

787 Service Ready

When the first 787 Dreamliners are delivered to customers, they will come with a full set of support services designed to help operators make a smooth transition to this new airplane.



Our goal is to ensure that the support and the airline are ready when the airplane is ready. This includes:

- **People (training).** We're here to help the operator's people become knowledgeable and proficient at operating and maintaining the airplane and utilizing the supporting infrastructure, such as technical data, tooling, and other services.
- **Information (flight and maintenance data).** This translates into complete, accurate, and synchronized data that

is readily available and accessible when and where it is needed by the people who need it.

- **Tools (ground support equipment and information technology systems).** We offer a complete set of functional tools and systems that facilitate expedient and efficient completion of all operational and maintenance activities, including the electronic flight bag, e-enabling software, and Maintenance Performance Toolbox.
- **Parts (material provisioning).** We are committed to ensuring inventory is readily available and can be deployed and installed on an airplane in a timeframe that precludes operational disruptions. To this end, we have developed a rotatable exchange services program to support the operation of the 787. This program will help airline customers reduce inventory costs by providing access to a Boeing-managed inventory pool of parts that is available to ship within 24 hours of request.

For operators that are looking for even greater assistance in introducing the Dreamliner, GoldCare — our new lifecycle solution to support the 787 — provides maintenance, engineering, and material management as a multiyear service managed by Boeing. You'll find details about GoldCare on page 21 of this magazine.

At Boeing, we've been working hard with our OEM suppliers and partners to make sure that airlines taking delivery of the new 787 have everything they need for a smooth introduction of the Dreamliner. We have a great team of people who will be ready to support the airplanes when they enter service. The airplane, the airline, and the support will all be ready on the first day of service.

Michael J. Fleming

MIKE FLEMING

Director of 787 Services and Support,
Boeing Commercial Aviation Services