



Randy Corey, Manager of Customer Service Administration and the Operator Advisory Board (OAB) Coordinator at Dassault Falcon Jet Corp (DFJ), based in Teterboro, New Jersey.

Interview by Jody Kerton May 23, 2022

Tell us a little about yourself

My position allows me to collaborate globally with the Falcon community. While at DFJ, I have also served as Sr. Manager of Engineering Support, Manager of Service Engineering and Falcon 2000 Model Specialist. This scope of experience has given me broad exposure to customer needs and global operations, which is very useful in my work with the Operator Advisory Board.

Prior to joining DFJ in September 2000, I worked as a Professional Flight Engineer, Instructor, and Check Airman flying B727-200 for a Part 135 charter based in Newark, NJ. I was in the United States Air Force for 13 years. This is where I started my aviation career as a Tactical Crew Chief, based in northern California, working on the Lockheed U-2/TR-1 program. While I was fixing airplanes at night, I was taking flying lessons during the day and completed my Private Pilot's license. After that, I really wanted to fly professionally, so I retrained to become a Flight Engineer on the C-141 Starlifter. Faced with the retirement of the C-141, I retrained and began flying the McDonnell Douglas KC-10A tanker.

As with most aviation professionals, training leads to licenses. I collected an A&P, Flight Engineer – Turbojet aircraft and Private Pilot license. I completed a Bachelor's Degree in Professional Aeronautics and Aviation Safety from Embry-Riddle Aeronautical University. Most recently, I completed the NBAA Certified Aviation Manager (CAM) accreditation in October 2019.

So, overall, 36 years in the aviation business makes me the old guy!

What is the Falcon Operator Advisory Board?

The Falcon OAB is comprised of two groups – the main board and the nine working groups. The 20-member board is comprised of Falcon operators who work with Dassault aircraft and services every day. The members are executive managers with mixed backgrounds including operations and/or technical from around the world. It is important to have the global customer view. The Board Chair and Vice Chair are both longtime Falcon pilots.

The working groups consist of Falcon operators, service center reps, partners, and more that focus on specific subjects such as Cabin Usage, Maintenance Information Resources and EFB Apps, etc. The number of individuals in each working group varies, but 15-25 members is the target.

Why is the Falcon OAB so important?

Successful companies have one thing in common. They adapt to their customers' needs. To adapt, you must first understand your customers and learn from them. This is not a simple task for a high-tech aircraft manufacturer with customers all over the world and various regulatory and government oversight to contend with. The challenge is to create worldwide solutions for this audience. The OAB is the voice of the customer to help Dassault understand customer needs and expectations.

Why is the Falcon OAB different?



The difference is the Falcon OAB is run by the operators. The 20-member board meets with Dassault executives annually to discuss areas for improvement, to share ideas with other operators and explain issues directly to the people who can make changes. They set the agenda, they lead the discussions, they pace the subjects, they talk ... and we (Dassault) listen. Between the formal meetings, the board meets virtually to keep the issues moving forward.

Do you have an example of OAB influence?

The Falcon 2000LXS was certified with an MTOW that was higher than that of the Falcon 2000S. An OAB member who operates a Falcon 2000S submitted a discussion paper to increase the MTOW on the F2000S to allow for full fuel and max pax. The paper was presented during an annual board meeting, accepted by the OAB and a recommendation followed. Dassault reviewed the recommendation and extended the MTOW certification to the Falcon 2000S. So, the board member identified an area for improvement that benefited other Falcon operators. That is the spirit of the OAB.

What does a typical OAB meeting look like?

Envision a large ballroom with tables arranged in a “hollow square,” with monitors on the floor in the middle. Seated around the table are 20 operators, mixed with 30 Dassault executives, all with a single focus: “Improve the customer experience.” Everyone can see and hear everyone at the same level. This is the general session, in which each board member shares his or her responses to questions previously submitted to the board for their thoughts.

After the general session, the board is divided into smaller workshops to again share feedback on a specific subject, such as Service Center Network, Marketing and Communications, or Sustainability. These are hosted by the Dassault executives to completely understand the customer expectations.



Do you see any connection between the Falcon OAB and WAMA?

Yes, the WAMA and OAB are both organizations focused on improving the aviation experience. They are both filled with passionate aviation professionals who are not afraid to get involved. They are people with passion to make the aviation industry grow. The next generation is reliant on what this generation does, and the professionals in both groups take that responsibility seriously.

What kind of support does Dassault provide for professional organization like WAMA?

Dassault has a long history of supporting professional organizations like WAMA and several others such as the regional PAMA chapters, NBAA, NATA, and IAWA (International Association of Women in Aviation). This is a part of the Dassault culture of “Falcon Family.” The support is demonstrated in numerous ways. Many employees are members of these organizations, as it does not conflict with their day jobs. The support can also be in the form of event hosting and sponsorship, presenting at meetings and professional contributions.

How does Dassault promote professional workforce development of new hires and readiness into the working world?

The next generation of aviation professionals brings a different skill set than previous ones. They grew up with technology and are very comfortable with computers, tablets, smartphones, internet, etc. This makes training and onboarding of new hires much simpler, because they have to learn new IT systems along with the job. If a new employee is in a technical position such as Field Service, Service Engineering or in the Command Center, they will receive initial maintenance training on one of the Falcon types.

Professional development is an important part in anyone's career, so Dassault encourages individuals to pursue programs and training that benefits both. Dassault offers a tuition assistance program for undergraduate and graduate studies based on employment status.

To attract new A&P mechanics into business aviation and prepare them for a career, Dassault Falcon Jet offers four scholarships for Falcon aircraft initial maintenance courses. Two are NBAA TRACS Scholarships and two are the Hank Hilsmann Memorial Scholarship. These scholarship are a partnership with our training providers, CAE and Flight Safety International (FSI). Applications can be submitted through the NBAA Scholarship programs.

