EXPERTISE

CFM: JET-PROPELLED TRAINING

With the opening of a training center in India, CFM is expanding its capabilities in Asia. Ongoing training is essential for technical crews, and allows airlines to make maximum use of their engines.

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The latest CFM training center, in Hyderabad, India, opened in March 2010.

CFM International, the equal joint venture of Safran and General Electric, opened its fourth training center last March, in Hyderabad, India. It joins similar facilities in Cincinnati, Ohio (United States), Montereau, France, and Chengdu, China. Capable of providing training for 500 students a year, Hyderabad will train Indian mechanics and engineers, to support operations in a country where some 320 CFM56 engines are already in service, as well as in the Middle East, Singapore, Malaysia, the Philippines and other neighboring regions. CFM will invest $15 million in this center over the next ten years.

According to Daniel Burton, head of customer training at Snecma (Safran group), and President of the CFM subsidiary in India, this is a very timely investment. "India's air traffic is set for strong growth over the next fifteen years, and we are planning ahead to meet these needs."

LOCAL SERVICE

Setting up a CFM training center closer to customers facilitates their access to these services, while also reducing costs for both customers and CFM. Olivier Laroche, head of the Chengdu training center, believes that opening this facility enabled the company to meet significant demand from Chinese airlines, and improve the flight safety of CFM56 engines deployed in China. The Chengdu center trained nearly 600 mechanics in the first year after it opened in 1997. The Civil Aviation Authority of China (CAAC) was very satisfied with this initiative, since few Chinese mechanics were traveling to the CFM centers in Montereau or Cincinnati for in-service training. Like its older brothers, Hyderabad will expand the scope of hands-on training offered by CFM, as Montereau general manager Pascal Rétif explains: "In the shop, students work on actual engines, and we can also call on a complete history of incidents experienced by planes in service. That allows us to tailor our courses to address actual requirements in the field."

TRAINED TO ANTICIPATE

Mechanics trained in CFM centers are capable of better anticipating system aging and keeping engines "on wing". A decision to remove an engine for servicing is often due to uncertainty about component condition, and may not be justified – but it's always expensive! "Well trained mechanics guarantee maximum dispatch reliability for the airline, which means optimum profitability," points out Pascal Rétif.

While the CFM training centers help consolidate these engines' reputation for excellence, they also support the development of a network that takes on increasing importance with the years. As Olivier Laroche says: "Through our training courses, we build customer loyalty. Providing a concrete demonstration of the quality of our training can give us an edge when airlines make engine decisions on new aircraft."

Although rarely in the spotlight, CFM training centers nonetheless play an important role in building a distinctive brand image, by allowing each engine to deliver maximum service as long as possible. The many mechanics who will soon be graduating from the new training center in Hyderabad will soon be living proof of this. ■

→ **More**
Info on the new Hyderabad training center in the Media section on Safran's website: www.safran-group.com

→ **TANG QINGRU**

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CFM, instructor, Chengdu, China

How would you summarize the center's operations to date?
Since opening in 1994, we've already provided training for more than 8,000 people. In 2009 alone, the center welcomed 700 to 800 mechanics and engineers. And this figure is growing steadily, because Chengdu is now recognized as a benchmark in our field. We are seeing a growing number of people from Southeast Asian countries, including South Korea, Mongolia and Singapore.

Have you seen any changes in the kinds of training requested?
I have taught CFM56-3 and -7 maintenance for almost a dozen years. We've reduced the time needed for flight line maintenance training to only five days, instead of eight previously. Our customers also want special courses on troubleshooting. Since we're seeing ongoing growth in this type of demand, we are now designing an appropriate training course, which we plan to launch this year. I also want to emphasize that the quality of our services extends beyond the CFM56. For instance we were recently contacted by Turbomeca (Safran group), who wanted to take advantage of our facilities to provide helicopter engine maintenance training.

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Hands-on training at Montereau in France.

20,000
CFM56 engines sold worldwide.

60
different courses provided by CFM.

2,800
students trained each year by CFM.