



# 737 MAX Return-to-Service Update

## SAFETY | QUALITY | INTEGRITY

Committed to continuously driving safety across the aviation ecosystem

### REMEMBERING LIVES LOST

#### Lion Air Flight 610

Indonesia | October 29, 2018 | 6:20 a.m.

#### Ethiopian Airlines Flight 302

Ethiopia | March 10, 2019 | 8:41 a.m.

ESTABLISHED FUND FOR VICTIMS' FAMILIES AND COMMUNITY SUPPORT



#### SOFTWARE UPDATES

- Robust MCAS software update **THREE ADDITIONAL LAYERS** of protection
- **800+ TEST** and **PRODUCTION FLIGHTS** with new software totaling **1,500+ HOURS**
- Additional updates to the flight control computer software for **FURTHER REDUNDANCY AND SAFETY**



#### TRAINING UPDATES

- Developing **COMPREHENSIVE** proposed **TRAINING** with global regulators
- **ONGOING FEEDBACK** from pilots around the globe
- **NEARLY 90%** of MAX operators participated in simulator session with software update



#### FLEET SUPPORT

- **24/7 OPERATIONS CENTER**
- Deliver **HIGHEST QUALITY** on-the-ground **SUPPORT** for fleet readiness
- **ENTRY-INTO-SERVICE APPROACH** to support MAX return to service augmented with advanced analytics



#### GLOBAL OUTREACH

- **CONTINUED LISTENING** and **FEEDBACK** from customers and regulators
- **20 GLOBAL CONFERENCES** for operators & financiers with **1100+ PARTICIPANTS** from **250+ ORGANIZATIONS**
- **545 PARTICIPANTS** in **SIMULATOR SESSIONS** from 140 customers, regulators and other stakeholders



#### AIRPLANE PRODUCTION

- Actions to **DRIVE QUALITY AND STABILITY** across production system
- **CLOSELY ENGAGING WITH** more than **900 737 SUPPLIERS** and efforts for **SUPPLY CHAIN STABILITY**
- **MEASURED DECISIONS** on production rate to plan for future



#### COMPANY ACTIONS

- **STRENGTHENING** the culture of **SAFETY** at Boeing and industry-wide
- Separated Chairman and CEO roles for increased **FOCUS ON SAFETY** and **RTS**
- **REINFORCED CORE VALUES** of **SAFETY, QUALITY** and **INTEGRITY** in annual recommitment
- **ALL-EMPLOYEE QUALITY** stand-down and training