

The Airbus logo is displayed in a bold, blue, sans-serif font, centered within a light blue rectangular background.

## **AirPl@n Customer Manager**

AIRBUS CUSTOMER SERVICES SDN BHD  
Sepang, Selangor, Malaysia

### **Scope of Work:**

If you want to join the next area of significant value creation for our customers (i.e: Operational availability increase and Direct Maintenance Cost reduction), a vacancy has now arisen within Airbus Customer Services.

In competitive & continuously evolving environment where aeronautic industry faces new challenges driven by innovation (digitalization) and competitiveness, we are looking for someone willing to have a strong customer support mindset to ensure the delivery of Scheduled Maintenance Services according to contractual agreements (on-cost/time/quality).

With the objective to support the growth of Planned Maintenance activities, you will be responsible for monitoring and managing the promotion and End-to-End delivery of AirPl@n\* services in Asia-Pacific region.

### **Responsibilities:**

- In accordance with Airbus strategy for Planned Maintenance services, ensure the promotion of existing AirPl@n services
- Manage a portfolio of customers covering all Airbus A/C Programmes (e.g.: A320FAM, A330, A350), taking the necessary actions, in a multi-cultural environment
- Coordinate the production and delivery of Planned Maintenance services (including but not limited to AirPl@n) in Asia/Pacific region for Asia-Pacific Customers and ensure on cost, on time & on quality delivery of all AirPl@n services.
- Improve Customer satisfaction and ensure active follow-up of each customer by various communication means (teleconferences, WebEx, emails and on-site meetings).
- Ensure Customer feedback consolidation to improve the AirPl@n services experience and to enhance Customer satisfaction in Scheduled Maintenance domain (Maintenance Programme/Planning & Production Planning)
- Develop a strong Customer Maintenance & Engineering network in Asia/Pacific region and strengthen business/personal relationships

- Contribute to Customer support mission by promoting regionally the AirPI@n solutions & communicating on last evolutions related to Scheduled Maintenance requirements.
- May be required to manage dedicated airline assistance for maintenance programme and planning evaluation
- Deliver accurate weekly reporting regarding AirPI@n service deliveries including but not limited to the following criteria: last deliveries, quality/process issues & corrective actions, customer feedback, improvement opportunities etc.
- Be flexible to travel frequently everywhere (40 days per year in average)

**Qualifications Requirements:**

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- Educated to a degree level (or equivalent) in Engineering or a related discipline
- Airlines and/or MRO experience
- Language skills: fluent level of English, another language would be a plus.
- Knowledge of EASA Part-M regulation.
- Good general technical knowledge of aircraft, their maintenance & their operations.
- Good coordination and relational skills to deal directly with Customers.
- Strong communication and presentation skills (internal/external).
- Customer service highly oriented.
- Good listener, pro-active and creative.
- High knowledge on Maintenance Program/Planning activities, MPD customization.
- Reactivity and adaptability in a changing and demanding environment.
- Comfortable in managing projects in parallel.
- Seniority level

- Employment type

**Full-time**

- Job function

**Engineering**

- Industries

**Airlines/Aviation**

Sent your CV to: [hr.malaysia@airbus.com](mailto:hr.malaysia@airbus.com)