



Falcon M&O Seminars 2024

Greenwich, Connecticut

May 14-15, 2024

11:30 **Registration** *Registration opens at 11:30am*

12:00 - 1:00 **Lunch**

1:00 - 2:30 **Welcome / General Session**

Customer Service Highlight

- Falcon Fleet
- Customer Relationships
- Customer Service Focus

Dassault MRO

Falcon Response

Falcon 6X (EIS)

Customer Relationship - Operator Advisory Board (OAB)

Falcon Differentiator

2:30 - 3:15 **Coffee Break / Vendor Booth Visit**

3:15 - 4:30 **Combined Technical Session**

Falcon Spares

New Programs 6X

Human Factors

Maintenance Digital Innovation

- Portal V3
- E-Data System
- Cyber Security

GPS Spoofing and Jamming

5:30 - 9:00 **Evening offsite at Pinstripes of Norwalk.**

9:00 - 9:30 **Buses return to hotel**

May 15

7:30 - 8:30 **Registration / Continental Breakfast**

8:30 - 9:45 **Technical Breakout Sessions #1 Pilot Ops and Model Specific**

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

10:15 - 11:30 **Technical Breakout Sessions #2 Pilot Ops and Model Specific**

11:30 - 12:30 **Lunch**

12:30 - 1:45 **Domain-Specific Breakout Sessions #1 (4 Rooms)**

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

2:15 - 3:30 **Domain-Specific Breakout Sessions #2 (4 Rooms)**

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

Paris
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Greenwich

Hyatt Regency Greenwich
1800 E. Putnam Ave.
Old Greenwich, CT 06870

Phone: +1 203 637 1234





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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**

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



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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

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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

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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**

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

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May 14-15, 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**

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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**

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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**

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May 14-15, 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

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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



Guillaume Semin
F6X Program Engineer
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

Pauline Annen | Director,
Pilot Operational Support
Dassault Falcon Jet



Franck Rossat | Pilot
Operational Support
Dassault Falcon Jet



Systems Specialists

Thomas Leclerc | Manager,
Systems Engineering
Dassault Falcon Jet



Julio Rodriguez | Sys. Spc.,
Avionics/Electrical
Dassault Falcon Jet



Jody Kerton | Sys. Spc.,
Avionics/Electrical
Dassault Falcon Jet



Robert Herring
Systems Engineer
Dassault Falcon Jet



Auro Sista
Engine/APU/IPPS
Dassault Falcon Jet



Christopher Donnelly
Sys. Spc., Air/Fuel/Oxygen
Dassault Falcon Jet



Arnaud Bram | Manager,
OEM Certification
Dassault Falcon Jet



Raphael Maitrias | DA-US
Service Engineer
Dassault Falcon Jet



Julien Teoulet | Manager,
Engineering Support
Dassault Falcon Jet



Josh Poertner
Systems Specialist
Dassault Falcon Jet



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



Rudy Molnar | Pgm. Proj.
Mgr., Options & Completions
Dassault Falcon Jet



Danielle Corbett | Manager,
Regulatory and Env. Affairs
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



Pierre Madrenas
Mgr., Structural Engineer
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
-  Heather Mirra
GM, MRO Western US
DFJ Service Centers
-  Matthew Roden
Sr. Regional Sales Manager
DFJ Service Centers
-  David Harsay
Regional Sales Manager
DFJ Service Centers
-  Jim Kuhn
Regional Sales Manager
DFJ Service Centers
-  Jason Barr
Planning Manager
DFJ Service Centers
-  Shawn Blair
Customer Project Manager
DFJ Service Centers
-  Frederick "Fritz" Schrader
Manager, Sales Support
DFJ Service Centers
-  Kevin Yahn
Operations Manager
DFJ Service Centers
-  Scott Doose | Manager
Materials and Purchasing
DFJ Service Centers
-  Diana Gonzales | Manager,
Materials and Purchasing
DFJ Service Centers
-  Robb Williams | Manager,
Engineering – MRO
DFJ Service Centers
-  Jaime Jimenez | Manager
Purch. & Materials, East MRO
DFJ Service Centers
-  Christina Rowe
Avionics Liaison
DFJ Service Centers
-  Natalie Buono | Manager,
Pre-Purchase Services
DFJ Service Centers
-  Joe Ghanem Director
Av. Pgm. & Bus. Dev.
DFJ Service Centers


Aftermarket

-  Olivier Langeard | Director,
Aftermkt. Pgms. & Biz. Dev.
Dassault Falcon Jet
-  Yann Lebar
Aftermarket Programs
Dassault Falcon Jet
-  Thomas Smith | Manager
Aftermarket Engineering
Dassault Falcon Jet
-  Paul David
Aftermarket Engineer
Dassault Falcon Jet
-  Dalton Ashley | STC-Data
Sales, Electrical Engineer
Dassault Falcon Jet

Service Center Network and Training

-  Michael Harrington | Program
Manager, ASC Network
Dassault Falcon Jet
-  Craig Johnson
QA., Global MX Training
Dassault Falcon Jet
-  Ryan Moss
Technical Training Specialist
Dassault Falcon Jet






Marketing & Communications

-  Jeremy Dubert | Manager,
CS Communications
Dassault Falcon Jet
-  Erfan Chowdhury | Mgr., Mkt.
Finance & Research
Dassault Falcon Jet
-  Andrew Madea
Data Analyst
Dassault Falcon Jet
-  Ray Powers | Marketing
Logistics Specialist
Dassault Falcon Jet
-  Suzie Sylvain Altino
Sr. Admin Asst Customer Svc.
Dassault Falcon Jet
-  Tom Gosselin
Senior Media Specialist
Dassault Falcon Jet

Front Line Support

-  Leo de la Torre | Sr. Regional
Technical Manager
Dassault Falcon Jet
-  Gary Tchorzewski | Sr.
Customer Service Manager
Dassault Falcon Jet
-  David Graham
Customer Service Manager
Dassault Falcon Jet
-  Yann Boyer | FTR, F50
F7X, F8X Series Model Spec.
Dassault Falcon Jet
-  Mike King | FTR,
Delivery Specialist F6X
Dassault Falcon Jet
-  Heather Hawley | AOG Resp.
Coord, Command Center
Dassault Falcon Jet
-  Luis Morales | FTR,
F2000 Series Specialist
Dassault Falcon Jet
-  Case Roberts | FTR, F50
F7X, F8X Series Model Spec.
Dassault Falcon Jet
-  Greg Thompson | FTR,
F2000 Series Model Spc.
Dassault Falcon Jet

Aircraft Sales

-  Paul Floreck
SVP, Sales, US & Canada
Dassault Falcon Jet
-  Byron Severson
Regional Sales Director
Dassault Falcon Jet
-  Mark Greenwood
Regional Sales Director
Dassault Falcon Jet
-  John DeTurris
Inside Sales Manager
Dassault Falcon Jet
-  Tom Carling
Regional Sales Manager
Dassault Falcon Jet

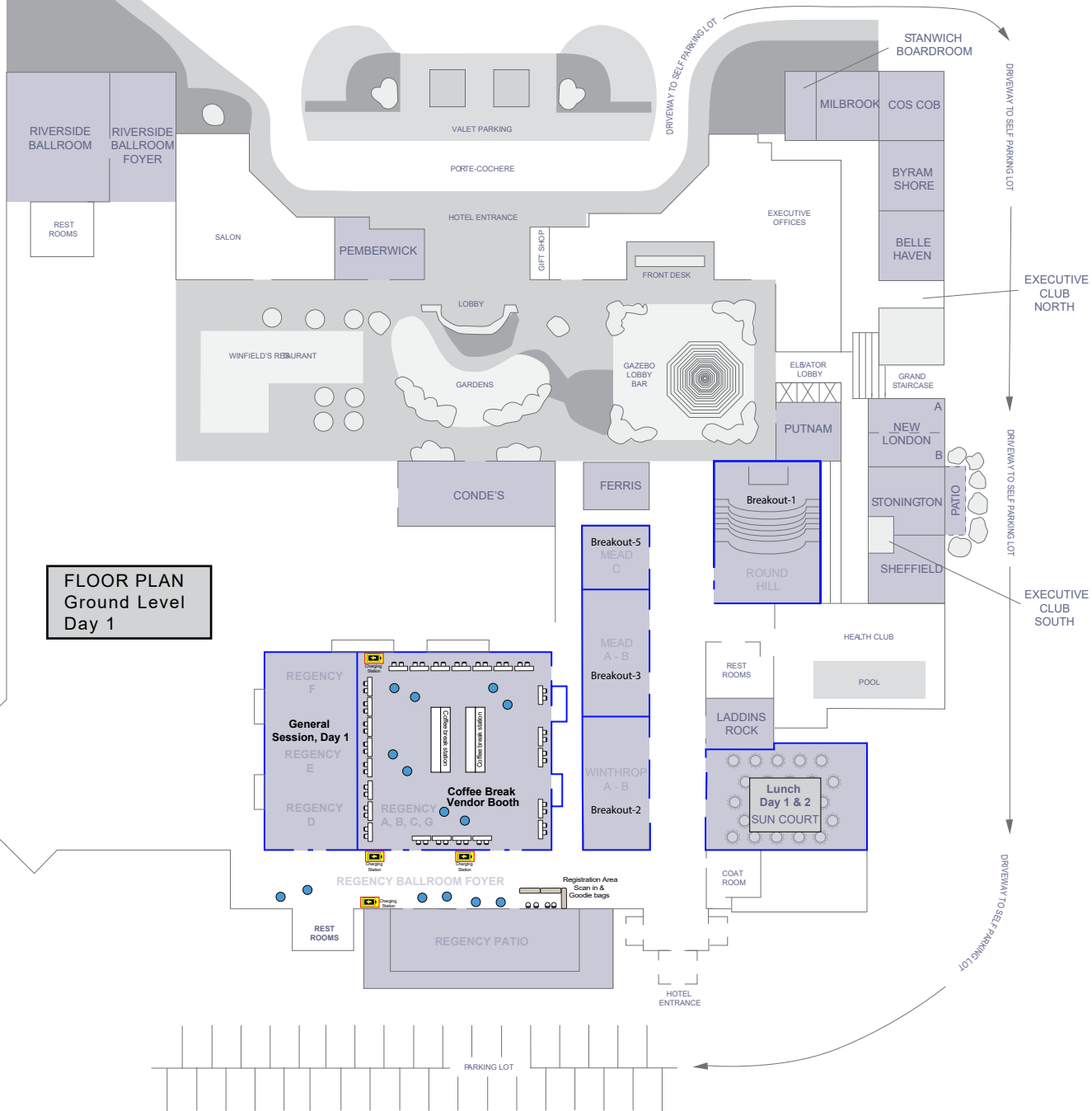
Spares and FalconCare

-  Alex Boesch | Director,
CS Finance / Business Dev.
Dassault Falcon Jet
-  Mike Sweeney | Manager,
Customer Accounts
Dassault Falcon Jet
-  Holly Bauman
Regional Sales Manager
Dassault Falcon Jet
-  Ed McLean
Sr. Regional Sales Manager
Dassault Falcon Jet
-  Mike Todd
Regional Sales Manager
Dassault Falcon Jet
-  Chris Jordan
Regional Sales Manager
Dassault Falcon Jet
-  Adam Komet
CS Senior Supervisor
Dassault Falcon Jet
-  Edward La Sala
Customer Account Coordinator
Dassault Falcon Jet
-  Emily Sconzo | Spares Mktg.
and Prg. Comm. Coord
Dassault Falcon Jet
-  Frank Teger | Supervisor
Back Order Purchasing
Dassault Falcon Jet
-  Jacqueline Baez | Mktg.
Spares Online Administrator
Dassault Falcon Jet
-  Samuel Fagbemi | Sr. Bus
Development Analys.
Dassault Falcon Jet

Engine OEM

-  Stephane Chaine
PW300 Cust. Engineering
Pratt & Whitney Canada
-  Dennis Collins | Sr. Mgr.,
Cust. and Product Support
Honeywell Aerospace
-  Christopher Hughes
Customer Engineering
Pratt & Whitney Canada
-  Joe Vitulli
Area Manager
Honeywell

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