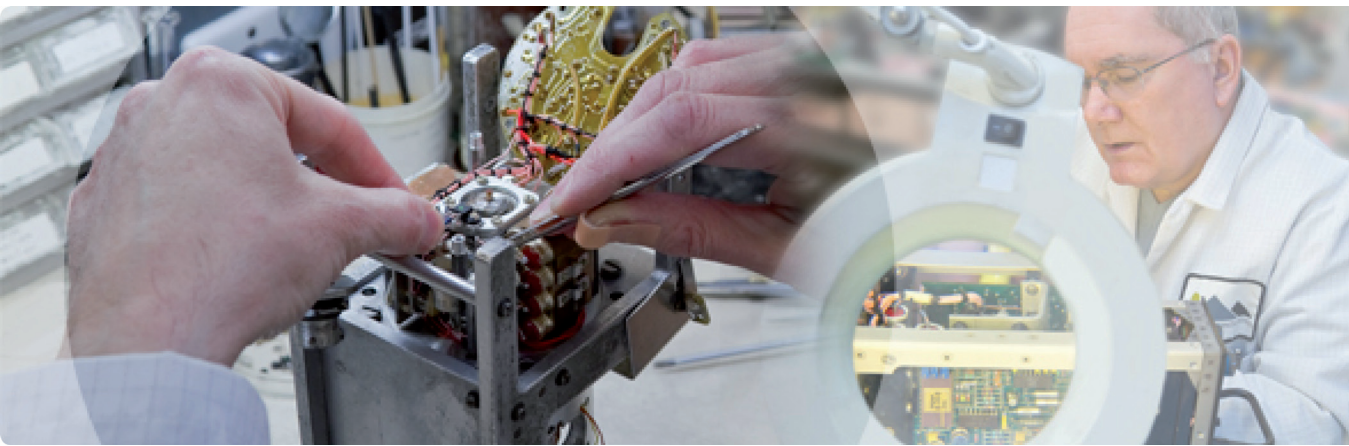


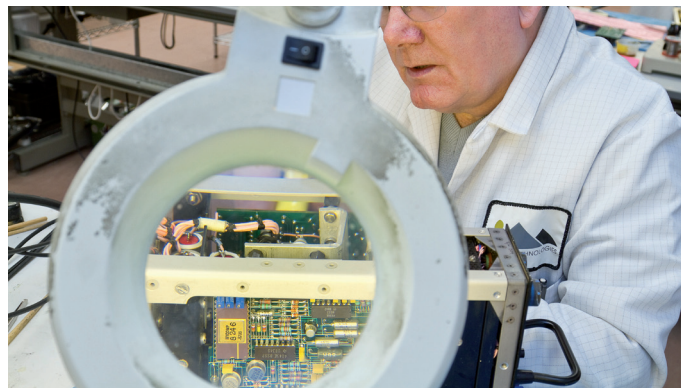
Customer Logistic Support

Through-Life Maintenance Solutions



Customer Logistics Support

The ongoing maintenance of your equipment is essential in ensuring optimum performance and safety. Ferranti offers a through-life support service for a wide range of electronic product types, offered for both FTL and third party manufactured products.



Service Offering

Ferranti's dedicated Customer Logistic Support (CLS) team offers a tailored support service comprising:

- Repair, Modification & Overhaul
- Post Design Services
- Integrated Logistic Support
- Obsolescence Management
- Documentation Support
- Preventative Maintenance
- Product Quality & Environmental Stress Screening
- Product Test & Commissioning

The CLS team has particular expertise in meeting the demanding requirements of customers operating in the aerospace and defence markets. This, combined with a commitment to timely delivery and the provision of a cost-effective support solution, differentiates Ferranti from its competitors.

Repair & Overhaul

A fast and efficient repair and overhaul service ensures minimum system downtime for customers. A range of turnaround times are offered to meet the most demanding customer needs. A wide variety of product types are catered

for, including:

- Electronic & electrical modules
- Circuit cards (Plated Through Hole and SMT)
- Wired racks and cabinets
- Aircraft cockpit instrumentation
- Precision mechanisms

All products are fully tested prior to return to the customer and are warranted.

Post Design Services

Post design services (PDS) are carried out in accordance with Def Stan 05-123 and Def Stan 05-125. PDS activities are offered on an annual or multi-year contract basis and on a task by task basis.

Integrated Logistic Support

A dedicated Integrated Logistic Support (ILS) team is available to produce Level of Repair Analysis (LORA), Maintenance Task Analysis and Failure Modes Effects and Criticality Analysis (FMECA) when required.



Obsolescence Management

The company provides customers with comprehensive Obsolescence Management support carried out in accordance with BS EN 62402:2007. We use a reputable up-to-date web based OM tool that provides EOL and PCN notifications enabling us to monitor products throughout service life and mitigate the effects of obsolescence by recommending alternatives, last time buy or life time buys of critical components.

Product Test & Commissioning

The company operates a comprehensive range of automatic and special to type test equipment for functional and in-circuit testing, whilst a DITMCO station is available for continuity testing.

A team of skilled craftsmen have the capability and experience to undertake product survey, test and commissioning at the customers site if required.

Documentation Support

A technical publication service encompasses the preparation of repair, overhaul and maintenance manuals, test specifications and illustrated parts catalogues. An experienced drawing office team ensures rigorous configuration control and safe custody of all documentation, whether customer supplied or FTL generated.

Product Quality & Environmental Stress Screening

If required products can be qualified and/or stress screened within the company's fully UKAS accredited environmental test chambers. A variety of tests can be performed, including;

- Functional testing under combined vibration/temperature cycling
- Highly Accelerated Stress Screening (HASS)
- EMC pre-compliance testing

Tailored Service

The CLS team offers a bespoke service to meet every customer requirement. The team is comprised of skilled technicians with many years experience. The team operates in an integrated manner with professional project managers, procurement staff and industrial process engineers, to deliver a high quality product. Every project is controlled using the company's MRPII based management information system.

All work is carried out in modern, well equipped facilities. In addition to an extensive workshop for the support of electronic and electrical products, a Class 10000 clean air room is available for the support of contamination sensitive devices.

The technicians in this area are currently supporting an extensive range of precision gyro instruments, accelerometer and air data probe products.

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