Sikorsky Announces S-76D™ Aircraft Entry Into Service Program

ANAHEIM, California -

Sikorsky Aircraft Corp. today announced its Entry Into Service program for the S-76D™ line of aircraft. The S-76D Entry into Service program includes customer training, service, support and focused customer communication, as well as the tracking of customer fleet analytics.

“The S-76D aircraft is Sikorsky’s first new commercial product launch since 2004. We’re excited about this aircraft, and also the robust customer experience designed to go along with the delivery of each one,” said Leon Silva, director, S-76® programs.

Customers have the opportunity to complete pilot and maintainer training through Flight Safety International in West Palm Beach, Fla. Training includes a level-D flight simulator and hands-on maintenance training for airframes.

Sikorsky’s comprehensive customer support includes an initial conference to understand each customer’s training and support needs. Customers also receive specialized S-76D Field Service Representative support by a dedicated or regional FSR. On-site pilot support is also available. A Sikorsky S-76D customer service center is available 24-hours a day.

“Our customer relationships are a top priority for us, and we keep the lines of communication open,” said Silva. Key customer communication components of the Entry into Service program include daily status calls with customers, webcasts for fleet information and product improvement updates, and an eventual S-76D Entry into Service website.

Another major component of the program is the continuous support provided by Sikorsky’s Fleet Management Operations Center. Analysts at the FMOC combine data from each aircraft’s Health and Usage Monitoring System with customers’ maintenance and operational data to proactively identify opportunities for cost and availability improvements. “Beyond monitoring for failure prevention, we have now advanced the usage of HUMS data into the realm of operating cost reductions. This has been successful for the S-92® aircraft, resulting in increased part lives for example, and we now look forward to applying it to the S-76D line,” said Silva.

Sikorsky's state-of-the-of-the-art Fleet Management Operations Center opened in December 2006, and has since evolved as an integral part of Sikorsky's enhanced aftermarket support initiative. The FMOC brings together subject matter experts from Logistics, Engineering and Customer Service who utilize proprietary analytical tools and methods to identify high-impact product and supportability improvements. The FMOC is a critical element of Sikorsky's strategic shift towards predictive fleet support.

“Understanding how customers use their aircraft enables our Fleet Management Operations Center to predict parts demand and optimize supply chain and inventory,” added Silva.

“Sikorsky is and always will be a customer-focused company,” said Carey Bond, president, Commercial Systems & Services. “We are committed to building upon our tradition of support with technology that allows us to respond quickly, anticipate solutions and focus our advancement efforts on customer value.”

The S-76D helicopter has quickly proven popular with customers, with a current backlog exceeding $700 million. Sikorsky has delivered more than 800 S-76 helicopters to customers globally since 1979, contributing daily to a growing 6.3-million-plus fleet flight hours total.

The S-76D helicopter’s baseline equipment includes powerful and efficient Pratt & Whitney Canada PW210S engines; an advanced THALES TopDeck ® integrated avionics system and four-axis autopilot; Health and Usage Monitoring System (HUMS) incorporated into fleet monitoring and analysis; active vibration control; and all-composite, flaw-tolerant main rotor blades. A Rotor Ice Protection System (RIPS) for all-weather capability will be available as an option.

Sikorsky Aircraft Corp., based in Stratford, Conn., is a world leader in helicopter design, manufacture and service. United Technologies Corp., based in Hartford, Conn., provides a broad range of high technology products and support services to the aerospace and building systems industries worldwide.

https://news.lockheedmartin.com/2014-02-25-Sikorsky-Announces-S-76D-Aircraft-Entry-Into-Service-Program