



Thales scores record performance in Airbus Supplier Support Ranking

Paris Air Show, 15 June 2009 – Thales has this year scored a record performance in Airbus rankings, retaining its place among the Top 10 customer support providers for the third consecutive year and scoring a 4th place for its avionics activities.

These benchmark rankings measure airline satisfaction with first-tier suppliers and their customer support performance. Airbus has also awarded Thales a third place ranking for its cabin support activities, while commending it with an eighth place for Supplier Furnished Equipment and In-Flight Entertainment (IFE) support.

The effort and dedication of Thales teams gave the company top grades in the ranking, which rely on statistics provided by airlines and Airbus in a detailed survey. The performance of each supplier was given a score – according to products, services and operating costs – and suppliers were then ranked according to their overall scores.

Daniel Malka, Head of civil aerospace services worldwide for Thales explained how the company uses results and valuable feedback received from Airbus and airlines all around the world: *"The Airbus ranking is very important for Thales, and dedicated action plans are managed on a yearly basis to improve Thales performance vis-à-vis operators"*, he said. *"In recent years Thales has used the feedback from the airline community to focus on technical and operational performance with key initiatives such as Account Management and TTGF (Time To Get a Fix) processes. Our current priority is to keep improving operational performance in worldwide repair and distribution and to make sure Thales products are maintainable in the long term,"* he added.

About Thales

Thales is a global technology leader for the Aerospace, Space, Defence, Security and Transportation markets. In 2008, the company generated revenues of 12.7 billion euros with 68,000 employees in 50 countries. With its 25,000 engineers and researchers, Thales has a unique capability to design, develop and deploy equipment, systems and services that meet the most complex security requirements. Thales has an exceptional international footprint, with operations around the world working with customers as local partners. www.thalesgroup.com

***Thales is exhibiting at the Paris Air Show from 15 – 21 June.
Please come and visit us at stand B233.***

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