

Services and Support

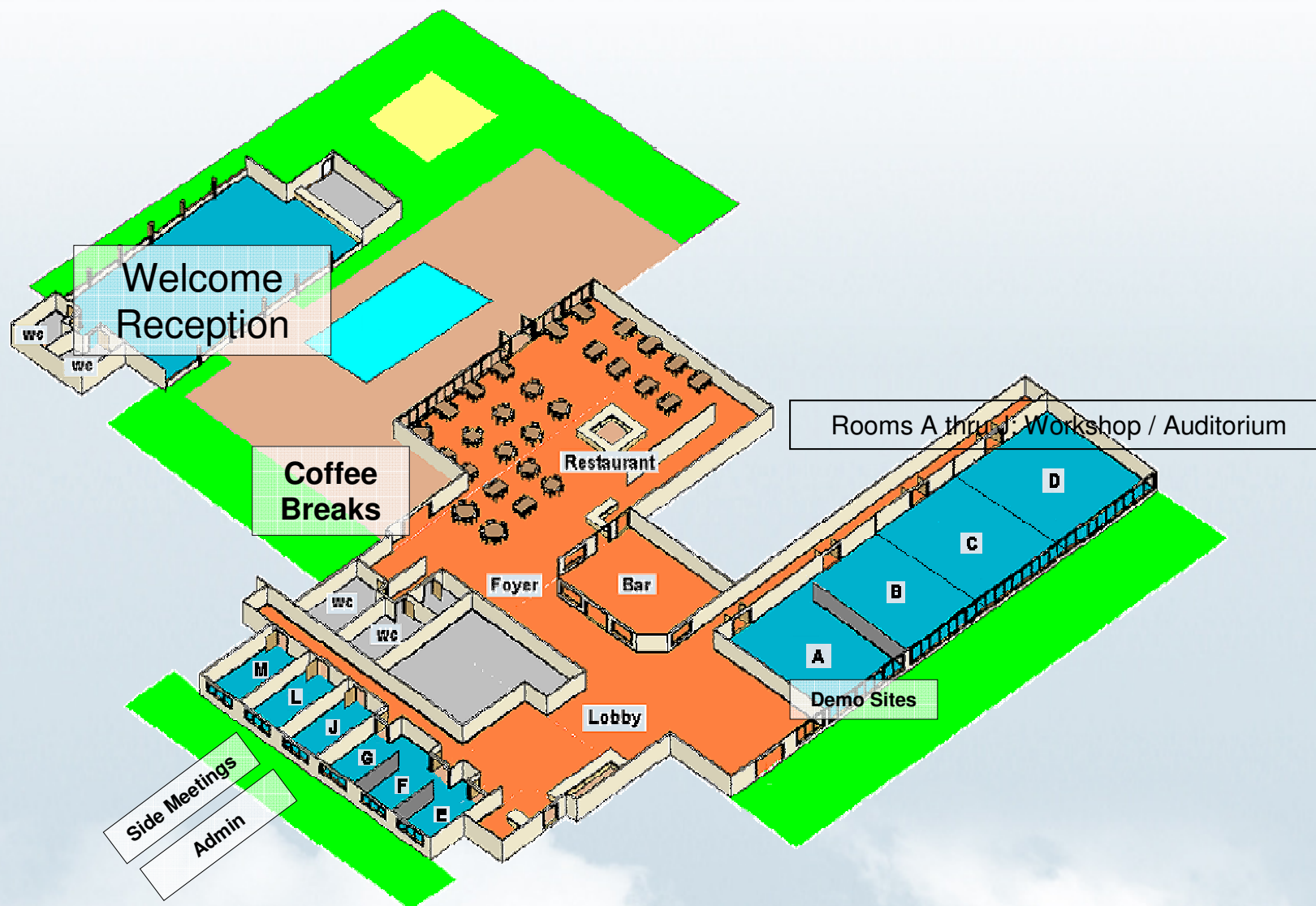
MCW 2011

MAINTENANCE COST WORKSHOP

MCW2011 Overview



Hotel Novotel



Agenda

| Period | September, 19th Monday | September, 20th Tuesday | | September, 21st Wednesday | September, 22nd Thursday | September, 23rd Friday |
|------------------|-------------------------------|-------------------------------|---------------------------|----------------------------------|-----------------------------|--|
| Morning | Reserved for side-meetings | EASC Meeting | ERJ LDG Workshop | Event Opening & Presentations | Workshop E-Jets & ERJ145 | Workshop Presentations & Event Closing |
| Afternoon | Reserved for side-meetings | EASC Meeting | E-Jets LDG Workshop | Embraer Networking Event | Workshop E-Jets & ERJ145 | Embraer Plant Visit |
| Evening | | MCW 2011 Welcome Reception | | | Special Dinner | |

Pre-event

MCW 2011

September, 20th – Tuesday – All day

Embraer Authorized Service Centers - EASC meeting

Embraer Authorized Service Center (EASC) meeting is dedicated to the Embraer EASC Focal Points, currently authorized Service Centers and under authorization process Service Centers. The main idea is to share experiences, best practices, field data, etc among EASC members.

For further information:

<http://www.embraer.com.br/mcw2011>

easc.network@embraer.com.br

September, 20th – Tuesday – Morning

Landing Gear Workshop – ERJ

The ERJ LDG Workshop is dedicated to the ERJ community. Embraer, ELEB and Liebherr will bring the following issues to debate:

- Overhaul Solutions Update
- Repair Solutions Update
- Coming Actions for MLG reparability
- Overview of Tech Publications to Support Overhaul

For further information:

<http://www.embraer.com.br/mcw2011>

mcw.connection@embraer.com.br

September, 20th – Tuesday – Afternoon

Landing Gear Workshop – E-Jets

The 2nd E-Jets LDG Workshop is dedicated to the E-Jets community. Embraer and Liebherr will bring the following issues to debate:

- Liebherr & Authorized Service Centers Network
- Overhaul Solutions
- Overhaul Workscope

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Pre-event

MCW 2011

Maintenance Cost Workshop 2011

The Maintenance Cost Workshop is an annual meeting intended to help operators reduce their maintenance costs by sharing experiences with all members of the Embraer aircraft family - Customers, Suppliers, Service Centers and Embraer itself.

Now in its 11th year, the event continues to seek cooperative engagement among participants by providing a forum to:

- Share best practices and experiences
- Debate cost reduction initiatives
- Establish a good network within the Embraer fleet community
- Manage cost reduction projects

For further information:

<http://www.embraer.com.br/mcw2011>

mcw.connection@embraer.com.br

September, 21st – Wednesday

From 8:30am thru 10:00am – General Presentations

- Welcome
- Event Opening
- Maintenance Cost Management
- Demonstration Site Presentation

From 10:00am thru 10:30am - Coffee Break

From 10:30am thru 12:30pm - Dedicated Presentations

| E-Jets Session | ERJ Session |
|---------------------------------|-----------------------------------|
| • Cost Reduction Initiatives | • Maturity Cost |
| • Heavy Checks Update and MPEP | • Powerplant Workscope Management |
| • Interior Costs | • Heavy Maintenance Assessment |
| • APU Costs | • MPEP |
| • Reset During Gate Maintenance | • Engineering Update |

September, 22nd – Thursday

From 8:30am thru 10:30am - Line Maintenance Presentations & Workshop

- Troubleshooting Process Assessment
- Line Maintenance Parts Logistics
- Troubleshooting Tools
- Workshop - Line Maintenance

From 10:30am thru 11:00am - Coffee Break

From 11:00am thru 01:00pm - Heavy Maintenance Presentations & Workshop

- MRO Check Accomplishment
- Check Outsource Preparation and Post Analysis
- Heavy Checks Costs Assessment
- Workshop - Heavy Maintenance

From 01:00pm thru 02:30pm - Lunch

From 02:30pm thru 05:00pm - Lean Maintenance Presentations & Workshop

- Lean MRO Program
- Continuous Improvement Results
- Lean Maintenance Overview
- Workshop - Lean Maintenance

September, 23rd – Friday

From 10:00am thru 11:30am - General Presentation & Closing

- Continuous Analysis and Surveillance System – CASS
- Workshop Results - Line Maintenance
- Workshop Results - Heavy Maintenance
- Workshop Results - Lean Maintenance
- Event Closing

From 11:30am thru 01:30pm - Lunch

From 01:30pm thru 03:00pm - Embraer Plant Visit