



Maintenance Training

Phone: 1-602-365-2833

Email: training.solutions2@honeywell.com

www.my aerospace.com → "Training Solutions"

Honeywell

Training Solutions – Honeywell-CAE Alliance



World Class Service

- Leverage CAE technology and Honeywell expertise to maximize learning experience
- Expanded global footprint – courses currently posted online in Asia Pacific (APAC) region for 2013 and Europe/ME/Africa (EMEA) schedule being finalized
- Enhancing learning and courseware to promote effective troubleshooting

Future Roadmap

- Developing curriculum for “Master Technician” rating
- Addition of troubleshooting-based courses
- Expansion of training approved by aviation authorities – Transport Canada, EASA, CAAC
- Revamp and expansion of E-Learning modules to supplement existing courseware

 **CAE Powered by Honeywell**

www.myaerospace.com → “Training Solutions”

Improving Training Through Alliance with CAE

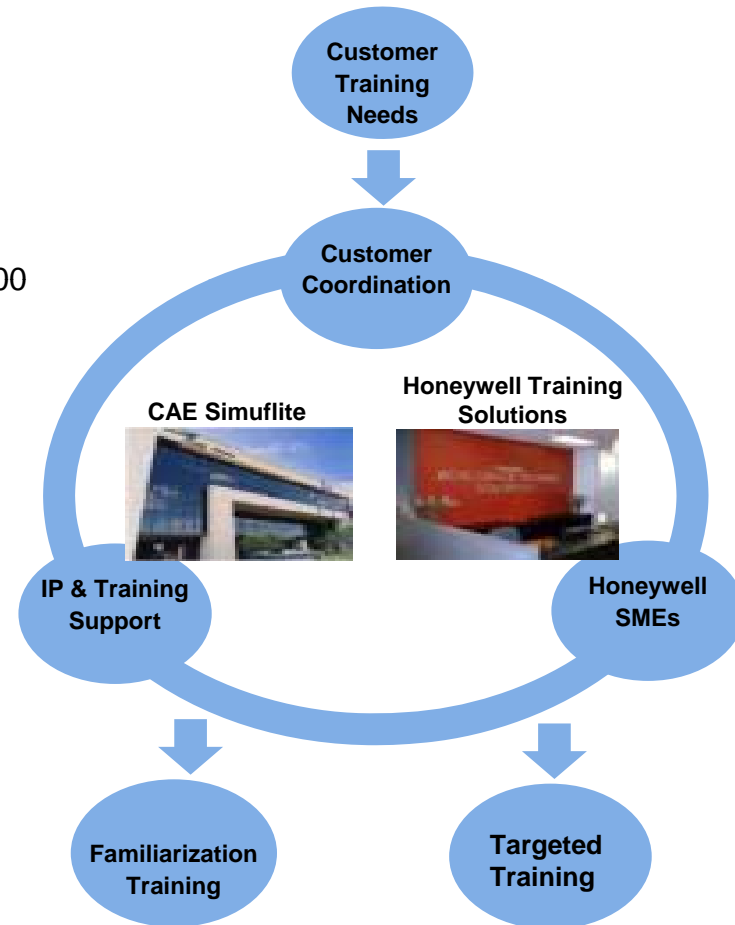
Honeywell-CAE Maintenance Training Alliance

Honeywell

- Courses, curriculum, & intellectual property
- Subject Matter Experts (SMEs)
- 24/7 access to Tech Ops Center
- Co-deliver select courses
- Over 80 maintenance training programs, with nearly 200 annual class offerings
- Requirements for delivery of entitlement training

CAE

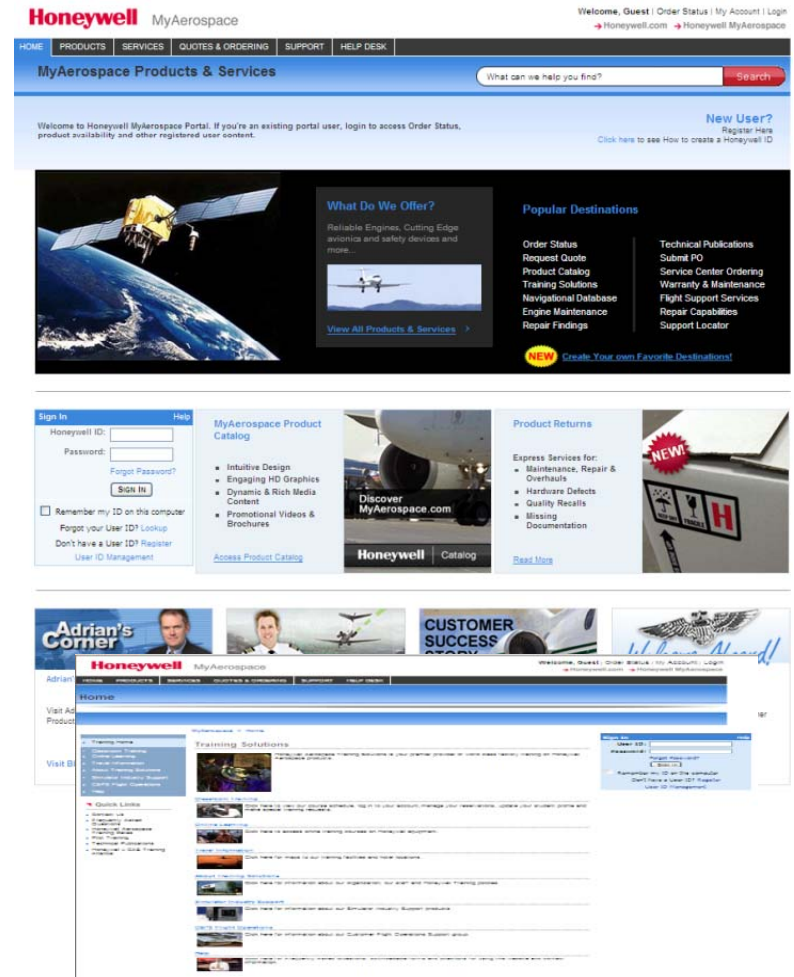
- Global network of training locations
- Specialized instructor team to deliver entitlement and aftermarket training programs
- Enhanced marketing, customer service, scheduling, & financial functions
- Core competency of instructional development



Maintenance Training Enhancements

Recent Improvements

- Honeywell Aerospace Training Solutions Portal Enhancements
 - Single Customer Login To Honeywell Services
 - Ease of Use (Customer Specific information)
 - “My Classroom Training”
 - “My Online Courses”
 - Course Catalog (Schedule) – all core courses posted through Q4 2013
 - We have also created a queue for special training requests, i.e., those requests for training that are not held at a Honeywell facility and/or those that request alterations to course curricula to meet the customer’s need.
 - In addition to key enhancements we’ve made, we will be fully revamping training website in Q2-3 2013 to increase customer satisfaction and ease of use
- Honeywell Aero Training TV
 - Self-serve, on-demand customer training
 - Currently providing videos on variety of topics such as data loading, ADIRU alignment, & EGPWS troubleshooting. We now have over 50 videos – a full 10 hours or more of content.

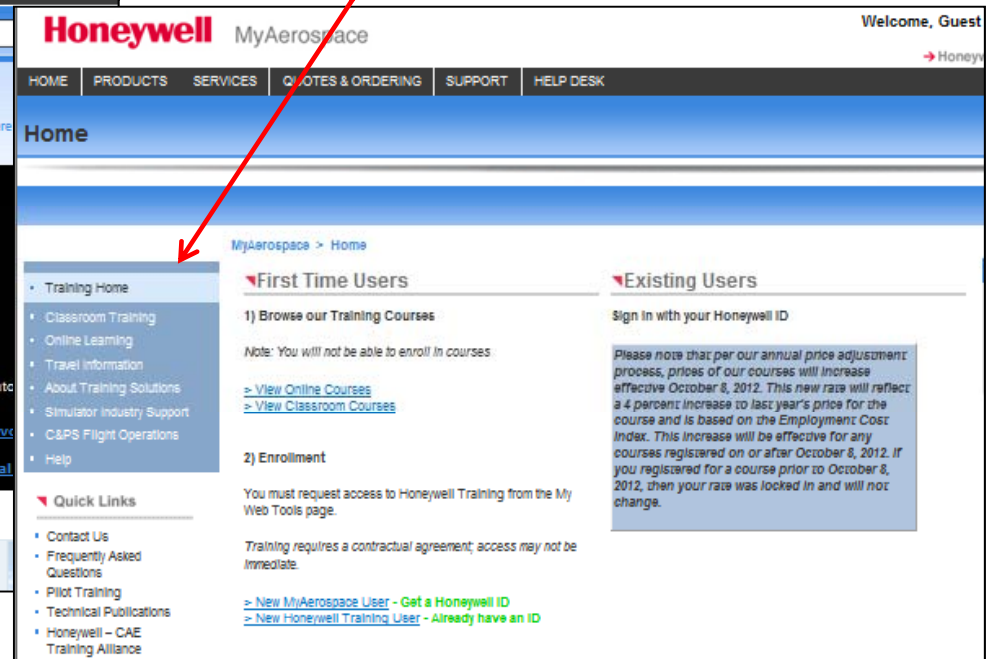
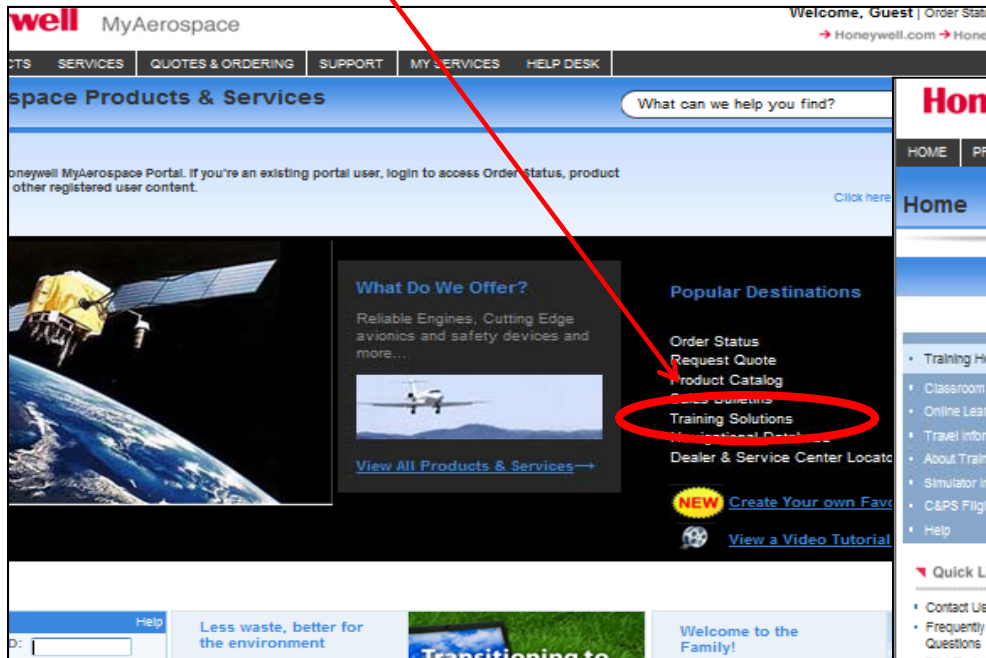


Brand New Website with Upgraded Look & Feel Going Live by Q3 2013

Honeywell Maintenance Training Website How-To

How to navigate to our website:

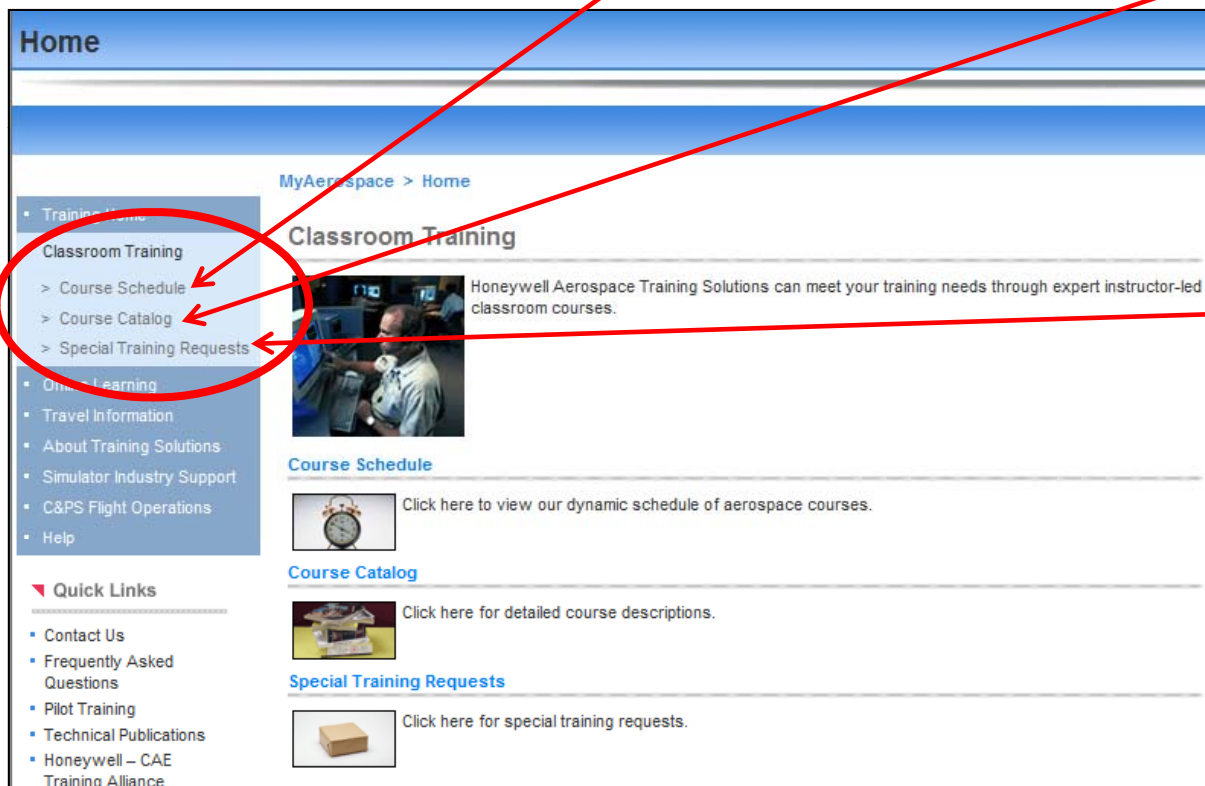
- First, please go to the main MyAerospace portal at www.myaerospace.com.
- Please refer to the MyAerospace guide embedded here to the right for instructions/assistance. →
- From the MyAerospace homepage, click “Training Solutions” in the center of the page under “Popular Destinations.” After clicking here, you will be directed to our training homepage.



Honeywell Maintenance Training Website How-To

How to use our website:

- To view classroom training information, click “Classroom Training.” Here you will have the option to view the current year’s schedule by clicking “Course Schedule” and filtering on your preferred date range.
- You can also view all courses in our catalog in general by clicking “Course Catalog.”



- Finally, if you have a request for a course that is not currently on our schedule, or if you would like one of our regularly scheduled courses to instead be taught at your customer location, please use the “Special Training Requests” option. Please note that there are additional charges (dispatch fees, T&E) incurred by the customer when we accommodate special training requests on site at the customer location.

Maintenance Training Terminology

Common Terminology Definitions & Processes Explained

■ “Entitlement”

- Defined as either 1) a free-of-charge (FOC) training slot OR 2) a discount on a training slot
- Business/General Aviation Entitlements
 - Includes Owner/Operator
 - New Aircraft
 - 2 free-of-charge entitlement slots per product (i.e., 2 for powerplant, 2 for APU, two for Primus EPIC system, etc.)
 - Good for 12 months from date of aircraft delivery
 - Used Aircraft
 - No entitlements
 - Dealers/Authorized Repair Centers – Avionics
 - 50% discount, 4 per year per authorized product (line maintenance level)
 - Authorized Service Centers – Mechanical
 - 4 free-of-charge entitlement slots per year per product (line maintenance level)
 - OEM Employees
 - Free-of-charge for line maintenance level
 - All entitlements are tracked through our entitlement database with coming migration to our website.
 - All inquiries regarding entitlement eligibility and timing should be directed to Maureen Holt (email: maureen.holt@honeywell.com; phone: 602-436-3163 or 602-538-5962)

Maintenance Training Terminology

Common Terminology Definitions & Processes Explained

■ “Dispatch Fee”

- Sending and dedicating an instructor to customer sites adds value to the customer’s business operation and lowers their costs. This is why a dispatch service fee was implemented for training at customers' sites. In many cases, Honeywell is still providing free training tuition based on entitlement eligibility, and this fee is viewed separately from the entitlement.
- Benefits experienced by the customer when they have training performed at their site:
 - It adds convenience for the customer’s technical staff by avoiding travel logistics for their personnel to the Honeywell/CAE facility.
 - The dedication of our instructor to the customer’s technical staff (at their facility) keeps the training focus on their products and operations vs. the focus being on multiple customers in classes conducted at Honeywell/CAE facilities.
 - We save the customer travel and expenses by avoiding multiple employee travel to the Honeywell/CAE facilities.
 - The customer’s technicians are still available for other business activities—even overtime to work on aircraft—since they did not have to travel to a Honeywell/CAE facility for training.
- In addition, from the training team’s perspective, these costs are considered necessary because of the following reasons:
 - Sending the instructor on site to a customer takes our instructor away from regular business activities (course development, entry-into-service (EIS) activities, course revisions, other projects, etc.).
 - We are unable to establish a course that's open to all Honeywell customers (thus limiting our utilization and potential revenue).

■ “Special Training Request”

- As mentioned on a previous slide, “special requests” are those not covered as part of our scheduled course offerings, and can be submitted directly from our training homepage (please use the “Special Training Requests” link under “Classroom Training”). Once you input the requested information in the template/form there (only those marked with a red asterisk (*) are required to be populated), please click “Submit” at the bottom of the page.
- Another option is to reach out to us directly regarding your requests via our team email address: training.solutions2@honeywell.com.

Maintenance Training Business Team Contacts

- **Max Butler** (email: max.butler@honeywell.com; phone: 602-436-2595 or 602-315-5607)
 - Overall Maintenance Training Solutions Leader – Honeywell Aerospace
- **Robin Wactler** (email: robin.wactler@cae.com; phone: 602-365-3536)
 - Overall Maintenance Training Solutions Leader – CAE
- **Donna Theiss** (email: donna.theiss@honeywell.com; phone: 602-365-2833 or 602-365-1332)
 - Handles all course reservation/registration issues (including scheduling, cancelation, rescheduling, course change); approves/denies access to Honeywell training solutions website registration; processes computer-based training (CBT) online course access requests; assists with providing hotel and direction information; responds to emails, phone, fax, and manages our incoming request case queue – training.solutions2@honeywell.com.
 - Day of course - processes registration (sign-in of students), inputs badge requests for facility tours if requested, prints and mails all certificates for Academy courses as necessary; processes passport and VISA information; processes Letters of Invitation upon request
- **Yolanda Padilla** (email: yolanda.padilla@honeywell.com; phone: 602-436-0034 or 602-300-2148)
 - Manages courseware development standards and methodologies; assists courseware developers with management of milestone fidelity for course development & revisions
 - Helps provide oversight for EIS/IPDS approvals & scheduling development requirements
 - Acts as point of contact for Requests For Quotes (RFQs) & special training requests collected via training website
- **Maureen Holt** (email: maureen.holt@honeywell.com; phone: 602-436-3163 or 602-538-5962)
 - Manages all free-of-charge (FOC) customer entitlement data, including aircraft deliveries for ATR and BGA, spares flow-down contracts and OEM contracts
 - Leads ATA Level V shop R&O training efforts – coordinates and liaises with ISC shops and customers

Email us any time at training.solutions2@honeywell.com