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THALES - ATM division
Head of Integrated Logistic Support Dept
Speaker (Panel : 2)

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The Thales Group

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3 / **A technology leader providing safety and security**

A global company with 68,000 employees and \$17 billion in revenues

- ◆ **We help our customers to:**
 - Provide reliable and secure solutions
 - Monitor and control
 - Protect and defend
- ◆ **In two major sectors**



Aerospace and Transport
40%

Defence and Security
60%

Thales: a reliable, long-term partner with operations in 50 countries

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Aerospace and Transport

Helping operators to improve the efficiency, reliability and safety of air traffic and transport systems

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5 / **Aerospace and Transport**

Aerospace



- ◆ **Serving aircraft manufacturers, airlines and civil aviation authorities**
- ◆ **Addressing the need for continuous improvement in air transport safety and efficiency**
 - The only company with leadership positions in both electronic onboard equipment and ground-based systems (navigation, control, simulation)
 - End-to-end involvement in flight plan security in complex, congested environments
 - A key role in the programmes of the future



Presence on all types of civil and military aircraft and all major new aircraft programmes

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6 / **Aerospace: selected references**

 <p>Supplier of avionics systems to Airbus, Boeing, Dassault and other major aircraft manufacturers.</p>	 <p>Simulators for all types of civil and military aircraft and helicopters.</p>
 <p>In-flight entertainment and cabin systems for commercial aircraft.</p>	 <p>TopDeck avionics suite for latest-generation helicopters.</p>
 <p>Air traffic control centres.</p>	 <p>Air traffic surveillance radar.</p>

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7 / **Ensure long-term customer satisfaction**

Anticipating and addressing customer requirements

- ◆ **Network of experts, Key Account Managers and industrial facilities**

Supporting customers

- ◆ **Being agile and responsive to their needs**
- ◆ **Forging a culture of industrial and technical cooperation**
- ◆ **Providing lifelong support for our solutions**

Meeting our commitments

- ◆ **Robust, transparent processes**
- ◆ **Systematic measurement of performance and customer satisfaction**

Building lasting customer partnerships



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8 / **Thales ATM Training Institute & Training Club**

 **A Global single entity dedicated to supporting the evolving needs of ANSPs**

- **System Overview & Hands-on Courses** for new Systems Delivery
- **Refresher Courses** Offer to respond to maintain competencies
- **Advanced Courses** for Experts

 **The User Training Club jointly created to share best practices developing synergies with ANSPs**



Training Initiatives that Proactively Meet ANSPs Needs

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9 / A redesigned Training Catalogue

New training modules created

- ◆ Refresher courses, System Overview and Advanced courses
- ◆ For Air Traffic Controllers and Maintenance Personnel

Modules created through participation of the Training Club Members



Interactivity within the Training Club develops Success

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10 / An Important Step : Needs analysis

- Traffic Evolution
- New Technologies
- Personnel Turnover
- Reliability , Quality

Potential Impact on the High-end Business Performance

Risk Assessment / Needs Analysis

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11 / An Important Step : Needs analysis

Needs Analysis :

Thales Training Needs Analysis

Thales Logistic Surveys / Thales OPTIMA Training

Identify the Training and Support Requirement:

- Technical
- Operational

For a Cost Effective Training and Support System

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12 / A Flexible tailored offer

Operational constraints fully taken into account

- ◆ Availability of Personnel
- ◆ Duration and cost of training

A Tailored approach

- ◆ Computer Based Training (OPS + Maintenance)
- ◆ Virtual Classroom
- ◆ Video (CBT or Maintenance Doc)
- ◆ Learning Management System
- ◆ Classroom courses
- ◆ e-learning

Engineer training path

Operator training path

Training Method Tailored to your Context

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13 / **Upcoming Courses Content**

Through the Training Club, Thales will Continue to develop Courses Content Taking into account Human Factors.

Augment the training content added value for Air Traffic Controllers and Maintenance Personnel

- ◆ ESARR5 type approach to Facilitate qualification of personnel
- ◆ Thales Certification Training Path

ATCO TRAINING PROGRESSION

ATSEP TRAINING PROGRESSION

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Supporting ANSPs Personnel Qualification

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14 / **ATM Managers Development Program**

Thales ATM Training Institute

Ever evolving Technology, Traffic and Regulations raise permanently new challenges.

Thales contributes to ENAC Launch of an ATM Managers Development Program for ANSPs Managers and future Managers.

ATM Managers Program to address various ATM Challenges

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ENAC*: Ecole Nationale Aviation Civile, France

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15 / ATM Managers Development Program

◆ **Typical Thales Input**

- System Engineering for large Projects as SESAR and NextGen
- SWIM Project : Data collaborative Management
- ATFM Concepts
- Integrated CNS
- Surveillance/New Means
- Nav aids / Innovation
- CDM
- Meteorological Services for ATM
- Security of ATM Systems
- Integrated Logistics Support



ATM Managers Program will include Case Studies

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