
 - Software Database Pages
 - FalconScan

1:45 - 2:15 Afternoon Coffee Break / Vendor Booth Visit

2:15 - 3:30 Discovering Electronic Solutions #2

- Live Demos
- 3D IPC
 - New Portal
 - Software Database Pages
 - FalconScan

3:30 - 4:30 Wrap-up and Q&A Session

Paris
Toluca
Dallas
Greenwich

Certificates for IA Renewals and Credits will be administered at the end of the last technical session each day.

Falcon M&O Seminars 2024



Explore a world of Falcon knowledge



Dallas, Texas

April 25, 2024

Maintenance Tips & Tricks



- 12:30 - 1:45 Maintenance & Tips/Tricks #1**
Fuel System-Gauging Troubleshooting
Fire Extinguishing Troubleshooting
Landing Gear Prox Switch Troubleshooting
Bleeding & Degassing
Lightning Strike Insp
Dent Mapping
- 1:45 - 2:15 Afternoon Coffee Break / Vendor Booth Visit**
- 2:15 - 3:30 Maintenance & Tips/Tricks #2**
Fuel System-Gauging Troubleshooting
Fire Extinguishing Troubleshooting
Landing Gear Prox Switch Troubleshooting
Bleeding & Degassing
Lightning Strike Insp
Dent Mapping
- 3:30 - 4:30 Wrap-up and Q&A Session**

Paris
Toluca
Dallas
Greenwich

Certificates for IA Renewals and Credits will be administered at the end of the last technical session each day.

Falcon M&O Seminars 2024

Explore a world of Falcon knowledge



Dallas, Texas

April 25, 2024

Aftermarket Solutions



- 12:30 - 1:45** **Aftermarket Solutions #1**
 - Program Updates
 - 2024 Perspective
 - Connectivity
 - Cockpit
 - MRO Exclusive Solutions

- 1:45 - 2:15** **Afternoon Coffee Break / Vendor Booth Visit**

- 2:15 - 3:30** **Aftermarket Solutions #2**
 - Program Updates
 - 2024 Perspective
 - Connectivity
 - Cockpit
 - MRO Exclusive Solutions

- 3:30 - 4:30** **Wrap-up and Q&A Session**

Paris
Toluca
Dallas
Greenwich

Certificates for IA Renewals and Credits will be administered at the end of the last technical session each day.

Falcon M&O Seminars 2024



Explore a world of Falcon knowledge



Dallas, Texas
April 25, 2024

**Spares Programs and Supply
Chain Information**



12:30 - 1:45 Spares Programs and Supply Chain Information #1

- Falcon Advantage
- Falcon Care
- Parts Availability and Supply Chain
- Backorder Follow Up
- Improving Communication
- Spares Online
- Customer Due Ins
- Spares Transaction Disputes

1:45 - 2:15 Afternoon Coffee Break / Vendor Booth Visit

2:15 - 3:30 Spares Programs and Supply Chain Information #2

- Falcon Advantage
- Falcon Care
- Parts Availability and Supply Chain
- Backorder Follow Up
- Improving Communication
- Spares Online
- Customer Due Ins
- Spares Transaction Disputes

3:30 - 4:30 Wrap-up and Q&A Session

Paris
Toluca
Dallas
Greenwich

Certificates for IA Renewals and Credits will be administered at the end of the last technical session each day.



General Session

Giovanni Hanna | Manager,
Ops & Mobile Repair Team
Dassault Falcon Jet



Glenn Hart
VP, Customer Experience
Dassault Falcon Jet



John Loh
SVP, Customer Service
Dassault Falcon Jet



Andrew Alberti
VP, MRO Americas
DFJ Service Center



Daniel Perry
Dir., Technical Support
Dassault Falcon Jet



Muriel Labadille
Dir., Engineering Support
Dassault Falcon Jet



Randy Corey | Mgr., CS Adm.
& OAB Coordinator
Dassault Falcon Jet



Ron Matysik | Manager,
Program Eng. Support
Dassault Falcon Jet



All-Model Technical Session

Eric Smith
Director, Spares
Dassault Falcon Jet



Bob Fantozzi | Director,
Spares Sales & Marketing
Dassault Falcon Jet



Patty Van Zile | Sr. Manager,
Spares Mktg. and Admin.
Dassault Falcon Jet



Kevin Dennis | Sr. Manager,
Supply Chain
Dassault Falcon Jet



Thomas Leclerc | Manager,
Systems Engineering
Dassault Falcon Jet



Shawn Karnes
Regional Technical Manager
Dassault Falcon Jet



Carlos Burnside | Sr. Mgr.,
Digital Transformation
Dassault Falcon Jet



Alexandre Martel | Manager,
Pilot Operational Support
Dassault Falcon Jet



Technical Breakout Sessions

F900 Series Tech Sessions

Amaar Chaudhry | Program
Project Manager
Dassault Falcon Jet



Ed Fiorentino | Sr. FTR, F900
Series Model Specialist
Dassault Falcon Jet



2000 Series Tech Sessions

Raghu Ramakrishnan | Pgm.
Eng., F900/F2000/Classic
Dassault Falcon Jet



Miguel Germani | Sr. FTR,
F2000 Series Model Spc.
Dassault Falcon Jet



F7X/8X Tech Sessions

Pierre Pochelu
F7X/F8X Program Engineer
Dassault Falcon Jet



Nathan Jones | FTR, F50
Series, F7X/F8X Model Spc.
Dassault Falcon Jet



Pilot Tech Sessions

Franck Rossat | Pilot
Operational Support
Dassault Falcon Jet



Danielle Corbett | Manager,
Regulatory and Env. Affairs
Dassault Falcon Jet



Systems Specialists

Andrew Thomas
Sys. Spc., Opt/Comp
Dassault Falcon Jet



Julien Teoulet | Manager,
Engineering Support
Dassault Falcon Jet



Jonathan Weiser
Systems Engineer
Dassault Falcon Jet



Xavier Doreau | Manager
Options & Completions
Dassault Falcon Jet



Josh Poertner
Systems Specialist
Dassault Falcon Jet



Mathieu Lanusse | DA-US
Engineering Support
Dassault Falcon Jet



Paul-Alexis Cade
Fuel & Air Specialist
Dassault Aircraft Services



Auro Sista
Engine/APU/IPPS
Dassault Falcon Jet



Robert Herring
Systems Engineer
Dassault Falcon Jet



Amel Delord | Mgr., Arcft.
Delivery & Cabin Support
Dassault Falcon Jet



Charles Grivotet | Mgr., Arcft.
Delivery & Cabin Support
Dassault Falcon Jet



Structural Engineering

Sylvain Dauchez | Manager,
Structural Engineer
Dassault Falcon Jet



Greg Bardin | Sr. Structural
Project Manager
Dassault Falcon Jet



Vincent de Almeida
Manager, Structural Projects
Dassault Falcon Jet



William Cox
Structural Engineer
Dassault Falcon Jet



Benoit Hiriart
Structural Engineer
Dassault Falcon Jet





DFJ Service Centers

Gary Schiff
Sales & Mktg Consultant
DFJ Service Centers

John Jelovic
Director, Sales and Mktg
DFJ Service Centers

Tracy Kalbfleisch
VP/GM - Central US
DFJ Service Centers

Matthew Clark
Reg. Sales Manager SE
DFJ Service Centers

David Harsay
Regional Sales Manager
DFJ Service Centers

Jim Kuhn
Regional Sales Manager
DFJ Service Centers

Heather Mirra
GM, MRO Western US
DFJ Service Centers

Michael Homsher
Customer Project Manager
DFJ Service Centers

Dale Elliott
Operations Supervisor
DFJ Service Centers

Kevin Yahn
Customer Projects Manager
DFJ Service Centers

Joe Ghanem | Director
Av. Pgm. & Bus. Dev.
DFJ Service Centers

Service Center Network and Training

Brad Jacobs | Manager,
ASC Network & MX Training
Dassault Falcon Jet

Michael Harrington | Program
Manager, ASC Network
Dassault Falcon Jet

Craig Johnson
QA., Global MX Training
Dassault Falcon Jet

Jacob Wallace
NDT Program Manager
Dassault Falcon Jet

Ryan Moss
Technical Training Specialist
Dassault Falcon Jet

Spares and FalconCare

Holly Bauman
Regional Sales Manager
Dassault Falcon Jet

Julien Cailler
Sup. Chain - Tactical Planner
Dassault Falcon Jet

Ed McLean
Sr. Regional Sales Manager
Dassault Falcon Jet

Mike Sweeney | Manager,
Customer Accounts
Dassault Falcon Jet

Mike Todd
Regional Sales Manager
Dassault Falcon Jet

Front Line Support

Leo de la Torre | Sr. Regional
Technical Manager
Dassault Falcon Jet

David Graham
Customer Service Manager
Dassault Falcon Jet

Ray Hughes
Customer Service Manager
Dassault Falcon Jet

Brandon Atkinson | Sr. FTR,
F2000 Series Model Spc.
Dassault Falcon Jet

Yann Boyer | FTR, F50
F7X, F8X Series Model Spec.
Dassault Falcon Jet

Diana Barsanti | FTR, Avionics
F7X, F8X Series Model Spec.
Dassault Falcon Jet

Nathan Jones | FTR, F50
Series, F7X/F8X Model Spc
Dassault Falcon Jet

Mike King | FTR,
Delivery Specialist F6X
Dassault Falcon Jet

John Taylor | Sr. FTR,
F900 Series Model Specialist
Dassault Falcon Jet

Engine OEM

Stephane Chaine
PW300 Cust. Engineering
Pratt & Whitney Canada

Christopher Hughes
Customer Engineering
Pratt & Whitney Canada

Joe Vitulli
Area Manager
Honeywell

Aircraft Sales

Paul Floreck
SVP, Sales, US & Canada
Dassault Falcon Jet

Beatrice Ashe
Regional Sales Director
Dassault Falcon Jet

Jake DeVries
Regional Sales Manager
Dassault Falcon Jet

Xavier Pons
Director of Sales
Dassault Falcon Jet

David Bailey
Regional Sales Director
Dassault Falcon Jet

Patrick Dieker
Regional Sales Director
Dassault Falcon Jet

Rhett Reavis
Regional Sales Director
Dassault Falcon Jet

Byron Severson
Regional Sales Director
Dassault Falcon Jet

Aftermarket

Olivier Langeard | Director,
Aftermkt. Pgms. & Biz. Dev.
Dassault Falcon Jet

Thomas Smith | Manager
Aftermarket Engineering
Dassault Falcon Jet

Yann Lebar
Sr. Aftermarket Programs
Dassault Falcon Jet

Nigel Ward
F2000 Series Specialist
Dassault Falcon Jet

Robert Young | FTR, F900
Series Model Specialist
Dassault Falcon Jet

Jeff Leisey | FTR, F50 Series,
F7X/F8X Model Specialist
Dassault Falcon Jet

Marketing & Communications

Jeremy Dubert | Manager,
CS Communications
Dassault Falcon Jet

Ray Powers | Marketing
Logistics Specialist
Dassault Falcon Jet

Tom Gosselin
Senior Media Specialist
Dassault Falcon Jet

Ryan Larkin | Mktg. & Comm.
Analytics and Insight
Dassault Falcon Jet

Andrew Madea
Data Analyst
Dassault Falcon Jet



