



ALTA Supplier Assessment Results 2022

Supplier assessment:

- **Purpose:** Improve the Quality and Service of the suppliers in the Region.
 - ALTA does not release the results publicly. Although we recognize the top 10 suppliers
- **Who is surveyed?**
 - Suppliers that attended the CCMA the previous year (2021= 174 suppliers).
- **Parameters:**
 - Quality: Technical reliability and quality of the material offered by the supplier.
 - TAT: Turn around delivery time of the components/materials.
 - Customer support and documentation: Timely support, appropriate certified documentation and customer support.
- **Scores:** 1 Poor, 2 Fair, 3 Good, 4 Very good, 5 Excellent

Supplier assessment:

- Answered by the purchasing departments of the Airlines. In 2021, we include the maintenance department of the Airlines.
- Provide a general feeling from the Airlines of the Region.
- Imperfect / Perception survey: if an event occurs during the time of survey it may affect the results. Feedback may refer to an specific topic and not the general service.
- To rank a supplier, it must be assessed by at least 4 Airlines.
- Annual assessment (6th year).
- Survey was conducted from Feb to mid-March 2022

Final score of the Supplier:

$$(average\ score \cdot 95\%) + (average \cdot \# \text{ airlines} \cdot 5\%)$$

$$\underbrace{\hspace{15em}}_{\text{Don't take into account the number of airlines}} \quad \underbrace{\hspace{15em}}_{\text{Take into account the number of airlines}} \quad \text{4}$$

Don't take into account the number of airlines

Take into account the number of airlines

Where:

$$Average\ score\ supplier\ i = \frac{1}{n} \sum_{1}^n \frac{1}{3} (Quality + TAT + Support)$$

n= number of airlines

Notes:

- If a supplier is assessed by more than 4 airlines, it will have additional points.
- Supplier with most answers: 12

Airlines participants in the assessment

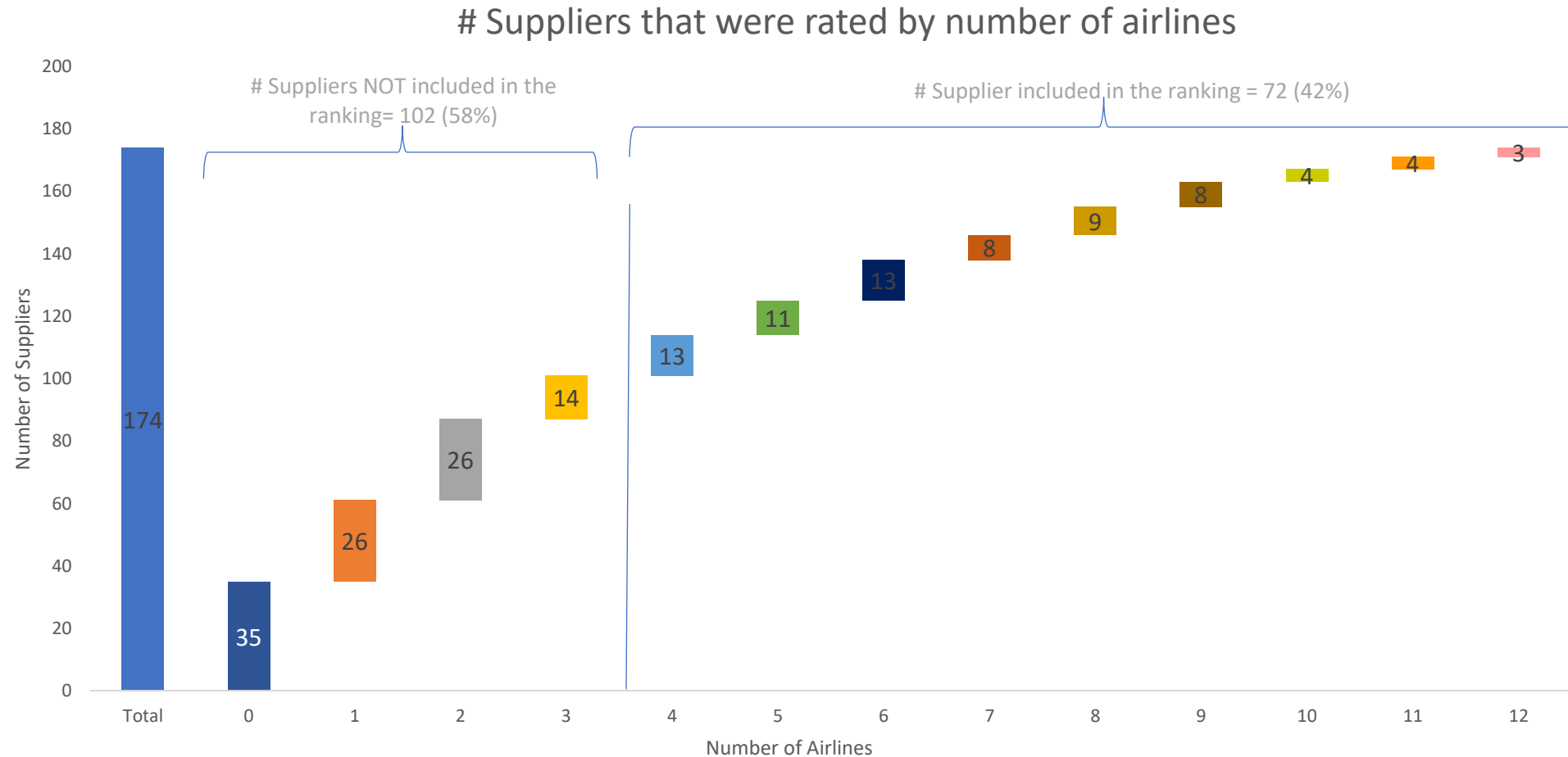
2022

#	Company
1	Aerolineas Argentinas
2	Aeromexico
3	Aeroregional
4	Amazzonas
5	Arjet
6	Avianca
7	Azul
8	Copa
9	GOL
10	Latam Brasil
11	Latam Group
12	SKY
13	TAR
14	Tum AeroCargo
15	Ultrair
16	VivaAerobus

174 suppliers consider for the ALTA Supplier Assessment.

- i) 102 suppliers (58%) didn't fulfill the requirement to be assessed by at least 4 Airlines
- ii) 72 suppliers ranked (42%)

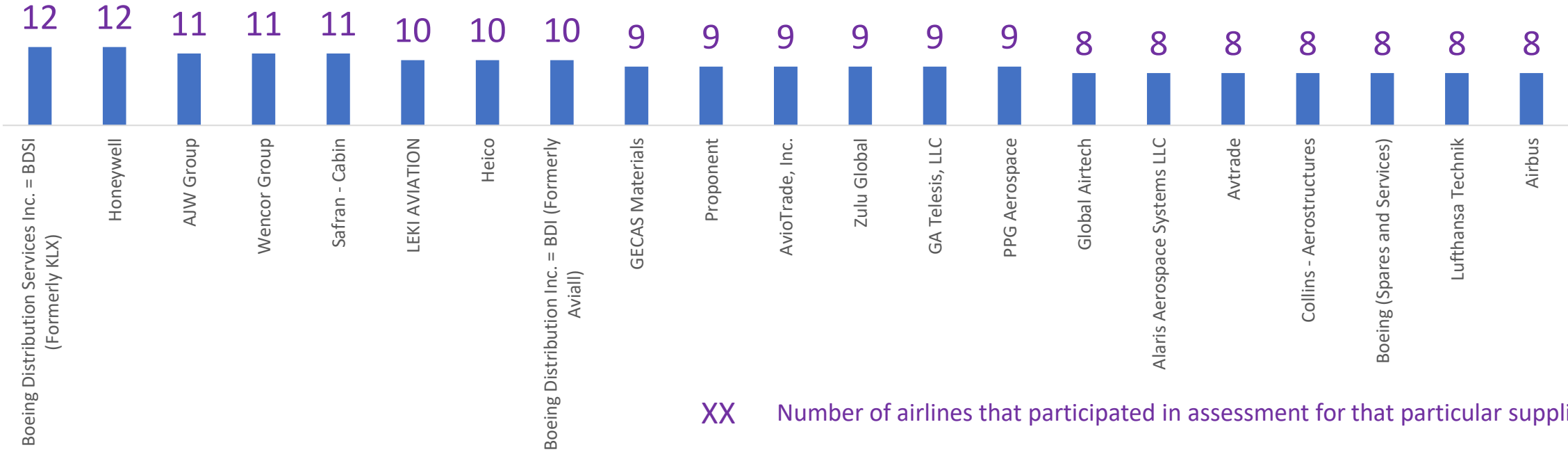
35 suppliers were assessed by 0 Airlines. 26 suppliers were assessed by 1 airline....



Rank	Company	Supplier Quality	Customer Support and Documentation	TAT	Average	#Airlines	Score
1	AvAir	4.38	4.38	4.29	4.25	7	4.41
2	Global Airtech	4.11	4.11	4.38	4.19	8	4.39
3	AJW Group	4.00	3.91	4.18	4.03	11	4.38
4	GECAS Materials	4.20	4.00	4.00	4.07	9	4.32
5	PartsBase	4.00	4.40	4.20	4.20	5	4.25
6	BF Aerospace	4.25	4.25	4.25	4.25	4	4.25
7	Jet International	4.17	4.33	3.75	4.14	6	4.24
8	Wencor Group	3.92	4.00	3.70	3.89	11	4.23
9	Med-Craft, Inc.	4.50	3.83	4.20	4.17	5	4.22
10	AIR COST CONTROL	4.00	4.17	4.17	4.11	6	4.21
11	Aerospares 2000	4.00	3.67	4.20	4.11	6	4.21
12	Illuminair Support	4.25	4.00	4.33	4.17	4	4.17
13	Kellstrom Aerospace	4.29	3.57	4.14	4.00	7	4.15
14	TP Aerospace	4.00	4.00	4.00	4.07	5	4.12
15	AAR Corp	4.00	3.88	3.67	3.96	7	4.11
16	Turbo Resources Inc	4.00	4.00	4.20	4.06	5	4.11
17	Alaris Aerospace Sy	3.88	3.88	3.71	3.88	8	4.07
18	Solair Group	4.40	3.40	4.20	4.00	5	4.05
19	Avtrade	3.78	3.89	3.88	3.85	8	4.04
20	LEKI AVIATION	4.09	3.36	3.67	3.73	10	4.01
21	Proponent	4.20	3.70	3.56	3.77	9	4.00
22	AvioTrade, Inc.	3.90	3.50	4.00	3.77	9	4.00
23	Air France Industrie	3.67	3.83	4.17	3.89	6	3.99
24	Diehl Aerospace, Ir	4.33	3.33	4.20	3.89	6	3.99
25	Zulu Global	3.78	3.78	3.67	3.74	9	3.97
26	STS	4.14	3.71	3.83	3.86	6	3.95
27	Delta Tech Ops	4.00	3.33	4.00	3.89	5	3.94
28	Collins - Aerostruct	4.11	3.44	3.13	3.74	8	3.93
29	Boeing (Spares and	4.11	3.44	3.63	3.74	8	3.93
30	Inventory Locator S	4.00	3.75	4.00	3.92	4	3.92
31	BAE Systems	4.00	3.50	4.00	3.83	5	3.88
32	AMETEK MRO	3.80	4.00	4.00	3.87	4	3.87
33	Crane Aerospace &	3.60	3.40	4.25	3.87	4	3.87
34	SKY MART	3.88	3.63	3.33	3.71	7	3.85
35	Heico	3.73	3.09	3.78	3.58	10	3.84
36	Regional One	3.75	3.50	3.67	3.83	4	3.83

Rank	Company	Supplier Quality	Customer Support and Documentation	TAT	Average	#Airlines	Score
37	Peerless Aerospace Fas	4.25	4.00	3.67	3.83	4	3.83
38	Dedienne Aerospace	4.25	2.88	4.00	3.67	7	3.80
39	Liebherr-Aerospace Sal	4.40	3.60	3.75	3.80	4	3.80
40	GA Telesis, LLC	3.89	3.22	3.56	3.56	9	3.78
41	Mankiewicz	4.17	3.17	4.00	3.72	5	3.77
42	United Aerospace Corp	4.00	3.25	3.71	3.63	7	3.76
43	Collins - Power & Contr	4.13	3.38	3.57	3.63	7	3.76
44	Collins - Mechanical Sy	4.00	3.43	3.43	3.62	7	3.75
45	AerFin Limited	3.75	3.75	3.75	3.75	4	3.75
46	Thales	3.75	3.00	3.67	3.58	7	3.72
47	Boeing Distribution Ser	3.75	3.08	3.25	3.36	12	3.70
48	Lufthansa Technik	3.56	3.11	3.63	3.52	8	3.69
49	Airbus	4.11	3.00	3.25	3.52	8	3.69
50	HYDRO Systems USA	4.20	3.00	3.60	3.60	5	3.65
51	SR Technics	3.75	3.50	3.00	3.58	4	3.58
52	Parker Aerospace	4.11	3.11	2.75	3.41	8	3.58
53	Collins - Avionics	4.14	3.33	2.80	3.48	6	3.56
54	OWL Aerospace	3.50	3.50	3.40	3.50	5	3.54
55	Meggitt Services & Sup	4.00	3.20	3.50	3.53	4	3.53
56	Sky Source Inc (SSI)	4.00	3.40	3.50	3.53	4	3.53
57	RECAERO	3.75	3.00	3.50	3.50	4	3.50
58	Ipeco Holdings Limited	3.83	2.83	3.40	3.44	5	3.49
59	Honeywell	3.71	2.77	3.00	3.17	12	3.48
60	Collins - Interiors	4.17	3.00	3.00	3.33	5	3.38
61	GE Aviation	3.43	3.00	3.00	3.29	6	3.37
62	Boeing Distribution Inc	3.64	3.09	2.50	3.12	10	3.36
63	Embraer	4.00	3.00	2.75	3.33	4	3.33
64	Perrone Aerospace	3.75	3.00	3.00	3.25	4	3.25
65	Safran - Landing System	3.71	2.86	2.83	3.14	6	3.22
66	Panasonic Avionics Cor	3.67	2.33	3.20	3.11	5	3.15
67	Triumph Accessory Ser	3.75	2.00	3.50	3.08	4	3.08
68	Safran - Cabin	3.67	2.00	2.55	2.83	11	3.08
69	Safran - Electronical & I	3.25	2.50	3.25	3.00	4	3.00
70	Safran - Aerosystems	3.43	2.00	2.33	2.67	6	2.73
71	Safran - Seats	3.25	1.88	2.00	2.54	7	2.64
72	PPG Aerospace	3.00	2.00	2.22	2.47	9	2.62

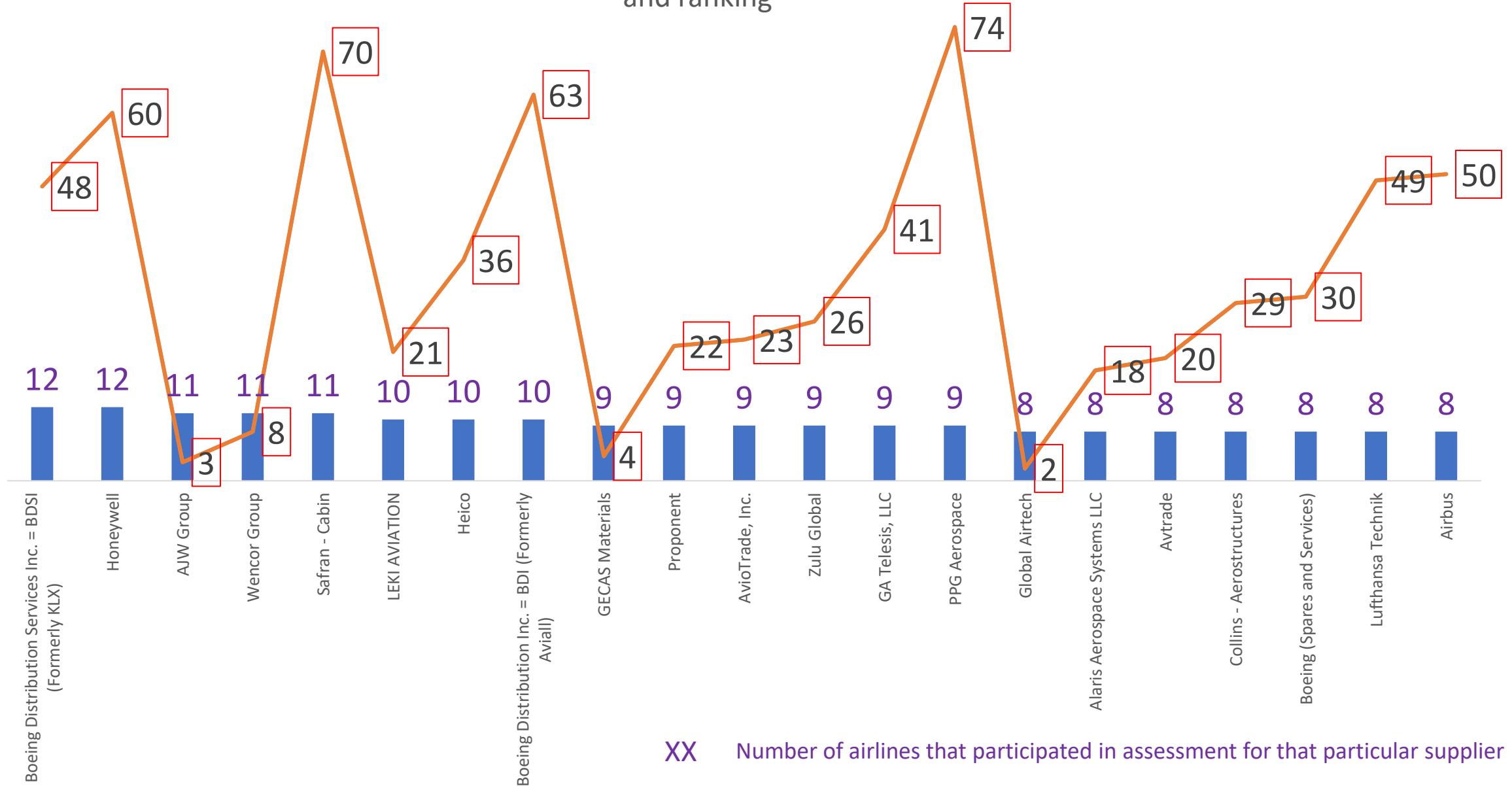
Suppliers with highest number of airlines that assessment
and ranking



XX Number of airlines that participated in assessment for that particular supplier

XX Ranking 1: the best – 74: the worst

Suppliers with highest number of airlines that assessment and ranking



XX Number of airlines that participated in assessment for that particular supplier

XX Ranking 1: the best – 74: the worst

	Supplier Quality	TAT	Costumer Support and Documentation	Average	#Airlin es	Score	Rank
MAX	4.50	4.40	4.38	4.25	12	4.41	72
AVERAGE	3.94	3.37	3.58	3.65	6	3.76	37.5
MINIMUM	3.00	1.88	2.00	2.47	4	2.62	1

Top 10 Suppliers become a recognition during the CCMA

Rank	Company	Customer Support and Documentation			Average	#Airlines	Score
		Supplier Quality	TAT				
1	AvAir	4.38	4.38	4.29	4.25	7	4.41
2	Global Airtech	4.11	4.11	4.38	4.19	8	4.39
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6	BF Aerospace	4.25	4.25	4.25	4.25	4	4.25
7	Jet International	4.17	4.33	3.75	4.14	6	4.24
8	Wencor Group	3.92	4.00	3.70	3.89	11	4.23
9	Med-Craft, Inc.	4.50	3.83	4.20	4.17	5	4.22
10	AIR COST CONTROL	4.00	4.17	4.17	4.11	6	4.21



CCMA & MRO
SUPPLIER '22
RECOGNITION

2022
CARTAGENA



The airlines that participated in the 2022
ALTA Supplier Assessment are pleased to present
this recognition to:



For excelling in:
Customer Support
Turn-Around Time
Supplier Quality

Congratulations on achieving one of the highest scores on
the assessment. Your contribution to aviation in Latin
America and the Caribbean is a positive example to follow
and directly helps industry recovery. The aviation industry
represented in ALTA recognizes and thanks your
commitment and hard work.

José Ricardo Botelho
Executive Director & CEO

Juan Camilo Guerrero
Head of Tech Ops & Data

Rank	Company	Costumer Support and Documentation			Average	#Airlines	Score
		Supplier Quality	TAT				
53	Collins - Avionics	4.14	3.33	2.80	3.48	6	3.56
54	OWL Aerospace	3.50	3.50	3.40	3.50	5	3.54
55	Meggitt Services & Sup	4.00	3.20	3.50	3.53	4	3.53
56	Sky Source Inc (SSI)	4.00	3.40	3.50	3.53	4	3.53
57	RECAERO	3.75	3.00	3.50	3.50	4	3.50
58	Ipeco Holdings Limited	3.83	2.83	3.40	3.44	5	3.49
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63	Embraer	4.00	3.00	2.75	3.33	4	3.33
64	Perrone Aerospace	3.75	3.00	3.00	3.25	4	3.25
65	Safran - Landing System	3.71	2.86	2.83	3.14	6	3.22
66	Panasonic Avionics Cor	3.67	2.33	3.20	3.11	5	3.15
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68	Safran - Cabin	3.67	2.00	2.55	2.83	11	3.08
69	Safran - Electronical & I	3.25	2.50	3.25	3.00	4	3.00
70	Safran - Aerosystems	3.43	2.00	2.33	2.67	6	2.73
71	Safran - Seats	3.25	1.88	2.00	2.54	7	2.64
72	PPG Aerospace	3.00	2.00	2.22	2.47	9	2.62

ALTA share the airlines that participated in the assessment, but do not disclosure which airlines said what.



Airlines that participated in assesment **PPG**



Lucia del Sol Lopez



Gabriel Vazquez
Jorge Jácome



Marcelo Terceros



Liliana Bocanegra



Pedro Nascimento



Luis Bustillo



Andrés Arciniegas



Adán Ramírez



Vanessa Padovan

Company Name	Average of Supplier Quality	Average of Turn Around Time	Average of Customer Support and documentation	Total Average	Airline #	Final Score	Ranking (total Suppliers 74)
PPG Aerospace	3.00	2.00	2.22	2.47	9	2.62	72

Long lead times, very poor customer support plus high amount of certificate discrepancies

They need to improve communication and LT's

Large backorder with pending shipment confirmation.
Communication issues remain.

Open order report are not available until being requested. They send it 1 or 2 weeks and then they forget about it.

Lead times are unreliable.

The customer support is a shame, the CSR does not attend our needs, even the up management just respond upon request.
Long lead times.

They take a lot of time to ship

The comments show individual positions of different Airlines. Not all airlines share comments. The expression used by the analyst of the airlines were leaved as it was written to express the feeling of the airline.



Airlines that participated in assesment **Safran -**
Landing Systems



Jorge Jácome
Gabriel Vázquez



Andrés Arciniegas



Adán Ramírez



Vanessa Padovan



Liliana Bocanegra



Luis Bustillo

Company Name	Average of Supplier Quality	Average of Turn Around Time	Average of Customer Support and documentation	Total Average	Airline #	Final Score	Ranking (total Suppliers 74)
Safran - Landing Systems	3.71	2.86	2.83	3.14	6	3.22	66

Long times to deliver information

Long time to solve invoicing issues of purchases. On the contractual side the replies are faster.

CSR is not responding on time, a lot of people leaving the company.

Slow or none response from customer support

The comments show individual positions of different Airlines. Not all airlines share comments. The expression used by the analyst of the airlines were leaved as it was written to express the feeling of the airline.



Airlines that participated in assesment **Safran - Cabin**



Jorge Jácome
Gabriel Vazquez



Andrés Arciniegas



Adán Ramirez



Vanessa Padovan



Nicolás Camacho



Claudia Sampallo



Luis Bustillo



Lucia del Sol Lopez



Tomas Sanguinetti



Liliana Bocanegra



Marcelo Terceros

Company Name	Average of Supplier Quality	Average of Turn Around Time	Average of Customer Support and documentation	Total Average	Airline #	Final Score	Ranking (total Suppliers 74)
Safran - Cabin	3.67	2.00	2.55	2.83	11	3.08	70

Long lead time and weak customer support

demora mucho tiempo en atender nuestros requerimiento inclusive una vez puesta la orden de compra sigue demorando la repuesta y modifica los precios.

Extremly long Lead times

Engineering Support is poor. They do not share Tech Data in order to get a repair for a Galley

Supply chain needs to be improved and clarification between different Safran business units

It is very difficult to find someone who can quote your inquiry

The comments show individual positions of different Airlines. Not all airlines share comments. The expression used by the analyst of the airlines were leaved as it was written to express the feeling of the airline.



Airlines that participated in assesment **Safran -**
Electronical & Power



Vanessa Padovan



Andrés Arciniegas



Liliana Bocanegra



Pedro Nascimento

Company Name	Average of Supplier Quality	Average of Turn Around Time	Average of Customer Support and documentation	Total Average	Airline #	Final Score	Ranking (total Suppliers 74)
Safran - Electronical & Power	3.25	2.50	3.25	3.00	4	3.00	71

DFDAU increased the number of faults recently

Some delays on current situation with Supply Chain

The comments show individual positions of different Airlines. Not all airlines share comments. The expression used by the analyst of the airlines were leaved as it was written to express the feeling of the airline.



Airlines that participated in assesment **Safran -**
Aerosystems



Jorge Jácome
Gabriel Vazquez



Liliana Bocanegra



Luis Bustillo



Andrés Arciniegas



Tomas Sanguinetti



Adán Ramirez

Company Name	Average of Supplier Quality	Average of Turn Around Time	Average of Customer Support and documentation	Total Average	Airline #	Final Score	Ranking (total Suppliers 74)
Safran - Aerosystems	3.43	2.00	2.33	2.67	6	2.73	72

Extremely long Lead times / Do not worry about customer issues

Lead times are excessive on key items such as O2 Generators

Some challenges with supply chain

One of the worst suppliers in every possible way.

The comments show individual positions of different Airlines. Not all airlines share comments. The expression used by the analyst of the airlines were leaved as it was written to express the feeling of the airline.



Airlines that participated in assesment **Safran - Seats**



Claudia Sampallo



Jorge Jácome
Gabriel Vazquez



Liliana Bocanegra



Pedro Nascimento



Andrés Arciniegas



Lucia del Sol Lopez



Adán Ramírez

Company Name	Average of Supplier Quality	Average of Turn Around Time	Average of Customer Support and documentation	Total Average	Airline #	Final Score	Ranking (total Suppliers 74)
Safran - Seats	3.25	1.88	2.00	2.54	7	2.64	73

Long lead time and weak customer support

Extremely long Lead times and bad communication Repairs: With Safran Seats US its common to have high TAT's and a bad comunication, it is hard to receive the status of our units.

Supply chain needs to be improved and clarification between different Safran business units

It is very difficult to find someone who can quote your inquiry

The comments show individual positions of different Airlines. Not all airlines share comments. The expression used by the analyst of the airlines were leaved as it was written to express the feeling of the airline.

Suppliers and airlines are invited to discuss issues related to this assessment during the ALTA CCMA & MRO Conference 2022, May 15-17 (Cartagena, Colombia)

Airlines attending CCMA & MRO 2022



Abaeté

Aero Caribe

Aerolineas Argentinas

Aeromar

Aeromexico

Aeroregional

Aerounion

Amazonas

ATSA

Avianca

Azul

Bahamasair

BOA Boliviana de aviación

Copa Airlines

Delta airlines

DHL Aviacion

Dux Express

Easyfly

Equair

Flybondi

GlobalX Airlines

Gol

helicol

Iberia

Lanhsa Airlines

Latam Airlines

Líneas Aéreas Suramericanas S.A.S

MasAir

Reef Jet

Rima Aviação

Sarpa

Satena

Sky airlines

SKY High Aviation Services Dominicana

SkyLeaseCargo

Sunrise Airways

TAG Airlines

TAR Aerolineas

Tropic Air

Tum Aero Carga

Ultra Air

Viva Aerobus

Viva Air Colombia

Voepass

Conference sold out