



 **Bristow Academy**
One Mission. One World.
One Team.

Click here to start your
 new and exciting career
 as a Helicopter Pilot



Vertical

The Pulse of the Helicopter Industry

HOME



SUBSCRIBE NOW TO VERTIC

THE MAGAZINES

VERTICAL ONLINE

NEWS

FORUMS

HELI-TRADER

MARKETPLACE

PHOTOS

EVENTS

NEWS

▶ Search News ▶ Post Your Press Releases

Bell Recognizes Platinum Level Customer Service Facilities

Tuesday, February 24, 2009 - Bell Helicopter

Bell Helicopter, a Textron Inc. (NYSE: TXT) company, today recognized six Customer Service Facilities (CSF) as achieving platinum level in 2008.

"We developed the Bell Achievement Ranking System (BARS) to improve the customer experience and BARS measures each CSF on multiple factors," said Danny Maldonado, senior vice president of Customer Support and Chief Service Officer at Bell Helicopter. "The six CSF's that we are recognizing today have achieved excellence in customer service and are being honored with the platinum rating."



The six Platinum level CSF's for 2009 are Air Asia Company Ltd. based in Taiwan; Alpine Aerotech Ltd. located in British Columbia, Canada; Motorflug Baden-Baden GmbH in Germany; Patria Helicopters AB operating in Sweden; Rotorcraft Support, Inc., based in California; and Uniflight, LLC, located in Texas.

All six of these CSF's have extensively trained staffs, a broad inventory of Bell spare parts, and insurance coverage for helicopters while being serviced in a safe, clean environment and provide superior service to Bell customers.

Maldonado added, "With our renewed commitment to providing an excellent customer experience, our CSF network plays a critical role in this process and these have risen above the rest to consistently deliver the high level of customer service people around the world have come to expect from Bell.

The Bell CSF network consists of approximately 140 service facilities located in 32 countries.

undefined undefined

About Bell Helicopter

Bell Helicopter, a wholly owned subsidiary of Textron Inc., is an industry-leading producer of commercial and military manned and unmanned vertical lift aircraft and the pioneer of the revolutionary tilt rotor aircraft. Globally recognized for world-class customer service, innovation and superior quality, Bell's global workforce serves customers flying Bell aircraft more than 120 countries.

About Textron Inc.

Textron Inc. is a \$14.2 billion multi-industry company operating in 28 countries with approximately 42,000 employees. TI company leverages its global network of aircraft, defense and intelligence, industrial and finance businesses to provide customers with innovative solutions and services. Textron is known around the world for its powerful brands such as Bell Helicopter, Cessna Aircraft Company, Jacobsen, Kautex, Lycoming, E-Z-GO, Greenlee, Fluid & Power, Textron Systems and Textron Financial Corporation. More information is available at <http://www.textron.com/>.



[Email This Article To A Friend](#) - [Print This Article](#)

Related Articles :

No Related Content Found

Submit Your Comment

Your Name :

Your E-mail :

Comment :

Current Comments



SUBSCRIBER SERVICES

SUBSCRIBE TODAY
RENEW SUBSCRIPTION
ORDER GIFT SUBSCRIPTION
LOGIN TO ACCOUNT

ADVERTISE

2009 MEDIA KIT
SEND ADVERTISING INQUIRY

HELP & SUPPORT

WEB SITE SUPPORT
SITE MAP
CONTACT WEBMASTER

CONTACT

ABOUT
OUR E
CONTACT