



# Welcome

## 2016 Aerospace Customer Support Conference

**Mark Schmidt**

Director, Aftermarket Organization



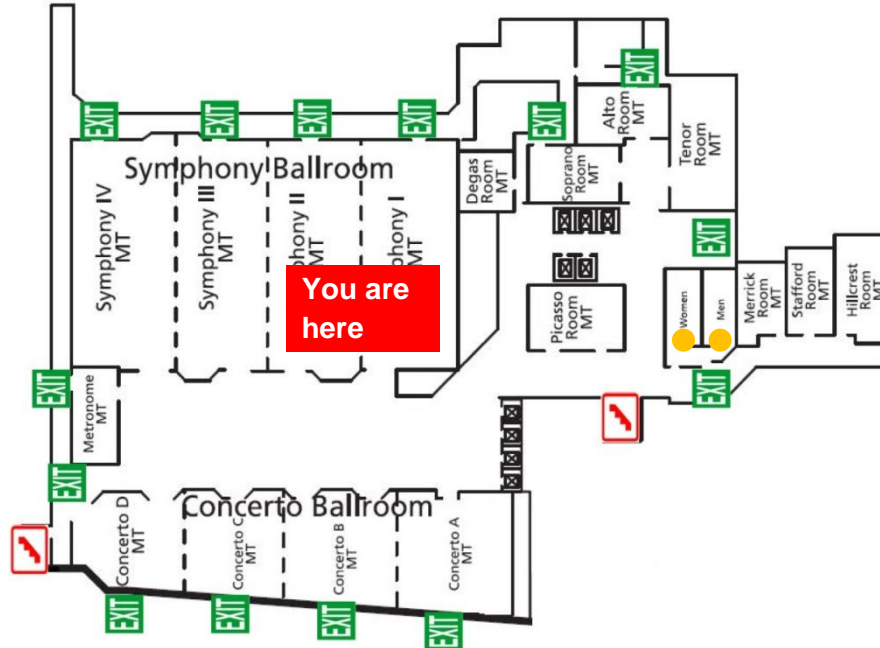
*Powering Business Worldwide*

# Safety/Comfort

**EXIT** Emergency exits

 Stairs

 Restrooms



# Eaton Doing Business Right

Recognized as a leader among S&P 500 companies on the CDP's Climate Disclosure Leadership Index for six years

Ranked among world's top sustainability performers in NASDAQ Global Sustainability 100 Index

One of *Corporate Responsibility Magazine's* 100 Best Corporate Citizens, 2007 – 2014

One of *Ethisphere* magazine's World's Most Ethical Companies, 2007 – 2014

Named a Thomson Reuters Top 100 Global Innovator for achievements as one of the world's most innovative companies, 2011 – 2013



# 2016 Customer Support Conference... Welcome

Thank you for coming and welcome to Eaton's 49th Aerospace Customer Support Conference

Why are we here ???

# 2016 Customer Support Conference... Welcome



Safe, reliable, cost effective air transport for the world

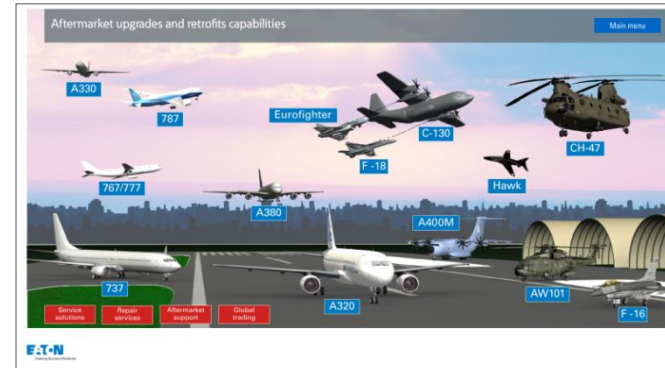
# 2016 Customer Support Conference... Welcome

- This is our 49<sup>th</sup> conference
  - First conference was in 1951
- Your conference
- We...host and facilitate
- You...participate and share



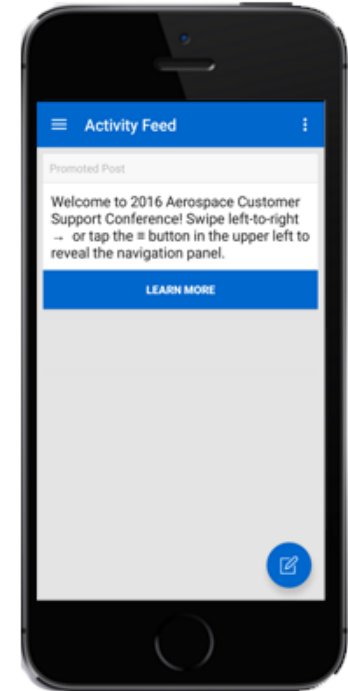
# Display area

- Product displays
- Aerospace capabilities and aftermarket services interactive
- Sales team members to answer questions



# 2016 Customer Support Conference... Mobile app

- Full agenda and personalized event schedules
- Change your breakout session registration and check into the sessions you attend
- Receive notifications about any schedule changes
- Load your LinkedIn profile to easily create your profile within the app
- Get notifications about networking opportunities, contests, and other breaking event news



# Mobile app – Gamification

- Participate in the Mobile App gamification for a chance to win prizes!

- How do you participate?
  - Post status updates and photos, answer surveys and polls to earn points
  - Participate in interactive polls and earn achievements
  - The attendees with the most app activity will win prizes
  - Contest ends on Thursday at 3pm
- Tap the menu button (upper left) to view the leaderboard and see where you rank



A screenshot of a mobile application's leaderboard. The interface has a blue header bar with a menu icon (three horizontal lines) on the left, the word 'All' in the center, and a dropdown arrow on the right. Below the header, there is a list of participants. Each entry consists of a circular profile picture, the participant's name in bold, their job title, and a score to the right. The participants are ranked from highest to lowest score.

Profile Picture	Name	Job Title	Score
	<b>Ian Stokes</b>	Customer Support Regional Manager	91
	<b>Michelle Lutrick</b>	Sr. Global Communications Specialist	85
	<b>Bryan Rudgers</b>	ZBA alternate member	82
	<b>Stuart Tucker</b>	Product Support & Technical Service...	78
	<b>Shari Horowitz</b>	Senior Analyst, Digital Marketing...	58
	<b>Mohamed Belhaj</b>	Commercial Aftermarket Sales...	56
	<b>Chris Chilson</b>	Specialty Products Manager	55

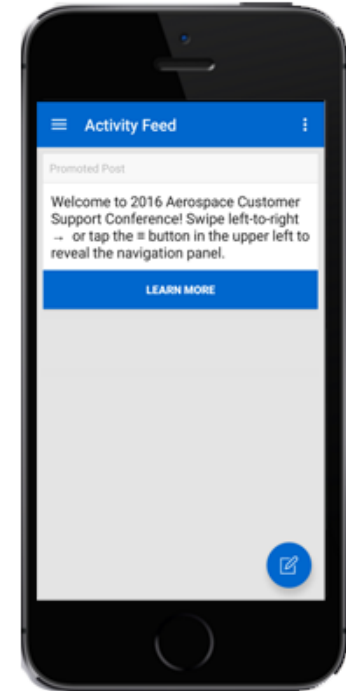
# Prizes

- 1 GRAND PRIZE – Beats by Dr. Dre wireless headphones
- 12 - 2<sup>nd</sup> place prizes – The Tile App
  - Tile is a tiny Bluetooth tracker and easy-to-use app that finds your phone, keys, and anything you don't want to lose



# Mobile App – How to download and use

1. To download go to the iTunes store, Google Play store and search “Eaton Events,” or click on the welcome email link
2. Your user name is your email address and the password is Eaton123
3. Change your password after logging into the app
4. Technical difficulties? Visit the Mobile App service desk located near the conference registration desk



# General session highlights

## Market outlook

- Michael Howard, ICF

## Eaton technology update

- Tony O'Meara FED Div.
- Jeff Skinner FMC Div.

## Embraer E-2

- Tobias Caldas, Embraer

## Delta turn-around

- Reynaldo Roche, Delta

## USM (Surplus) market outlook

- Abdol Moabery, GA Telesis

## Eaton global trading

- Jon Carlson, Eaton

## Eaton Operational Performance

- Lee Miller, Eaton

# Break out session highlights

## Reliability topics

- CFM56 VBV gear motor improvement
- B737 ACMP upgrade
- A380 hose development
- 777 engine driven pump reliability
- A330 hydraulic pump reliability

## Cost effectiveness sessions

- Ducting and seal repairs
- Complex hose assembly repairs
- Surplus material management
- CRJ flap system improvements
- Rynglok tube repair system

**Aligned to the needs of the air transport and defense industry**

# 2016 customer support conference... Evening events

## Wednesday

- Dinner & entertainment – **Arcade parade**  
7:00 p.m. – Symphony Ballroom I - IV
- Hospitality suite – Opens 10:00 p.m.  
Hilton, The Gallery (lobby lounge)

## Thursday

- Dinner & entertainment – **Grand Floridian Dinner Cruise**  
**6:15 p.m.** – Meet in hotel main entrance/lobby area to be escorted to the marina

*Note: This will require walking 1-2 blocks to the marina which is located behind the Hilton hotel.*

*Should you have an issue with walking, please advise one of the coordinators at the conference registration desk.*

# 2016 customer support conference... Sponsors



Eastman  
aviation solutions

ExxonMobil

**SATAIR**  
GROUP





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