



Customer focused solutions in Aviation





Who We Are

Being a family run business, Fusion Airspares's aim is to apply a similar philosophy of fairness and responsibility to its key stakeholders that help make the company successful.

This keen sense of responsibility is especially important to building an organisation capable of meeting the needs of Fusion Airspares customers' now and into the future.

Therefore, Fusion Airspares's prides itself in being a little different in its approach to resolving its customers' needs, by embedding core values and beliefs into the way they operate.

Most notably this involves consulting and engaging with the very people who will help make this difference a reality, the staff and close associates.

In this way Fusion Airspares strives to make every customer interaction a positive one, whilst making sure it's approach to social responsibility is of the highest standard at all times.

Our Vision

Fusion Airspares's vision is to become a leading supplier of aircraft spares by providing professional, cost effective solutions for their customers that meet stringent industry and quality management practices.



This in conjunction with their passion for customer service excellence will ensure all work is carried out to the highest possible standards, in a straight forward, no-nonsense and honest manner.

Therefore Fusion Airspares's mission is to develop "Customer Focused Solutions" that help their customers manage their supply of aircraft spares, in a sustainable ongoing manner.

Customer Service

Fusion Airspares Ltd customer service code of conduct, we aim to:

- » Build positive customer relationships on every level possible
- » Embrace and drive better customer service though constant customer feedback.
- » Be passionate and determined in everything we do for the customer.
- » Try to listen and understand customer needs.
- » Deliver on promises.

These goals are embedded in our ISO 9001 standard quality objectives.

Where we do not always these goals right, we would like to hear from you so please contact us so we can makes changes if needed and grow with our customers.

“Customer Service is not a department in Fusion Airspares, it is everyone’s responsibility within the company”

FUSION AIRSPARES'S GUIDING PRINCIPLES AND OBJECTIVES

Taking into consideration Fusion Airspares’s vision, mission and overall approach which is summed up in the Quality Policy, the following principles and objectives have been defined.

They will be used as a guiding framework for Fusion Airspares’s operational systems as they mature and therefore touch on a broad spectrum of factors, including core customer satisfaction objectives and core customer service ethos that is so important to success.

- » Build positive and honest customer relationships through communication
- » Embrace and drive better customer service through feedback

- » We will aim to acknowledge customer emails within 10 minutes
- » All telephone calls will be answered promptly and politely

- » We acknowledge problems and work to resolve them quickly and effectively
- » Execute all services in a professional, responsible, accountable, honest, courteous and respectful manner at all times

- » Adopt an integrated or system based approach to managing all operational activity that incorporates quality, health & safety, business continuity, environmental and social

responsibility matters as required, thus ensuring consistency and continuity of services at all times along with a responsible business attitude to organisational governance

- » Involve all stakeholders, especially employees, as a matter of course to ensure knowledge, skills and experience used to greatest effect

- » Ensure all associates and suppliers meet regulatory compliance and are competent to perform their activities effectively and safely

- » Identify measures that demonstrate all supply activities are monitored, prioritised, reviewed so that continual improvement is achieved

- » Make sure all equipment supplied conforms to industry standards, and maintained to a high standard at all times

- » Continually enhance working practices against the principles and requirements of the Quality Management Standard ISO9001 and associated regulatory requirements

- » Invest in continued professional development and nurturing working relationships with industry specialists as required to improve services offered



Background History & Mission

Fusion Airspares Ltd began from simple beginnings supporting a few airline customers with Airbus and Boeing component support in one country. We now have grown rapidly to support many airlines, MRO's and stockists in over 25 countries on 5 continents.

Although we are a relatively new company in the marketplace we have been quick to establish trade networks and strategic partners in key areas. We have over 25 years combined aviation experience in nearly every level of our industry from logistics to military support.

In addition we have looked outside of the aviation industry to combine working practices from other commercial disciplines, for instance customer service procedures from top level service companies worldwide and information technology efficiency based around cloud computing.

We believe investment in key staff will allow us to gain a competitive edge. In order to provide "Customer Focused Solutions" at all times, Fusion Airspares realises that its staff, associates and suppliers need to be of the highest calibre as it develops.

Fusion Airspares believes that staff are central to achieving customer service excellence and delivering positive, customer experiences at each touchpoint.

It is also realised that staff can have an innovative impact on day to day processes, especially in today's fast paced digital world. Therefore these are included in the company's development and encouraged to contribute at all times.

Fusion Airspares has developed working relationships with a number of associates and suppliers that provide the infrastructure for their lean operations and will continue to build mutually beneficial relationships wherever possible.

All Associates and Suppliers have demonstrable and relevant experience in the aircraft industry, as well as, being certified to ISO9001 where appropriate.



PRODUCTS & SERVICES

Fusion Airspares services are presently split into two main areas:

- Sale Rotables & Consumables
Low overheads, lean business systems and processes mean Fusion Airspares Ltd can provide cost effective solutions to your stock requirements.
- Exchange Program
Offering an exchange program where we work with customers to create a positive relationship, where customers are not billed immediately for late cores.

However, other services being developed as the need arises are:

- Chemicals and Raw materials
- Marketing of Surplus inventory
- Repair management

Therefore, Fusion Airspares remains flexible in their approach to allow development of integrated strategies that help its customers manage the sourcing of aircraft spares in a cost effective, value for money manner.

Exchange Program



We offer an exchange program where we work with good customers to create a positive relationship.

A relationship where customers are not billed immediately for late cores.

- 24/7 AOG support
- Consignment pool available
- 30 day exchanges
- No automatic billing of late cores for established customers
- Free of charge exchanges available on high turnover/ low value components

Sale Rotables & Consumables



Low overheads, lean business systems and processes mean Fusion Airspares Ltd can provide cost effective solutions to your stock requirements.

We have a key stock holding of the major M.E.L. components of various aircraft types. We also have a vast trade support network where we leverage the low cost of spares through third party teardowns.

We are customer focused on sales of consumables and rotables and guarantee traceability on components.

Competitive pricing and on time delivery.

Marketing of Surplus Inventory



Airline and MRO surplus stock or slow moving inventory? Fusion Airspares Ltd will find a home and generate revenue through proven sales and customers bases. Our marketing of surplus material includes direct marketing to over 4000 established aviation professionals on multiple platforms including social media. Our proactive approach combined with our trade network means that on legacy equipment with a previous stock life of at least 10 years, our customers are seeing at least a 34% return annually on old, slow moving stock.

Our marketing of surplus material includes direct marketing to over 4000 established aviation professionals on multiple platforms including social media. Our proactive approach combined with our trade network means that on legacy equipment with a previous stock life of at least 10 years, our customers are seeing at least a 34% return annually on old, slow moving stock.

Chemicals & Raw Materials



We can provide paints, greases, oils and adhesives as well as aerospace tooling and aerospace grade raw materials for manufacturing such as aluminium sheeting including 2024, 6061, 6063 and 7063 specs.

[Repair Management](#)

The majority of customers deal direct with workshops on repairs and services, however Fusion Airspares Ltd can source embodiment loan spares from stock, surplus sources and breakdown of existing stock. All parts sourced will be pre-approved by the workshop through their quality procedure and PMA parts will only be supplied on your request. Why pay OEM list price +20% markup?



Loyalty Rewards Program

*We believe in giving back to loyal customers, by offering a FREE loyalty reward program.
For every dollar you spend with us we give you one point towards loyalty gifts such as gift cards,
experience days and multimedia tablets.*

*Please ask your customer services representative for details and sign up for FREE.
Terms and conditions apply.*



“Fusion Airspares Ltd has a global reach with strategic partners worldwide”




Global Network

Fusion Airspares Ltd has grown to include worldwide partners and agents on 5 continents making customer contact easier for clients in their native country. In addition by supporting joint ventures, it allows our brand to develop with the technical expertise of our partners, taking into consideration local practices within aviation.

Whilst our central office handles enquiries and support from UK and Europe, we also have partners representing Fusion Airspares in South America, India, Asia (north and south) and Africa.





“We believe in supporting client’s needs first. Our customer dictates where we go next with our inventory”

Aircraft Supported

Currently we support Boeing and Airbus aircraft as a primary focus; however we also support a range of legacy aircraft, specific to our customer’s fleet types. Future aircraft support begins with service to the customer and we only bring onboard new aircraft types of we feel we can support them.

Boeing B727, B737, B747, B757, B767

Airbus A300, A310, A318 to A321

ATR 42/72

Fokker F27/F28 (F50 &F100)

We are not limited to the above aircraft types, and look forward to hearing from you regarding further aircraft inventory you need supported.

Quality

Fusion Airspares Ltd focuses on customer satisfaction in line with the ISO9001:2008 standard.

We aim to provide a competitive service through flexibility in the marketplace, driven by customer need, and create a passion for customer service in every level of our organisation.

All rotables will have FAA8130-3 or EASA F1 and or release from recognised and highly regarded workshops worldwide.

Guaranteed full traceability.



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