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## News Release

### **Cessna Citation Service Center Single Point of Contact Program Fully Implemented**

*Wichita, Kan., February 26, 2008* – Cessna Aircraft Company’s Customer First initiative, offering customers a single contact person for all service issues, has been implemented in all of the company’s Citation Service Centers in North America. Cessna is a Textron Inc. (NYSE: TXT) company.

The Customer First program, which began in 2004 as a Textron Six Sigma pilot program at company service centers in San Antonio, Greensboro and Orlando calls for each Cessna Citation Service Center to dedicate a Customer Service Representative (CSR) for every owner and operator who visits the center. The CSRs serve as the single point of contact most knowledgeable about the maintenance status of customer aircraft at all times.

“The Customer First single point of contact improves shop communications and minimizes down time for the operator as we strive to exceed customer expectations,” said Stan Younger, vice president of Cessna Citation Customer Service Facilities. “Customer reaction was so positive during the pilot program, we added two or three centers a year to get here – full system-wide implementation.”

Under the program, customers are able to go to one knowledgeable contact person within the company to get the complete status of the work being done on their aircraft. Separate CSR teams work exclusively on scheduled and unscheduled maintenance events, creating level loaded shops for shorter aircraft downtimes. CSRs also assist customers with hotel arrangements, rental cars, and catering requirements associated with work being done on their aircraft.

The domestic Citation Service Centers are part of Cessna's global network of company-owned service centers. Along with the company's authorized service centers, this group forms one of the most comprehensive business aircraft service networks in the world. Cessna is consistently ranked near the top of the industry in third-party customer support surveys, one of the factors supporting Cessna's continued leadership in annual business jet deliveries.

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Based on unit sales, Cessna Aircraft Company is the world's largest manufacturer of general aviation airplanes. In 2007, Cessna delivered 1,272 aircraft, including 387 Citation business jets, and reported revenues of about \$5 billion. Cessna has a current backlog of \$12.6 billion. Since the company was originally established in 1927, some 190,000 Cessna airplanes have been delivered to nearly every country in the world. The global fleet of more than 5,100 Citations is the largest fleet of business jets in the world. More information about Cessna Aircraft Company is available at <http://www.cessna.com>.

Textron Inc. is a \$13.2 billion multi-industry company operating in 34 countries with approximately 44,000 employees. The company leverages its global network of aircraft, industrial and finance businesses to provide customers with innovative solutions and services. Textron is known around the world for its powerful brands such as Bell Helicopter, Cessna Aircraft Company, Jacobsen, Kautex, Lycoming, E-Z-GO, Greenlee, Fluid & Power, Textron Systems and Textron Financial Corporation. More information is available at [www.textron.com](http://www.textron.com).

Forward-looking Information: Certain statements in this release are forward-looking statements and speak only as of the date on which they are made, and we undertake no obligation to update or revise any forward-looking statements. These forward-looking statements are subject to risks and uncertainties that may cause actual results to differ materially from those contained in the statements, including but not limited to the following: [a] changes in worldwide economic and political conditions that impact demand for our products, interest rates and foreign exchange rates; [b] the interruption of production at our facilities or at our suppliers' facilities; [c] the timing of new product launches and certifications of new aircraft products; [d] the occurrence of slowdowns or downturns in customer markets in which our products are sold or supplied; [e] changes in aircraft delivery schedules or cancellation of orders; [f] the launching of significant new products or programs which could result in unanticipated expenses; [g] changes in national or international government policies on the export and import of commercial products; and [h] bankruptcy or other financial problems at major suppliers that could cause disruptions in our supply chain.