



TEXTRON AVIATION FURTHER EXPANDS EUROPEAN SERVICE FOOTPRINT, FEATURES LINE MAINTENANCE AT LONDON BIGGIN HILL AIRPORT

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[Textron Aviation Inc.](#), announced during the European Business Aviation Convention and Exhibition (EBACE) 2018 that it has expanded its London presence with a line maintenance station at London Biggin Hill Airport, further enhancing accessibility to factory-direct service and support for Citation, King Air and Hawker customers operating throughout Europe.

The Biggin Hill station opened earlier this month, making the expertise of Textron Aviation more accessible and convenient for business aviation operators who rely on the busy hub of London.

“In 2012, we committed to the European market to grow our service and support in the region. And five years later, we’ve delivered on that commitment,” said Kriya Shortt, senior vice president, Customer Service “Our expansion efforts in Europe have been driven by feedback from our customers within the region. We have made great strides to increase accessibility to factory-direct service and support, as well as to parts inventory through the parts distribution center in Düsseldorf. The combination of these investments is yielding significant rewards for Textron Aviation customers in Europe.”

The addition of the Biggin Hill line maintenance station is the latest expansion by Textron Aviation to bring factory-direct service and support to customers in Europe. Since 2012, the company has grown its support footprint in Europe to include six company-owned service centers, six line maintenance stations and a team of more than 400 Textron Aviation staff, including engineers, service technicians and field service representatives.

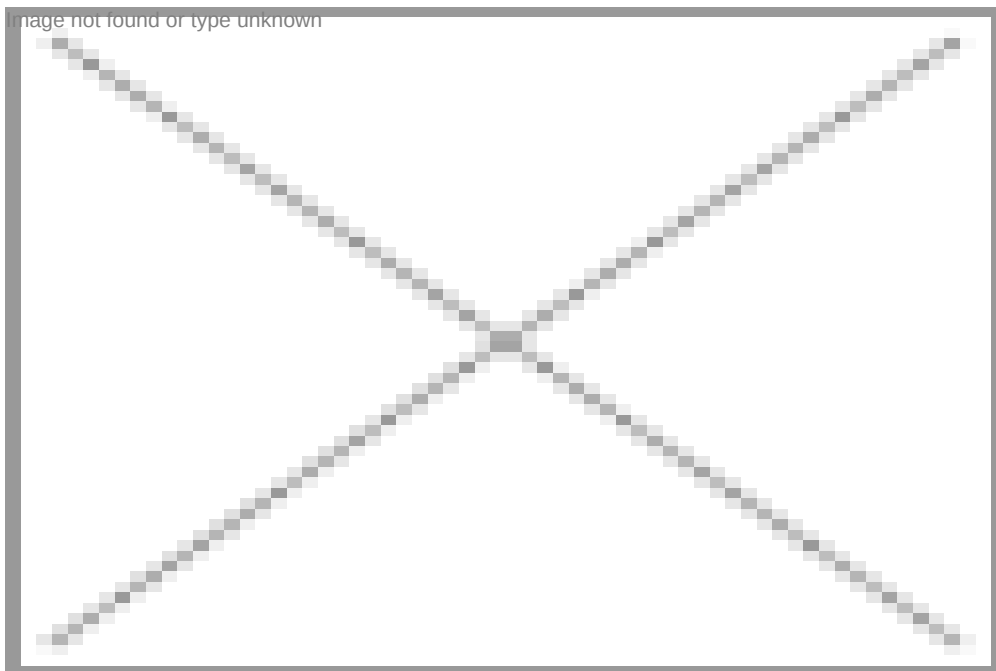
Furthermore, as part of the company’s global parts distribution strategy, it established its European Parts Distribution Center in Düsseldorf, Germany. With a diverse inventory of more than 225,000 parts, the centralized facility allows for expedited parts deliveries throughout the region,

maximizing operational availability for customers operating within Europe.

“With flight activity continuing to increase in Europe, we are poised to support our customers operating throughout the region,” said Shortt. “And as we continue to see the market improve, we are committed to further strengthening our robust support network in Europe and around the world.”

About Textron Aviation Service

Textron Aviation offers factory-direct service and support to customers throughout their entire ownership experience. Through a global network staffed with more than 3,000 employees, customers have direct access to a team of expert service representatives offering maintenance, inspections, parts, repairs, avionic upgrades, equipment installations, refurbishments and other specialized services. Textron Aviation manages a growing fleet of more than 60 mobile service units (MSU) and rapid response aircraft that can be mobilized to respond to maintenance events. By contacting 1CALL, customers are supported by a team of AOG specialists who deliver prioritized service and support during unscheduled maintenance events.



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