

**2010 Q-Series Operators' Conference and Trade Show- June 14-18, 2010**

Monday, June 14- Day 1		
<b>7:00-8:00 AM Breakfast and Registration</b>		
<b><u>Mini Aircraft Economics Working Group</u></b>	<b><u>Low Utilization Maintenance Program (LUMP)</u></b>	
08:00-08:15 Opening Remarks & Introductions 08:15-08:30 Q400 Engine Mount 08:30-08:45 Q400 Floorboards 08:45-09:00 Q400 Exhaust system 09:00-09:15 Q400 P2:2: Bleed Valve 09:15-09:30 Q400 EDU (Electronic Display Units) contamination by dust 09:30-10:00 Discussion, future AEWG plans and closing remarks	08:00 - 08:30 Opening address/Welcome 08:30 - 09:00 Update from last meetings 09:00 - 09:30 Update on current Low Utilization Operators 09:30 - 10:00 New Airworthiness requirements (SFAR 88, EZAP, AASR)	
<b>10:00-10:20 AM Break</b>		
<b><u>Q-Series Structures Update</u></b>	<b><u>Low Utilization Maintenance Program (LUMP)</u></b>	
10:20 - 10:30 Welcome 10:20 - 11:00 - Q400 Top 12 plus additional action items 11:00 - 11:30 - Q100/200/300 Top 6 plus additional action items 11:30 - 12:00 - New generic RD's	10:20 - 11:00 C-Check Optimization - Project Status 11:00 - 12:00 FRACAS Data findings, Fleet statistics	
<b>12:00-1:00 Lunch</b>		
<b><u>Q-Series Structures Update</u></b>	<b><u>Low Utilization Maintenance Program (LUMP)</u></b>	<b><u>Flight Operations 13:00-17:00</u></b>
1:00 - 1:20 - Q400 Hard Landing Inspections 1:20 - 1:30 - Lower cowl classified as Secondary structure 1:30 - 2:00 - Damage reporting 2:00 - 2:30 - Pictorial Index	1:00 - 1:30 FRACAS data findings Fleet statistics (Continued) 1:30 - 2:00 Proposal on LUMP applicability 2:00 - 2:30 Going forward - General discussion on Projects, Operator assistance	- FOSC Update Action Register - Best practices Discussion
<b>2:30-2:50 PM Break</b>		
<b><u>Aging Aircraft Update</u></b>	<b><u>Low Utilization Maintenance Program (LUMP)</u></b>	<b><u>Flight Operations 13:00-17:00</u></b>
2:50 - 3:50 - Aging Airplane Safety Rule 3:50 - 4:50 - Operations beyond 80K FC (Model's 102/103), project update 4:50 - 5:00 - Q300 ESIR, project update	3:30 - 4:00 Operator caucus debrief 2:50 - 3:30 Operator caucus 4:00 - 4:30 Conclusion	- FOSC Update Action Register - Best practices Discussion
<b>Airline Reliability Performance Awards 18:00-22:00 (by invitation only)</b>		

Tuesday, June 15- Day 2	
<b>7:00-8:00 AM Breakfast and Registration</b>	
<b><u>General Session</u></b>	
8:00-8:10 Welcome Remarks and Introductions 8:10-8:30 Customer Services and Support Update 8:30-8:50 Programs Update (All programs) 8:50-9:10 Q400 Operator Feature- Qantaslink 9:10-9:30 Asset Management Update 9:30-10:00 Keynote Speaker- Dr. Joseph Michelli	
<b>10:00-10:20 AM Break</b>	
<b><u>General Session</u></b>	
10:20-10:40 Fleet Management Update 10:40-11:00 Market Update 11:00-11:20 Q-Series Operator Feature- Jazz Air LP 11:20-11:40 Entry Into Service Update 11:40-12:00 Toronto Transformation Update	
<b>12:00-1:00 PM Lunch</b>	
<b><u>Q400 Technical Form</u></b>	<b>TRADE SHOW 12:00-5:00 PM</b>  eServices workshop @ Bombardier Booth
1:00 - 1:15- Q400 Technical Forum- Introductory Remarks 1:15 - 1:45- Programs Update 1:45 - 2:15- Q400 Fleet Reliability Update 2:15 - 2:30 - TRIM Update	
<b>2:30-2:50 PM Break</b>	
<b><u>Q400 Technical Form</u></b>	<b>TRADE SHOW 12:00-5:00 PM</b>  eServices workshop @ Bombardier Booth
2:50 - 3:50 - Q400 Technical Updates - ISE 3:50 - 4:20 - Q400 Airworthiness Engineering Update 4:20-5:00 - Pratt & Whitney Canada PW150 Update	
<b>Supplier Awards and Trade Show Reception 17:30-21:00</b>	

Wednesday, June 16- Day 3

**7:00-8:00 AM Breakfast and Registration**

**Maintenance Cost and Reliability Training**

(08:00-11:30AM)  
08:00-08:05 Introduction  
08:05-08:55 Reliability/Cost Definitions  
08:55-09:05 Example: Effectiveness of a mod (reliability)  
09:05-09:25 Example: Life Cycle Cost  
09:25-10:00 Workshop (Explain + Work Time)

**Parts Logistics Update**

**(8:00-10:00 AM)**  
- Parts Logistics Priorities  
- Pricing and Cost Control Management  
- Part Availability  
- AOG  
- Distribution  
- Backorder Management  
- Kit Support

**TRADE SHOW 8:00 AM-1:30 PM**

eServices workshop @ Bombardier Booth

**10:00-10:20 AM Break**

**Maintenance Cost and Reliability Training Session**

10:20-10:45 Workshop (Discuss)  
10:45-11:30 Reliability/Cost Analysis Techniques

**Parts Logistics  
One-on-One  
Meetings  
(1:30-5:00)**

**TRADE SHOW 8:00 AM-1:30 PM**

eServices workshop @ Bombardier Booth

**12:00-1:00 Lunch**

**Q100/200/300 Customer Forum**

1:30-2:00 - Aftermarket Update  
2:00 - 2:30 - Maintenance Engineering Update

**Parts Logistics  
One-on-One  
Meetings  
(1:30-5:00)**

**Q400 Technical Forum**

1:30 - 2:30 - Thales Avionics Update

**2:30-2:50 PM Break**

**Q100/200/300 Customer Forum**

2:50 - 3:20 - Q123 Technical Help Desk/ In-Service Engineering Support Update  
3:20 - 4:00 - Q123 In-Service Engineering Technical Update  
4:00 - 4:15 - Continued Air Worthiness Update  
4:15 - 4:30 - Q123 AEWG Update  
4:30 - 5:00 - Pratt and Whitney Canada PW100/123 Update

**Parts Logistics  
One-on-One  
Meetings  
(1:30-5:00)**

**Q400 Technical Forum**

2:50 - 3:35 - Dowty Propellers Update  
3:30 - 4:20- Hamilton Sundstrand Air Systems Working Group Update  
4:20 - 5:00 - Q400 Winterization Planning

**Customer Appreciation Dinner 18:00-23:00**

Thursday, June 17- Day 4

**7:00-8:00 AM Breakfast and Registration**

**Q400 Technical Forum**  
8:00 - 8:15 - THD Update  
8:15 - 9:00 - Aerazur Update  
9:00 - 10:00 - Goodrich Landing Gear Update

**Q100/200/300 Customer Forum**  
8:00 - 9:00 - Parts Logistics Update  
9:00 - 9:30 - Q123 Hamilton-Sundstrand Update  
9:30 - 10:00 - Messier-Dowty Update

**Maintenance Planning & Q400 Maintenance Program Update Workshop**  
08:00-08:05 Introduction  
08:05-08:15 Maintenance Planning Overview  
08:15-09:45 Maintenance Planning Options  
09:45-10:00 Maintenance Program Documentation

**10:00-10:20 AM Break**

**Q400 Technical Forum**  
10:20 - 11:05 - Honeywell Update  
11:05 - 11:45 - Bombardier Doors Working Group Update  
11:45 - 12:00 - Technical Publications Update

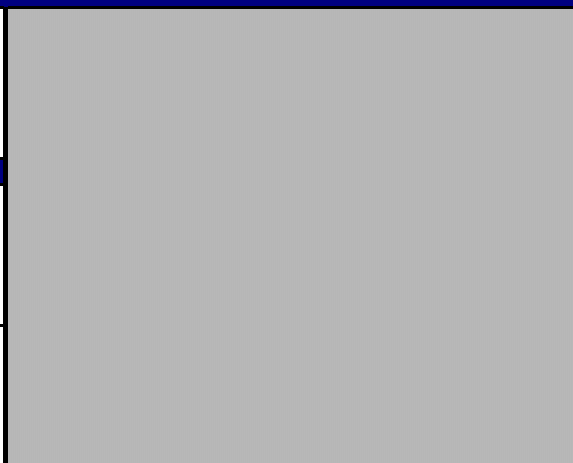
**Q100/200/300 Customer Forum**  
10:20 - 10:50 - Technical Publications Update  
10:50 -11:05 - Q-Series Field Services & Support Update  
11:05 - 11:45 - Q123 Service Centers and ASF Update  
- Samco  
- Hawker Pacific  
- Flybe  
11:45 - 12:00 - Q123 Supplier Liaison

**Maintenance Planning & Q400 Maintenance Program Update Workshop**  
10:20-10:50 One-Time Extension Process  
10:50-11:50 Q400 Evolution (A' - C' Check Escalation)  
11:50-12:00 Q400 Enhanced Maintenance Planning Document (MPD)

**12:00-13:00 Lunch**

**Q400 Technical Forum**  
1:00 - 2:00 - Parker Hydraulics Update  
2:00 - 2:30 - Q400 Operators' Caucus

**Q100/200/300 Customer Forum**  
1:00 - 2:30 - Operators Caucus



**2:30-2:50 PM Break**

**Q400 Technical Forum**  
2:50 - 3:30 - Q400 Operators' Caucus Feedback to Bombardier

**Q100/200/300 Customer Forum**  
2:50 - 3:30 - Q100/200/300 Caucus Feedback to Bombardier

**3:30-4:00 PM Closing Remarks and Prize Draw**

**Meeting Adjourns**