

COMMUNIQUÉ

BCSBA COM 0406

DATE: November 7, 2011

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FROM: **BOMBARDIER CUSTOMER SERVICES BUSINESS AIRCRAFT**

REFERENCE NO: **BCSBA COM 0406**

SUBJECT: **Bombardier Recognizes Top Performers with
Launch of ASF Excellence Awards**

EFFECTIVITY: **All models – Learjet
All models – Challenger
All models – Global**

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As part of Bombardier's commitment to providing top quality services and support, we are pleased to announce our first-ever winners of the Bombardier Authorized Service Facility (ASF) Excellence Awards.

This award exemplifies the quality and performance delivered by our ASFs and Line Maintenance Facilities (LMF) and demonstrates their shared commitment to putting Bombardier customers first.

All ASFs and LMFs were judged on a set of criteria, which include: Quality, Compliance and Customer Influence and also take into consideration ASF management representative input. There are five award categories: Overall Award, North America, Europe, International and Line Maintenance.

The recipients of this year's inaugural Bombardier ASF Excellence Awards are:

- **Overall Winner & North America** - Duncan Aviation (Lincoln, Nebraska)
- **Europe** - Lufthansa Bombardier Aviation Services (Berlin, Germany)
- **International** - Execujet Aviation Group (Dubai, UAE)
- **Line Maintenance** - Global Aviation (Hillsboro, Oregon)

Each winner was recognized at NBAA 2011 in Las Vegas and received a trophy and certificate.

From Left to Right (Front Row): Stan Younger (Bombardier), Aaron Hinkleman (Duncan), Eric Martel (Bombardier), John Slieter (Duncan) and Bill Prochazka (Duncan)

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