

Piscataway Support Center: a full industrial partnership with airlines

Thales Piscataway Support Center (PSC), located in New Jersey, USA, is the repair center for all Thales's avionics, electrical systems and equipment flying onboard the North and Latin American customers' fleets. It houses the most modern technologies for its repair activity and its logistical processes are streamlined to serve customers efficiently.

With more than 28,000 repairs each year, Piscataway's site is active 24/7, 365 days a year. It offers second-to-none avionics repair, testing and calibration facilities, including 15 ATEC test benches, unique inertial unit calibration systems, robotic equipment distribution and a wind tunnel for Angle of Attack (AOA) probe calibration. A team of highly qualified avionics technicians and customer support representatives are on hand to answer customers' requests in record-breaking time.

Thanks to an innovative lean management approach, the Piscataway Support center provides access to a wide stock of 8,500 parts available at any time with very short turnaround time as well as a reliable AOG (Aircraft On Ground) stock. The site also proposes services like trading for used avionics parts, avionics assets management, Repair By-The-Hour solutions, vendor management and direct on-site field support.

It is capable of supporting all aircraft platforms, including Airbus, Boeing and ATR. It covers an extensive range of products such as displays, avionics computers, power generation and satellite communication equipment, with an in-house repair capability of more than 1,500 different part numbers. Thanks to its performance, reliability and competitiveness, more and more American based airlines are evolving from traditional in-house repair activities towards a full industrial partnership with us.

GREENHOUSE - A NEW INNOVATION SPACE

Following an internal competition within Thales USA focused on "How to create an intrapreneurship mindset across Thales teams?", the GreenHouse innovation concept was launched in Piscataway end of September. This state-of-the art equipped space aims at encouraging digital collaboration between co-workers to foster innovation. The Greenhouse will reinforce an open innovation mindset and enables to work with customers, local start-ups, universities and others companies of the aerospace area. The latest generation of digital tools will facilitate creation, sharing and demonstration of new ideas. Thales is willing to be at the forefront of future developments and proposes the best possible service solutions to its customers.

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