

WEBVTT

1
00:00:00.025 --> 00:00:03.005
Our next presenter, Kovacic, is, uh,

2
00:00:03.145 --> 00:00:05.005
the production chief pilot at Rol.

3
00:00:06.215 --> 00:00:08.125
There he oversees flight operations

4
00:00:08.385 --> 00:00:10.165
for both production and deliveries.

5
00:00:11.105 --> 00:00:14.245
His professional experience includes military flying, uh,

6
00:00:14.245 --> 00:00:16.765
helicopters and fixed wing airline

7
00:00:16.765 --> 00:00:20.005
where he was a CAT three certified captain and a CRJ.

8
00:00:20.705 --> 00:00:22.325
And now with innovative electric

9
00:00:22.325 --> 00:00:25.045
and light aircraft in the light

10
00:00:25.105 --> 00:00:27.685
and general aviation side of production, flight test,

11
00:00:28.085 --> 00:00:31.485
customer acceptance flights, they frequently occur

12
00:00:31.485 --> 00:00:33.485
with a person who's actually paying for the plane,

13
00:00:35.405 --> 00:00:36.575
soft skills as well

14
00:00:36.575 --> 00:00:38.615
as technical competence that are necessary.

15
00:00:38.915 --> 00:00:41.055
And Juice embodies these in this combination.

16
00:00:41.885 --> 00:00:43.895
He's here today to present about customer acceptance

17
00:00:43.895 --> 00:00:44.935
flights juice.

18
00:00:47.565 --> 00:00:48.835
Thank you. Thank you very much, Jeff.

19
00:00:49.055 --> 00:00:52.115
Uh, thank you for introduction. Uh, good morning everybody.

20
00:00:52.595 --> 00:00:53.995
I can see that the coffee,

21
00:00:54.215 --> 00:00:57.195
the Italian coffee had a real boost, so

22
00:00:58.595 --> 00:01:01.075
I hope you enjoyed, uh, thank you very much

23
00:01:01.075 --> 00:01:03.795
for the opportunity here that IMB, that I'm able

24
00:01:03.795 --> 00:01:06.475
to stand here in front of such a esteemed audience.

25
00:01:06.935 --> 00:01:09.275
I'm really honored. Uh, it's something new for me.

26
00:01:09.435 --> 00:01:12.915
I never attended, uh, symposiums like that before,

27
00:01:13.415 --> 00:01:14.475

and it's my first one

28

00:01:14.475 --> 00:01:16.755
and already standing in front of you,

29

00:01:17.295 --> 00:01:18.595
so it's a little bit of a pressure.

30

00:01:18.815 --> 00:01:21.435
Uh, so, uh, as in mentioned

31

00:01:21.435 --> 00:01:23.435
before, I'm, uh, working at p Italia.

32

00:01:24.055 --> 00:01:28.275
Uh, our company is on the other side of, uh,

33

00:01:28.415 --> 00:01:31.635
the big companies like speakers before me.

34

00:01:31.935 --> 00:01:33.115
So we are the small ones,

35

00:01:33.435 --> 00:01:36.915
although we are now part of the big Textron guys,

36

00:01:37.895 --> 00:01:40.315
and, uh, I can clearly say

37

00:01:40.345 --> 00:01:42.115
that the Textron guys will understand that.

38

00:01:42.115 --> 00:01:45.475
Uh, this for sure goes into my Eric under the, uh,

39

00:01:45.475 --> 00:01:47.475
career, uh, stuff.

40

00:01:48.895 --> 00:01:52.035
So, uh, okay, so we are a team of four pilots.

41
00:01:52.055 --> 00:01:54.995
Uh, I have three colleagues who are helping, supporting,

42
00:01:54.995 --> 00:01:56.075
uh, the production staff.

43
00:01:56.655 --> 00:02:00.515
Uh, basically our main, uh, main duty is, uh,

44
00:02:00.695 --> 00:02:02.315
to perform the production flights.

45
00:02:02.725 --> 00:02:04.875
Apart from that, we are also supporting engineering

46
00:02:05.025 --> 00:02:07.915
development, uh, then maintenance service,

47
00:02:08.135 --> 00:02:09.195
uh, check flights.

48
00:02:09.735 --> 00:02:13.555
And in addition to that, we are also supporting,

49
00:02:13.555 --> 00:02:15.755
basically it's the only one that's,

50
00:02:15.775 --> 00:02:16.955
we are doing it in the company.

51
00:02:17.535 --> 00:02:20.435
Uh, we are heavily involved in, uh, with, with the demo

52
00:02:20.615 --> 00:02:21.955
and the acceptance flights.

53
00:02:22.295 --> 00:02:24.835
So today I would like to present you, uh,

54
00:02:25.275 --> 00:02:27.235

a slightly different, uh, point of view

55

00:02:27.235 --> 00:02:30.395
that you are seeing till now, till today.

56

00:02:30.815 --> 00:02:34.845
So you saw the technical, uh, aspect, the, uh,

57

00:02:36.155 --> 00:02:37.445
legislation and that stuff.

58

00:02:37.665 --> 00:02:40.205
And I would like to touch something other.

59

00:02:40.865 --> 00:02:43.125
Uh, let me present you a bit of a summary.

60

00:02:43.155 --> 00:02:45.405
What I will try to, uh, present today.

61

00:02:45.585 --> 00:02:48.245
So I will talk about a little bit of, about the basics.

62

00:02:48.665 --> 00:02:51.085
Uh, then I will touch the human factor challenges.

63

00:02:51.745 --> 00:02:53.485
And I think this is something that

64

00:02:54.235 --> 00:02:55.725
most people do not understand

65

00:02:55.815 --> 00:02:59.165
until they actually are involved into these, uh, flights.

66

00:02:59.665 --> 00:03:01.325
Uh, then I'll use the opportunity

67

00:03:01.385 --> 00:03:02.445
to present your case study,

68
00:03:02.445 --> 00:03:04.765
which is actually not a real study, uh,

69
00:03:05.245 --> 00:03:06.885
'cause it's, I need to be clear.

70
00:03:06.955 --> 00:03:09.205
It's not involved with any incident accident.

71
00:03:09.785 --> 00:03:12.925
Uh, but it shows a really good idea.

72
00:03:13.075 --> 00:03:14.965
What does it mean to have a customer on board?

73
00:03:15.385 --> 00:03:16.445
Uh, what kind

74
00:03:16.445 --> 00:03:19.405
of operational challenges we are facing over these flights?

75
00:03:19.835 --> 00:03:23.525
What are the customer expectations impact on us?

76
00:03:24.025 --> 00:03:25.925
And what kind of support measures, uh,

77
00:03:26.025 --> 00:03:28.445
we are using when we are dealing with these challenges.

78
00:03:28.665 --> 00:03:32.925
At end, the end, you can also ask questions, uh, at the end.

79
00:03:33.475 --> 00:03:37.795
Okay, customer acceptance and flight.

80
00:03:37.855 --> 00:03:40.075
So you, you, you see three words here that important.

81
00:03:40.185 --> 00:03:43.035

It's the customer, it's the acceptance, and it's the flight.

82

00:03:43.455 --> 00:03:47.195
So we, I will emphasize the,

83

00:03:47.695 --> 00:03:49.835
the presentation on the customer aspect.

84

00:03:49.895 --> 00:03:53.195
So here we are talking now about the human performance.

85

00:03:53.255 --> 00:03:54.475
We are, I would like

86

00:03:54.475 --> 00:03:56.435
to go away from the technical point of view.

87

00:03:56.595 --> 00:03:58.635
I will really focus on the customer.

88

00:03:59.175 --> 00:04:01.315
So yeah, you can see me right now.

89

00:04:01.335 --> 00:04:03.155
I'm standing in front of you and I need to deliver.

90

00:04:03.255 --> 00:04:06.355
So this, the same happens when we have a customer on board

91

00:04:06.655 --> 00:04:08.515
and we pilots we need to deliver.

92

00:04:09.375 --> 00:04:11.875
Uh, so here are what,

93

00:04:11.875 --> 00:04:13.875
what is actually the customer acceptance flight.

94

00:04:14.135 --> 00:04:16.635
You could, you could say it's almost like a first date.

95
00:04:16.815 --> 00:04:19.635
You have a guy coming here, coming to the company,

96
00:04:20.055 --> 00:04:23.195
and he sees his plane and he's super happy, enthusiastic.

97
00:04:23.455 --> 00:04:25.675
So here are four basic ingredients.

98
00:04:26.185 --> 00:04:29.315
What actual acceptance flight means. Yeah, it has a purpose.

99
00:04:29.905 --> 00:04:32.435
Like I said, it's like a first date with the aircraft.

100
00:04:33.165 --> 00:04:34.395
There are participants.

101
00:04:34.985 --> 00:04:38.275
It's not just flight crew anymore, and engineers behind.

102
00:04:38.745 --> 00:04:40.155
It's additionally customer.

103
00:04:40.935 --> 00:04:42.435
And he's checking that everything

104
00:04:42.435 --> 00:04:43.995
is properly working with us.

105
00:04:44.305 --> 00:04:46.915
Then there is a timing. What does it, this,

106
00:04:46.915 --> 00:04:48.195
what does this timing mean?

107
00:04:48.195 --> 00:04:50.195
It's not the timing that we are like on,

108
00:04:50.455 --> 00:04:51.755

on the schedule on a day.

109

00:04:51.895 --> 00:04:55.275

It means that there can be also delays in a production.

110

00:04:55.455 --> 00:04:59.075

And these delays can have, let's say on an effect

111

00:04:59.375 --> 00:05:03.635

how the customer is feeling on the day that he arrives.

112

00:05:04.055 --> 00:05:06.515

If that timing was, let's say, bad, uh,

113

00:05:06.785 --> 00:05:09.115

then at the end there is a trust moment.

114

00:05:09.175 --> 00:05:12.195

And that this is very important part.

115

00:05:12.295 --> 00:05:13.675

It was already mentioned before.

116

00:05:14.095 --> 00:05:17.515

We really need to make sure that the customer

117

00:05:18.105 --> 00:05:20.595

gets the trust into the product keyboard.

118

00:05:20.975 --> 00:05:25.475

So we are there to check with him also, that like

119

00:05:26.175 --> 00:05:28.995

we didn't accidentally installed coffee machine

120

00:05:28.995 --> 00:05:30.035

into the baggage compartment.

121

00:05:30.175 --> 00:05:32.715

We really need to be sure that the customer,

122
00:05:32.825 --> 00:05:35.315
that whatever he ordered, it's in front of him.

123
00:05:35.935 --> 00:05:38.795
And here we get to the big moment that there is a,

124
00:05:39.575 --> 00:05:40.875
an aircraft handover.

125
00:05:41.495 --> 00:05:43.715
Uh, and what does this mean with that?

126
00:05:43.715 --> 00:05:45.835
We get the cherry on the cake.

127
00:05:46.035 --> 00:05:48.315
I would say, uh, what does this cherry on the cake means?

128
00:05:48.625 --> 00:05:49.955
It's the first feedback.

129
00:05:50.055 --> 00:05:54.515
It, we are the one that get that customer idea

130
00:05:54.935 --> 00:05:56.875
how he's feeling with that new product.

131
00:05:57.425 --> 00:05:59.525
Is he happy? Is he not happy with it?

132
00:05:59.945 --> 00:06:03.725
And this cherry might not be some, sometimes it's super,

133
00:06:04.165 --> 00:06:05.525
sometime it can be really bad.

134
00:06:05.585 --> 00:06:09.365
But, uh, it's all this cherry is then linked

135
00:06:09.465 --> 00:06:10.845

to all of those ingredients.

136
00:06:11.465 --> 00:06:12.845
Uh, why does it matter?

137
00:06:12.845 --> 00:06:14.805
What's, what's the benefit of doing that

138
00:06:14.805 --> 00:06:16.245
with the customers on board?

139
00:06:16.435 --> 00:06:18.805
Yeah, for sure. We need to confirm the build quality

140
00:06:19.635 --> 00:06:22.165
that the aircraft meets, the contract specifications.

141
00:06:22.705 --> 00:06:24.325
We need to validate the performance.

142
00:06:25.105 --> 00:06:27.085
So whatever sales department sold,

143
00:06:27.585 --> 00:06:28.805
we are there to defend it.

144
00:06:28.865 --> 00:06:33.215
We need to be sure that we actually present the product

145
00:06:33.275 --> 00:06:35.255
to the customer as he imagined it.

146
00:06:35.795 --> 00:06:39.135
Uh, and with that, we then ensure the customer satisfaction.

147
00:06:39.515 --> 00:06:41.255
So he, we take him on board

148
00:06:41.915 --> 00:06:45.775
and we really want to check

149
00:06:45.775 --> 00:06:47.615
that everything works as properly.

150
00:06:48.075 --> 00:06:51.295
Uh, and the last one avoids surprises.

151
00:06:51.295 --> 00:06:53.335
That was already mentioned before as well.

152
00:06:53.875 --> 00:06:58.295
Uh, for sure we don't want any of that happening

153
00:06:58.845 --> 00:07:01.015
just before deliver or even at the delivery.

154
00:07:01.335 --> 00:07:05.135
'cause this makes that cherry like very bitter then.

155
00:07:05.275 --> 00:07:10.095
Uh, uh, so in short, we are supposed to, to deliver,

156
00:07:10.315 --> 00:07:12.815
not just to deliver over an aircraft.

157
00:07:13.315 --> 00:07:15.135
We need to deliver also the confidence.

158
00:07:15.195 --> 00:07:18.295
And with that, we get to the,

159
00:07:18.355 --> 00:07:20.695
uh, feedback loop.

160
00:07:20.755 --> 00:07:23.655
Uh, like I mentioned before, it helps us to

161
00:07:24.275 --> 00:07:28.335
the feedback loop that like the, the, the customer

162
00:07:28.335 --> 00:07:32.095

that is in front of us, uh, we are the one that see that.

163

00:07:32.115 --> 00:07:36.935

He sees the, that, uh, that we get his feedback.

164

00:07:36.955 --> 00:07:40.415

The first one, and this feedback is basically the loop

165

00:07:40.565 --> 00:07:45.015

that we are able to use, uh, for our future improvement.

166

00:07:45.015 --> 00:07:48.375

Either is this like, uh, refining our test procedures.

167

00:07:48.955 --> 00:07:51.495

Uh, we can basically on that feedback loop,

168

00:07:51.495 --> 00:07:53.095

influence our future decisions.

169

00:07:53.095 --> 00:07:56.415

So this is the moment when where the engineering,

170

00:07:57.205 --> 00:07:58.895

it's meeting its real world.

171

00:07:59.715 --> 00:08:02.415

Uh, now I will go to the human factors

172

00:08:02.515 --> 00:08:03.815

to the main point of presentation.

173

00:08:04.675 --> 00:08:08.215

Uh, so we are introducing a new variable,

174

00:08:08.215 --> 00:08:12.735

and that is a customer, this customer with some, mostly most

175

00:08:12.735 --> 00:08:16.015

of the time, someone that we do not know with that.

176
00:08:16.015 --> 00:08:18.535
And with that we can face many challenges.

177
00:08:19.155 --> 00:08:23.935
Uh, and not that we are not just knowing the customer,

178
00:08:24.065 --> 00:08:27.345
there is an additional challenge.

179
00:08:27.925 --> 00:08:29.665
We are also scrutinized by them

180
00:08:29.665 --> 00:08:32.825
because whatever they look into the product,

181
00:08:33.405 --> 00:08:34.665
we are the one that need to deliver.

182
00:08:34.685 --> 00:08:36.305
And they're also checking on us.

183
00:08:36.525 --> 00:08:38.785
And if they're happy with us, they will be more

184
00:08:38.785 --> 00:08:40.665
or less also happy with the customer.

185
00:08:41.325 --> 00:08:44.465
And with that, this changes the dramatic,

186
00:08:44.885 --> 00:08:46.145
the situation dramatically.

187
00:08:46.925 --> 00:08:50.185
Uh, let's talk about that human side.

188
00:08:50.605 --> 00:08:53.025
Uh, about the customer acceptance flight.

189
00:08:53.485 --> 00:08:55.605

So for sure, we have the customer present.

190
00:08:57.105 --> 00:08:59.885
If he comes, uh, relaxed

191
00:09:00.265 --> 00:09:04.805
or already tangent, this can be done quite

192
00:09:06.325 --> 00:09:07.365
changing situation.

193
00:09:07.505 --> 00:09:10.605
Uh, 'cause if customer is already tense, the situation

194
00:09:11.505 --> 00:09:15.925
rarely goes up, then there is a pilot role.

195
00:09:16.185 --> 00:09:19.805
Uh, we are not just ambassadors for the flight safety.

196
00:09:20.625 --> 00:09:23.365
Uh, we also defend the entire production.

197
00:09:23.545 --> 00:09:25.685
We are their, we are their shield.

198
00:09:25.825 --> 00:09:28.205
Uh, whatever we do, whatever we comment,

199
00:09:29.195 --> 00:09:33.725
even the facial expressions can be part of the performance.

200
00:09:34.155 --> 00:09:35.645
Then there is a mental load.

201
00:09:36.645 --> 00:09:40.455
Like now I'm facing, uh, the performance anxiety.

202
00:09:40.655 --> 00:09:43.575
I need to deliver the stage fright. Uh, uh.

203
00:09:43.805 --> 00:09:45.775
Then there is also, uh, aircraft data.

204
00:09:46.355 --> 00:09:48.695
You are changing constantly from type to type,

205
00:09:48.875 --> 00:09:52.135
and you need to be spot on on every question

206
00:09:52.165 --> 00:09:53.375
they ask about the data.

207
00:09:53.555 --> 00:09:55.695
So this is something that is also important.

208
00:09:56.435 --> 00:09:59.615
Uh, then there is an interpersonal dynamics.

209
00:09:59.615 --> 00:10:03.225
There are some characters that you naturally imagine.

210
00:10:03.235 --> 00:10:04.865
There are some that you don't,

211
00:10:04.885 --> 00:10:09.105
and you always need to balance that technical precision

212
00:10:09.535 --> 00:10:11.945
with friendly, with the friendly interaction.

213
00:10:12.405 --> 00:10:13.625
So you need to smile,

214
00:10:14.445 --> 00:10:17.145
but you don't need you, you shall not forget the checklist.

215
00:10:19.265 --> 00:10:23.185
Managing expectations. So customer usually comes

216
00:10:23.285 --> 00:10:26.145

to the aircraft and his checklist, uh,

217

00:10:26.725 --> 00:10:29.265

his mental checklist can be way longer than yours.

218

00:10:29.285 --> 00:10:33.225

So you need to expect a lot of questions

219

00:10:33.285 --> 00:10:35.785

and you need to manage that properly so

220

00:10:35.785 --> 00:10:37.385

that you don't compromise safety.

221

00:10:38.085 --> 00:10:40.465

So, and then there is a cultural

222

00:10:40.605 --> 00:10:42.825

and communication communication differences.

223

00:10:42.885 --> 00:10:44.185

Uh, there was a question already

224

00:10:44.185 --> 00:10:48.865

before about the language in, uh, big companies.

225

00:10:48.895 --> 00:10:51.265

This is already a problem between the company itself.

226

00:10:51.735 --> 00:10:54.945

Then if you have a customer that is not, uh,

227

00:10:55.425 --> 00:10:58.505

speaking your language, uh, this can be quite,

228

00:10:58.715 --> 00:11:01.705

quite an important topic and the culture as well.

229

00:11:01.845 --> 00:11:04.145

So you really need to be attentive.

230
00:11:04.255 --> 00:11:06.385
What and how do you present the things

231
00:11:06.385 --> 00:11:09.865
that you do not offend the customer unexpectedly?

232
00:11:10.535 --> 00:11:13.065
Okay, let me go to the third point.

233
00:11:13.645 --> 00:11:15.385
And this is the case study.

234
00:11:15.725 --> 00:11:17.465
So like, uh, you've seen

235
00:11:17.465 --> 00:11:19.305
before, I'm now focusing on the customer

236
00:11:20.125 --> 00:11:21.505
and with the customer on board.

237
00:11:22.165 --> 00:11:24.425
Uh, there are many challenges.

238
00:11:24.845 --> 00:11:28.785
And, and with that case, uh, many of them were present very,

239
00:11:28.785 --> 00:11:30.905
basically all of them that you will be able to see.

240
00:11:31.285 --> 00:11:34.305
Uh, first of all, I will explain the case story slightly.

241
00:11:34.485 --> 00:11:38.865
So once again, this flight with the customer is uneventful.

242
00:11:39.325 --> 00:11:42.945
The customer is happy. Before, between the flight,

243
00:11:42.945 --> 00:11:46.625

after the flight, uh, he published the video

244

00:11:46.735 --> 00:11:49.025

that I'm showing to you on the YouTube.

245

00:11:49.545 --> 00:11:53.025

I think it has now almost 100,000 views.

246

00:11:53.905 --> 00:11:56.525

It was published, uh, late spring this year.

247

00:11:57.185 --> 00:11:59.125

Uh, impressive.

248

00:11:59.505 --> 00:12:01.005

The aircraft itself, uh,

249

00:12:01.265 --> 00:12:03.765

has approximately 60 hours on the engine

250

00:12:04.145 --> 00:12:07.045

and about 500 hours on, on the fuselage.

251

00:12:07.305 --> 00:12:10.165

So this is a, this is the aircraft, it's the tower,

252

00:12:10.225 --> 00:12:12.725

the ral towers electro, the generation three.

253

00:12:13.145 --> 00:12:15.685

As you can see, it has a dual main wheel.

254

00:12:15.745 --> 00:12:19.485

So it means it's like totally, uh, self-sustainable.

255

00:12:19.625 --> 00:12:21.085

You don't need any ground support.

256

00:12:21.545 --> 00:12:24.205

The battery capacity allows you, so it's electric,

257
00:12:24.225 --> 00:12:25.685
uh, motor glider.

258
00:12:25.685 --> 00:12:28.045
It allows you about 8,000 feet of delta climb.

259
00:12:28.985 --> 00:12:32.925
Uh, please do not consider that as a commercial.

260
00:12:33.945 --> 00:12:36.325
Uh, I'm not getting any provision.

261
00:12:37.025 --> 00:12:38.885
Uh, but I do have some contact, sir.

262
00:12:39.625 --> 00:12:41.365
Anyway, uh, customer details.

263
00:12:41.705 --> 00:12:45.885
Uh, uh, the customer, he's already a previous owner.

264
00:12:46.505 --> 00:12:47.725
Uh, he has an older version.

265
00:12:48.105 --> 00:12:51.485
Uh, this version, the G three has the electric,

266
00:12:51.505 --> 00:12:55.125
the batteries that have a water cooling, uh, system.

267
00:12:55.265 --> 00:12:58.205
The previous one had just an, uh, air cooling system.

268
00:12:58.945 --> 00:13:01.885
Uh, so he is familiar with the aircraft

269
00:13:02.065 --> 00:13:04.525
and as such, he knows where to look at.

270
00:13:05.265 --> 00:13:07.485

Uh, so he arrived at the trail to

271

00:13:08.035 --> 00:13:09.405
perform the acceptance flight.

272

00:13:10.715 --> 00:13:14.405
Okay, this is the guy,

273

00:13:14.405 --> 00:13:16.085
this is the guy, uh, Mr.

274

00:13:16.235 --> 00:13:19.805
Igor Volkov. Uh, as you can see already, uh,

275

00:13:21.145 --> 00:13:24.925
the words sometimes just cannot express the enthusiasm

276

00:13:24.995 --> 00:13:26.325
that some customers have.

277

00:13:26.345 --> 00:13:29.365
And I have to tell you, I did couple of them already,

278

00:13:29.945 --> 00:13:34.485
and these guys was one of the most enthusiastic I ever seen.

279

00:13:34.625 --> 00:13:37.885
So I will try to share that with you with future videos.

280

00:13:49.615 --> 00:13:51.025
Yeah, so it,

281

00:13:51.045 --> 00:13:53.065
it was really like a first date with the new owner.

282

00:13:53.725 --> 00:13:57.705
Uh, he was really excited, uh, deeply engaged,

283

00:13:57.725 --> 00:14:00.145
and he already gave the name to the aircraft positron check.

284
00:14:00.145 --> 00:14:03.585
It's like a combination of two words, positiveness

285
00:14:03.645 --> 00:14:06.225
and electrons, because it's electric aircraft

286
00:14:06.365 --> 00:14:08.625
and he instantly name it positron.

287
00:14:09.165 --> 00:14:10.545
So that enthusiasm

288
00:14:10.545 --> 00:14:13.385
and that I would like to, to focus on is evident

289
00:14:13.455 --> 00:14:14.905
basically from the firm mode.

290
00:14:14.905 --> 00:14:16.985
First moment. So we have the aircraft is ready,

291
00:14:17.705 --> 00:14:19.705
customer pilot, weather, NOTAMs,

292
00:14:19.705 --> 00:14:22.785
and we are clear for takeoff, well, not yet,

293
00:14:22.885 --> 00:14:24.185
we need to do the pre-flight.

294
00:15:19.085 --> 00:15:22.745
So you are probably noticing that he instantly went

295
00:15:22.745 --> 00:15:25.665
to the engine compartment because that was the part

296
00:15:25.665 --> 00:15:27.025
that he was interested in.

297
00:15:27.645 --> 00:15:28.665

Uh, in addition,

298

00:15:29.085 --> 00:15:31.545
he was walking all the time around with the camera.

299

00:15:32.365 --> 00:15:35.865
And so basically that was additional pressure for me

300

00:15:35.865 --> 00:15:38.105
as well, because he was filming it all the time.

301

00:15:38.245 --> 00:15:43.225
So, uh, of course, uh, there was a positive vibe present,

302

00:15:43.485 --> 00:15:48.185
and that is, uh, very well accepted, at least at me.

303

00:15:48.605 --> 00:15:51.265
Uh, but it does create a safety challenge, you know, uh,

304

00:15:51.335 --> 00:15:54.785
this relate, this relaxed happiness can be contagious

305

00:15:55.045 --> 00:15:57.825
and it can easily distract you, uh,

306

00:15:57.935 --> 00:15:59.865
from performing all the checks,

307

00:16:00.005 --> 00:16:01.545
all the checklists, uh, thoroughly.

308

00:16:01.845 --> 00:16:04.145
So yeah, casual, joking. Yeah.

309

00:16:04.255 --> 00:16:07.905
Okay, well, well intentioned, uh, it can distract you.

310

00:16:07.965 --> 00:16:09.625
So this is one of the challenges

311
00:16:09.895 --> 00:16:11.625
that was immediately noticed.

312
00:16:12.175 --> 00:16:13.545
What can we recommend here?

313
00:16:13.685 --> 00:16:15.585
For sure, yeah, you need to be focused

314
00:16:16.445 --> 00:16:20.265
and you need to keep the clarity during checklist, execution

315
00:16:20.325 --> 00:16:21.425
and briefings.

316
00:16:22.255 --> 00:16:26.225
Okay? The takeoff, tax takeoff, uh, a little bit

317
00:16:26.225 --> 00:16:27.465
of tactical details.

318
00:16:27.805 --> 00:16:31.505
So the day before he arrived, it was heavily raining.

319
00:16:31.605 --> 00:16:36.585
It was a front coming, passing by. It was raining heavily.

320
00:16:37.035 --> 00:16:39.465
There was a, this is the runway. This is the runway.

321
00:16:39.525 --> 00:16:41.745
And you can see the water patches on it.

322
00:16:42.485 --> 00:16:45.345
So basically for us on the day

323
00:16:45.345 --> 00:16:47.665
before, it was like, yeah, he can come,

324
00:16:47.685 --> 00:16:49.265

but I don't think we will do it.

325
00:16:49.325 --> 00:16:51.185
So you are like taking it easy

326
00:16:53.235 --> 00:16:54.895
and you are not preparing yourself totally.

327
00:16:55.635 --> 00:16:59.495
Uh, but on the day when they showed up, sky was clear,

328
00:16:59.495 --> 00:17:01.215
like almost no clouds.

329
00:17:01.835 --> 00:17:05.855
Uh, the rain, the runway was not wet. It was soaked.

330
00:17:05.855 --> 00:17:06.935
And the water patches

331
00:17:06.935 --> 00:17:09.095
around this reduces the take off performance.

332
00:17:09.575 --> 00:17:11.815
FOD you have the mud under the fuselage.

333
00:17:12.435 --> 00:17:14.575
And then there was in the morning a moment,

334
00:17:14.635 --> 00:17:16.135
should we go or not?

335
00:17:16.685 --> 00:17:20.415
Then? Now imagine for yourself, speak to yourself.

336
00:17:20.565 --> 00:17:21.575
Will you go or not?

337
00:17:21.575 --> 00:17:23.815
When you have such an enthusiastic guy in front of you?

338
00:17:25.515 --> 00:17:27.815
It was hard for me to say, uh, no, just

339
00:17:27.815 --> 00:17:28.975
because of that water patch.

340
00:17:29.715 --> 00:17:33.735
No. So, so we went, uh, here's the video.

341
00:17:36.005 --> 00:17:37.695
Okay, great.

342
00:18:38.285 --> 00:18:39.535
Okay, so we are in the air.

343
00:18:40.115 --> 00:18:41.695
Uh, what kind of safety observations?

344
00:18:42.205 --> 00:18:43.695
Yeah, positive impression.

345
00:18:43.795 --> 00:18:45.255
He immediately created, created,

346
00:18:45.635 --> 00:18:48.775
he commented like a good performance takeoff,

347
00:18:49.135 --> 00:18:53.215
although there was a wet wet field, uh, uh, there, uh,

348
00:18:54.115 --> 00:18:58.975
so that we discussed during, uh, the pre-flight,

349
00:18:58.975 --> 00:19:01.295
yeah, that there may be, uh, water present

350
00:19:01.395 --> 00:19:02.735
and we should take care of it.

351
00:19:03.275 --> 00:19:08.255

Uh, so whatever you do, uh, it's there.

352

00:19:08.255 --> 00:19:11.055

There can be a point of, uh, going into the overestimation.

353

00:19:11.055 --> 00:19:14.015

So if you are presenting to the customer, that is like,

354

00:19:14.015 --> 00:19:16.535

really doable, but it's doable

355

00:19:16.535 --> 00:19:18.015

because you are familiar with it

356

00:19:18.235 --> 00:19:20.895

and you have the experience, maybe the customer doesn't.

357

00:19:20.915 --> 00:19:24.375

So you have to be, uh, careful that you don't

358

00:19:25.035 --> 00:19:26.735

set the unrealistic expectation.

359

00:19:26.795 --> 00:19:29.815

So you need to be sure that that future customer

360

00:19:30.475 --> 00:19:33.015

is not going there because you did.

361

00:19:33.115 --> 00:19:35.935

So that, that could be one of the observations here.

362

00:19:36.635 --> 00:19:38.095

Uh, okay, we did the climb.

363

00:20:05.015 --> 00:20:06.155

So the customer is flying now.

364

00:20:15.215 --> 00:20:18.675

So you could see he commented that there was like a,

365
00:20:19.055 --> 00:20:20.155
I'm not sure if you understand,

366
00:20:20.555 --> 00:20:23.555
I could take some words intentionally, haven't put any, uh,

367
00:20:23.905 --> 00:20:25.755
subtitles, just to give you an impression.

368
00:20:25.755 --> 00:20:27.395
What does it mean have a customer on board

369
00:20:27.505 --> 00:20:28.915
that you don't speak his language.

370
00:20:29.415 --> 00:20:32.155
So you, you, you could see here that, uh, he was flying,

371
00:20:32.295 --> 00:20:33.915
he was filming, he was commenting,

372
00:20:34.175 --> 00:20:37.275
and I was looking like, okay, who is flying now?

373
00:20:37.295 --> 00:20:40.555
You know? So the change of control to the customer.

374
00:20:40.745 --> 00:20:43.115
This, this can be like a tricky point, especially

375
00:20:43.115 --> 00:20:44.595
during the critical phases of the flight.

376
00:20:44.975 --> 00:20:46.595
So that divided the tension.

377
00:20:47.185 --> 00:20:51.605
Uh, you need to be careful, uh, how you divide it properly

378
00:20:51.945 --> 00:20:54.245

so that you don't get into the risk, uh,

379

00:20:54.665 --> 00:20:56.725

and you reduce your situational awareness.

380

00:20:58.075 --> 00:21:00.205

Okay? Uh, maneuvering handling.

381

00:21:02.825 --> 00:21:07.605

So here we cut off the power and we retracted the engine.

382

00:22:05.755 --> 00:22:08.855

So you, you probably noticed, uh, one of the clouds, uh,

383

00:22:08.855 --> 00:22:12.535

Thomas, you mentioned you are always, uh, trying to be,

384

00:22:12.595 --> 00:22:15.095

you are always taking irs, uh, flight plans.

385

00:22:15.635 --> 00:22:18.455

We are always VFR, and we'd like to avoid those clouds.

386

00:22:18.455 --> 00:22:20.615

But for the customer, that cloud was important

387

00:22:20.615 --> 00:22:23.735

because it had a dramatic, he needed on the video.

388

00:22:24.075 --> 00:22:28.175

And as I was retracting the engine, that was not his deal.

389

00:22:28.355 --> 00:22:29.535

He, he knows how to do that.

390

00:22:29.795 --> 00:22:31.055

He was focused on the cloud

391

00:22:31.515 --> 00:22:34.335

and how to get around it to make a video more dramatic.

392

00:22:34.435 --> 00:22:38.935

So this, this, yeah, this is,

393

00:22:38.935 --> 00:22:41.775

these are the cases we are via far loose, uh,

394

00:22:41.775 --> 00:22:44.575

minimum distances, spatial ation, you know that stuff.

395

00:22:45.275 --> 00:22:48.455

And for sure you may, we are there to make him happy.

396

00:22:48.635 --> 00:22:51.815

So again, how happy is it safe?

397

00:22:52.355 --> 00:22:55.135

Uh, so you don't want to shift into the demo mode

398

00:22:55.355 --> 00:22:57.615

and the top gun demo mode, I would say,

399

00:22:58.275 --> 00:23:01.615

and to, to, to, to go into the rule bending behavior

400

00:23:01.615 --> 00:23:03.375

because you might have, uh,

401

00:23:03.935 --> 00:23:06.415

aviation authorities just next door.

402

00:23:06.635 --> 00:23:09.135

So, but that is the least problem.

403

00:23:09.715 --> 00:23:11.495

So, uh, approach

404

00:23:11.495 --> 00:23:13.495

and landing, whatever goes up, needs to get down.

405

00:23:14.515 --> 00:23:14.735

So

406
00:23:46.675 --> 00:23:47.725
Then you extend the engine

407
00:23:47.725 --> 00:23:49.165
and you can taxi out by yourself.

408
00:23:49.305 --> 00:23:49.525
So,

409
00:23:56.995 --> 00:23:59.415
so any words needed?

410
00:23:59.575 --> 00:24:02.815
I don't think so. Uh, post light reflections.

411
00:24:03.485 --> 00:24:05.295
Yeah, any rush decisions on

412
00:24:05.595 --> 00:24:09.175
or dramatic landing, it could deteriorate the

413
00:24:09.175 --> 00:24:10.935
otherwise very positive perception.

414
00:24:22.955 --> 00:24:25.465
So Post light.

415
00:24:25.725 --> 00:24:28.705
So on the ground, he described this day as one

416
00:24:28.705 --> 00:24:30.465
of his happiest days in life.

417
00:24:31.205 --> 00:24:34.825
Uh, he praised the glider, the, uh, the experience,

418
00:24:35.445 --> 00:24:38.025
and We are back on the ground.

419
00:24:38.125 --> 00:24:40.465
So let us now focus on the operational challenges.

420
00:24:41.995 --> 00:24:44.895
Uh, probably some of you are familiar with that, uh,

421
00:24:44.895 --> 00:24:46.455
illustration, if not,

422
00:24:46.675 --> 00:24:49.575
the red dots basically represent the bullet holes, uh,

423
00:24:49.605 --> 00:24:51.855
from the planes that were coming back from the mission,

424
00:24:52.265 --> 00:24:54.215
which means the planes came back.

425
00:24:54.755 --> 00:24:57.455
The white area, uh, these are the places

426
00:24:57.705 --> 00:25:00.775
where the aircraft did not get the RTB.

427
00:25:00.955 --> 00:25:02.575
So that was very critical.

428
00:25:02.875 --> 00:25:05.655
So in the context of, uh, acceptance flights,

429
00:25:05.845 --> 00:25:09.575
this illustration is, uh, here that we should be reminded

430
00:25:09.885 --> 00:25:13.815
that what you saw couldn't be the full story.

431
00:25:14.435 --> 00:25:16.815
So let me go ahead.

432
00:25:16.815 --> 00:25:18.495

Where, where, where is the catch now in this,

433

00:25:18.715 --> 00:25:19.775
uh, this flight?

434

00:25:20.315 --> 00:25:22.415
So with him, three additional,

435

00:25:22.415 --> 00:25:24.335
three additional guests, uh, arrived.

436

00:25:24.915 --> 00:25:27.295
And guess what? They all wanted to have a flight.

437

00:25:28.155 --> 00:25:30.775
So now this is not just an usual acceptance flight anymore,

438

00:25:30.835 --> 00:25:32.455
it is already a demo flight.

439

00:25:32.555 --> 00:25:36.615
So, uh, with the, uh, promise that we can climb 8,000 feet,

440

00:25:38.075 --> 00:25:40.775
we need to deliver now in front of them. So,

441

00:25:41.755 --> 00:25:44.215
Uh, There were many new challenges.

442

00:25:44.565 --> 00:25:47.815
Will, will we deliver the performances promised for flights?

443

00:25:48.195 --> 00:25:49.335
The crew change was needed.

444

00:25:49.635 --> 00:25:53.135
Uh, the pre-flight was needed, uh, where to perform that

445

00:25:53.135 --> 00:25:54.935
because we have a long taxi away

446
00:25:54.935 --> 00:25:57.375
and taxing on that, perform taxing on

447
00:25:57.375 --> 00:25:59.215
that grass takes a lot of battery.

448
00:25:59.475 --> 00:26:04.335
Uh, charging. You cannot then deliver under the first, uh,

449
00:26:04.335 --> 00:26:07.245
bullet point flight experience of these gas.

450
00:26:07.505 --> 00:26:11.365
You don't know them. So that's additional briefing required.

451
00:26:11.465 --> 00:26:15.965
So this is then real exercise where you have

452
00:26:15.965 --> 00:26:17.685
to balance professionalism, performance

453
00:26:17.685 --> 00:26:20.565
and the pressure, endurance pressure.

454
00:26:20.665 --> 00:26:22.605
You see, we have the 80% available

455
00:26:22.615 --> 00:26:25.685
after the first flight, so I need to split that properly,

456
00:26:25.755 --> 00:26:28.765
that these guys get the proper flight time.

457
00:26:28.785 --> 00:26:32.005
So they were not just, hmm, I did it.

458
00:26:32.155 --> 00:26:34.085
Yeah, they need to get that experience.

459
00:26:34.785 --> 00:26:39.085

Uh, Uh, time and energy management.

460

00:26:39.185 --> 00:26:43.645

Uh, so if we were cutting the flight too short

461

00:26:44.025 --> 00:26:46.565

for the customer, it would be disappointing

462

00:26:46.565 --> 00:26:49.965

because he couldn't check whatever he was, uh, trying to,

463

00:26:49.965 --> 00:26:53.285

because like I said, sometimes customers come

464

00:26:53.285 --> 00:26:55.605

with the c check checklist of, of their own,

465

00:26:55.865 --> 00:26:56.885

and they need time for that.

466

00:26:57.105 --> 00:27:00.485

So staying, staying too long with him could not

467

00:27:01.195 --> 00:27:02.565

make other three guys happy.

468

00:27:03.025 --> 00:27:04.045

The pilot for a cloud,

469

00:27:04.695 --> 00:27:08.085

after each flight, I need to get under the fuselage

470

00:27:08.145 --> 00:27:10.925

and clean that stuff away under the door, uh,

471

00:27:11.735 --> 00:27:14.285

after other doors will not close properly.

472

00:27:14.615 --> 00:27:18.125

Inspecting, cleaning, preparing the aircraft again, uh,

473
00:27:18.755 --> 00:27:21.005
different guests and other challenges.

474
00:27:21.025 --> 00:27:23.085
So human factors at their finest.

475
00:27:23.425 --> 00:27:26.685
Uh, the other three guys, one was experienced glider pilot,

476
00:27:26.995 --> 00:27:30.125
then the third one was the preparational one,

477
00:27:30.465 --> 00:27:33.405
and the fourth one was actually never on the glider.

478
00:27:33.665 --> 00:27:37.725
So you can imagine having all these four guys at the same

479
00:27:37.795 --> 00:27:39.525
time at, on the aircraft.

480
00:27:40.145 --> 00:27:42.565
It, it was a quite a challenge for me.

481
00:27:43.415 --> 00:27:45.115
So conclusion about the flight,

482
00:27:46.045 --> 00:27:47.265
we proved the endurance claim.

483
00:27:47.765 --> 00:27:51.145
Uh, so we managed, I managed to do the multiple takeoffs.

484
00:27:51.485 --> 00:27:52.985
All the, all of them got the experience

485
00:27:53.005 --> 00:27:55.625
and all left with the positive impressions.

486
00:27:55.925 --> 00:27:58.505

So yeah, acceptance flight is now completed,

487

00:27:58.565 --> 00:28:01.225

and the aircraft, uh, is accepted by the customer.

488

00:28:35.485 --> 00:28:39.095

Okay? So pleasing the customers should never come at the

489

00:28:39.095 --> 00:28:40.175

expense of safety margins.

490

00:28:40.175 --> 00:28:42.375

So I had to really deal with the challenges,

491

00:28:42.565 --> 00:28:43.935

like I mentioned, uh,

492

00:28:44.035 --> 00:28:45.815

and from the operational perspective,

493

00:28:45.965 --> 00:28:50.295

that was quite challenging day, but it's not over yet.

494

00:28:50.845 --> 00:28:52.055

They saw the valley electro,

495

00:28:52.235 --> 00:28:53.935

I'm not sure if you're familiar with that aircraft.

496

00:28:53.965 --> 00:28:57.095

It's another electric aircraft. Uh, and they saw it.

497

00:28:57.385 --> 00:28:58.735

Guess what? They want to fly it.

498

00:28:59.595 --> 00:29:03.095

Uh, uh, apart from that

499

00:29:03.855 --> 00:29:06.095

customers over there, uh,

500
00:29:06.715 --> 00:29:08.575
we are not going into the demo flights.

501
00:29:09.035 --> 00:29:10.455
And then there, there are additional

502
00:29:10.455 --> 00:29:11.895
operational risk involved.

503
00:29:12.035 --> 00:29:13.855
Uh, these are not linked with the guys

504
00:29:13.855 --> 00:29:15.095
that were on, on the apron.

505
00:29:15.315 --> 00:29:17.535
So sometimes you get the passengers that are afraid

506
00:29:17.535 --> 00:29:18.615
to touch the controls

507
00:29:19.075 --> 00:29:21.495
or some that you have to struggle to get them off the,

508
00:29:21.835 --> 00:29:22.855
off of the controls.

509
00:29:22.855 --> 00:29:26.735
Then some passengers that are just not capable of follow up

510
00:29:26.755 --> 00:29:30.335
and they're just sand back, you know, uh,

511
00:29:30.965 --> 00:29:34.215
then you have really a wide range of unpredictable behavior,

512
00:29:36.115 --> 00:29:37.215
and that's the very selector.

513
00:29:47.945 --> 00:29:51.805

So basically I went with all these four guys up again,

514

00:29:53.105 --> 00:29:55.965

and we used, uh, one charge for all four of them.

515

00:29:56.745 --> 00:30:00.405

And you can imagine, uh, the,

516

00:30:01.195 --> 00:30:03.975

the fatigue basically was already present for me.

517

00:31:09.555 --> 00:31:12.015

And don't forget, the camera was present all the time, so,

518

00:31:23.165 --> 00:31:27.665

Oh, Okay.

519

00:31:28.005 --> 00:31:32.545

So, uh, these demo flight on one side, they can be,

520

00:31:32.555 --> 00:31:35.625

let's say, very good opportunity for us pilots that we get

521

00:31:35.625 --> 00:31:39.545

that, uh, demo, uh, moment.

522

00:31:39.845 --> 00:31:42.785

Uh, we can showcase our skills, uh, enjoy stick time.

523

00:31:43.005 --> 00:31:46.425

But on the other side, not every demo flight is ready

524

00:31:46.445 --> 00:31:47.825

for takeoff into the hall of fame.

525

00:31:47.825 --> 00:31:50.625

You know, sometimes you get the customer on board, uh,

526

00:31:50.845 --> 00:31:52.345

and you give him the controls.

527
00:31:52.405 --> 00:31:54.905
Uh, already at the taxiway we are operating on the grass

528
00:31:54.905 --> 00:31:57.105
runway, uh, grass taxiway as well.

529
00:31:57.525 --> 00:32:00.505
And this grass is not cut at always like to the finest.

530
00:32:01.045 --> 00:32:03.545
And we are basically sometimes struggling to,

531
00:32:03.725 --> 00:32:05.065
to keep that center line.

532
00:32:05.125 --> 00:32:07.905
And as soon as you go off the center line, it feels like

533
00:32:07.905 --> 00:32:11.065
that you're cutting the crossing instead of the farmer.

534
00:32:11.205 --> 00:32:14.665
So this, it sometimes feel like you should need

535
00:32:14.785 --> 00:32:15.905
a loan care attachment.

536
00:32:16.125 --> 00:32:19.105
Um, I'm not trying to be, let's say, rude to the customers,

537
00:32:19.125 --> 00:32:22.065
but these are the guests that you also get on board

538
00:32:22.065 --> 00:32:23.065
with the demo flights

539
00:32:23.065 --> 00:32:26.025
because you need to be sure, you need to be aware that, uh,

540
00:32:26.885 --> 00:32:28.345

we are dealing with the customers

541

00:32:28.345 --> 00:32:31.545

that are not like professional by default,

542

00:32:31.545 --> 00:32:34.665

because these are guys that maybe just bought their aircraft

543

00:32:35.085 --> 00:32:38.665

and they have no operational, uh, experience,

544

00:32:39.185 --> 00:32:41.005

and you need to get from there.

545

00:32:41.105 --> 00:32:43.485

And this can be, uh, quite challenging.

546

00:32:44.065 --> 00:32:46.405

Uh, so the, another challenge here.

547

00:32:46.465 --> 00:32:49.165

So we went from the motor glider into the wells electrode.

548

00:32:49.165 --> 00:32:52.445

That required a huge mental shift going from motor glider,

549

00:32:52.825 --> 00:32:55.005

uh, into the different characteristics, procedures,

550

00:32:55.005 --> 00:32:56.765

limitation, and fatigue.

551

00:32:57.025 --> 00:32:59.165

Of course, after four flights

552

00:32:59.165 --> 00:33:01.565

before on the Taos, another four on demo,

553

00:33:02.195 --> 00:33:05.085

another turning turnarounds, handling

554
00:33:05.585 --> 00:33:09.005
and dealing with the pressure was huge.

555
00:33:09.585 --> 00:33:13.765
So the customer expectations, this is also something

556
00:33:13.765 --> 00:33:16.645
that is affecting us when we are performing.

557
00:33:17.065 --> 00:33:21.645
Uh, I'm probably with the time, how much is it? Okay. Okay.

558
00:33:21.745 --> 00:33:25.605
So, uh, if you have a customer that is already familiar

559
00:33:25.635 --> 00:33:27.445
with the aircraft, he comes there

560
00:33:27.505 --> 00:33:30.725
and he checks something that older version didn't have.

561
00:33:30.825 --> 00:33:35.045
So he's directly testing the weak points

562
00:33:35.075 --> 00:33:36.245
from the previous version.

563
00:33:36.425 --> 00:33:40.765
So with that, you need to anticipate improvements, uh,

564
00:33:41.195 --> 00:33:44.245
because performance, comfort, technology efficiency,

565
00:33:44.245 --> 00:33:47.845
this is all that the customer wants to see by himself.

566
00:33:47.945 --> 00:33:49.845
So he's comparing that instantly

567
00:33:50.385 --> 00:33:52.045

and they will scrutinize that.

568

00:33:52.145 --> 00:33:55.685

And if it's not okay, you can have challenges

569

00:33:55.685 --> 00:33:56.765

or additional ones.

570

00:33:57.305 --> 00:34:00.605

And yeah, this brings them to the disappointment.

571

00:34:01.465 --> 00:34:05.485

And like I said, we are not just flying the aircraft,

572

00:34:05.485 --> 00:34:08.925

then we are trying to defend the design,

573

00:34:09.025 --> 00:34:10.805

the build quality in the real time.

574

00:34:10.945 --> 00:34:13.525

So if our expectations,

575

00:34:14.065 --> 00:34:18.565

if if customer expectations are not met, this can not just

576

00:34:18.565 --> 00:34:20.485

that the the day was like bad,

577

00:34:20.825 --> 00:34:23.085

it has an immediate reputational impact.

578

00:34:23.225 --> 00:34:26.725

So whatever we do, it takes a long, uh,

579

00:34:27.465 --> 00:34:29.965

impact on the company, not just on us.

580

00:34:30.625 --> 00:34:33.325

So we need to manage that properly.

581
00:34:33.705 --> 00:34:36.245
Uh, at this case, the customer was thrilled.

582
00:34:36.595 --> 00:34:39.205
They get that high expectations from Veles.

583
00:34:39.745 --> 00:34:41.325
Uh, so anything

584
00:34:41.325 --> 00:34:44.445
that was shortcoming could affect overall impressions.

585
00:34:44.945 --> 00:34:48.125
And yes, now we are really done with these guys.

586
00:34:48.545 --> 00:34:52.205
So, uh, they were happy during the entire day.

587
00:34:52.265 --> 00:34:53.805
The acceptance fight went super good.

588
00:34:54.305 --> 00:34:58.505
Um, and like I said, we are not just flying, we are,

589
00:34:58.565 --> 00:34:59.825
we are really a manager there.

590
00:35:00.285 --> 00:35:04.265
We, we need to manage these three things as particular,

591
00:35:04.435 --> 00:35:06.705
their expectations, emotions,

592
00:35:07.405 --> 00:35:09.545
and that, that we keep the reputation.

593
00:35:10.965 --> 00:35:15.225
So these challenges to face them, we need to,

594
00:35:15.965 --> 00:35:20.545

uh, have some measures how to, how to, how to counteract.

595

00:35:21.285 --> 00:35:25.375

Uh, just to make it a little bit, uh,

596

00:35:25.675 --> 00:35:27.495

in one slide, what is it?

597

00:35:27.495 --> 00:35:30.295

An acceptance flight? It's sometimes like flying

598

00:35:30.295 --> 00:35:32.615

with your boss, your customer,

599

00:35:33.675 --> 00:35:37.245

and your mother-in-law watching, uh, at the same time.

600

00:35:37.945 --> 00:35:40.725

So this, I would say that this is like

601

00:35:41.865 --> 00:35:44.805

the acceptance flight, uh, so

602

00:35:45.235 --> 00:35:48.725

that you have now the safe outcome all, all the time

603

00:35:49.425 --> 00:35:51.525

you have to implement, at least we are trying

604

00:35:51.525 --> 00:35:53.765

to implement two support measures.

605

00:35:54.185 --> 00:35:57.125

One is related to the pilot in person,

606

00:35:57.305 --> 00:36:00.845

and the other one are the, uh, strategic, uh,

607

00:36:01.235 --> 00:36:02.765

support from the company.

608
00:36:03.425 --> 00:36:05.805
So from the pilot perspective, yeah,

609
00:36:05.995 --> 00:36:07.885
it's the demo pilot selection.

610
00:36:08.385 --> 00:36:11.245
You need to take a pilot that is capable to do that,

611
00:36:11.245 --> 00:36:15.885
that's not freezing, uh, that has the resilience,

612
00:36:16.105 --> 00:36:17.885
uh, is able to stress the control,

613
00:36:17.915 --> 00:36:20.565
control the stress has the communication capabilities.

614
00:36:21.065 --> 00:36:23.125
So the selection is important.

615
00:36:23.675 --> 00:36:26.805
Then you have to have a psychological readiness available,

616
00:36:27.305 --> 00:36:29.605
mental health access, uh, the training,

617
00:36:30.035 --> 00:36:31.365
support from the colleagues.

618
00:36:31.755 --> 00:36:35.925
This is all that is enhancing that pilot part.

619
00:36:36.425 --> 00:36:38.965
On the other hand, there is a organizational

620
00:36:39.095 --> 00:36:40.725
strategies that are available.

621
00:36:41.585 --> 00:36:43.765

You can have training programs, uh,

622

00:36:44.185 --> 00:36:46.005

you can do the scenario based trainings.

623

00:36:46.005 --> 00:36:48.365

Uh, I heard the Airbus, you have the manual for that stuff,

624

00:36:48.415 --> 00:36:50.365

which, which we don't have yet,

625

00:36:50.865 --> 00:36:53.325

but apparently we could go into that as well.

626

00:36:53.595 --> 00:36:55.085

This is lesson learned from me.

627

00:36:55.505 --> 00:37:00.205

So scheduling, like, like you saw eight flights, uh,

628

00:37:01.305 --> 00:37:04.725

in a single day for one pilot, changing the two types.

629

00:37:04.985 --> 00:37:07.625

Uh, uh, I did

630

00:37:08.215 --> 00:37:10.385

make a mistake when I said there was a no incident.

631

00:37:10.655 --> 00:37:14.065

Basically it was, it was related to the duty limits.

632

00:37:14.645 --> 00:37:17.105

Uh, eh, our duty limits, uh,

633

00:37:17.695 --> 00:37:20.185

gave us up a chance up to six flights.

634

00:37:20.885 --> 00:37:22.465

So here I did eight.

635
00:37:23.605 --> 00:37:26.055
What would you do after the six flights?

636
00:37:26.055 --> 00:37:27.735
Would you leave the other two guys on ground?

637
00:37:30.195 --> 00:37:32.655
So I breach that in unintentionally

638
00:37:32.655 --> 00:37:35.255
because I forgot on that stuff, that was like a very new,

639
00:37:35.275 --> 00:37:36.735
uh, policy for us.

640
00:37:36.875 --> 00:37:39.295
But this, these are all the minor stuff

641
00:37:39.295 --> 00:37:42.015
that can keep you in trouble.

642
00:37:42.995 --> 00:37:44.215
And then the feedback systems.

643
00:37:44.715 --> 00:37:46.615
Uh, so whatever we do,

644
00:37:46.615 --> 00:37:50.415
what do we get from the customers we can then help the

645
00:37:50.415 --> 00:37:51.655
company to improve?

646
00:37:52.925 --> 00:37:57.065
So to conclude mental shift matters, respect, fatigue,

647
00:37:57.445 --> 00:38:00.465
manage expectations, know your aircraft,

648
00:38:00.525 --> 00:38:01.745

and know your audience.

649

00:38:01.745 --> 00:38:03.785

And that, that is one of the most important things

650

00:38:03.785 --> 00:38:06.065

because this is give you a confidence that you can

651

00:38:07.025 --> 00:38:08.305

conclude these flights properly.

652

00:38:10.205 --> 00:38:12.385

Uh, and the final thought, yes,

653

00:38:12.385 --> 00:38:16.185

acceptance flight is part performance and part precision.

654

00:38:17.285 --> 00:38:20.545

Uh, I would like to add here that, uh,

655

00:38:22.535 --> 00:38:25.605

there, there is always a potential,

656

00:38:26.065 --> 00:38:28.925

and this potential can go into two directions.

657

00:38:29.425 --> 00:38:34.245

Either you have a potential of a serious incidents

658

00:38:34.245 --> 00:38:36.645

or accident, or you have a potential

659

00:38:36.665 --> 00:38:37.845

for a very good outcome.

660

00:38:38.385 --> 00:38:42.465

So whatever you do, stay sharp, stay safe,

661

00:38:43.845 --> 00:38:45.785

and leave the long moving to somebody else.

662
00:38:47.895 --> 00:38:49.345
Okay, thank you. Uh,

663
00:38:55.765 --> 00:38:56.385
any questions?

664
00:38:56.805 --> 00:38:59.145
I'm glad to answer. I see too.

665
00:39:01.405 --> 00:39:05.505
Uh, thank you. Um, you mentioned that some of your

666
00:39:06.025 --> 00:39:08.825
customers aren't likely to be professional pilots

667
00:39:08.825 --> 00:39:10.065
and maybe quite low experience.

668
00:39:10.065 --> 00:39:14.105
Exactly. Do you, how do you manage, I guess, the possibility

669
00:39:14.175 --> 00:39:16.745
that you might demonstrate something

670
00:39:16.745 --> 00:39:19.745
to them in the customer acceptance flight that is

671
00:39:19.765 --> 00:39:22.665
beyond their normal operating capabilities,

672
00:39:22.885 --> 00:39:24.425
but they'll take away and say, oh,

673
00:39:24.465 --> 00:39:27.025
I saw the test pilot do this in the demo, I'll,

674
00:39:27.095 --> 00:39:28.745
I'll watch this kind of thing.

675
00:39:29.165 --> 00:39:31.745

Do you, do you change the profile accordingly?

676

00:39:33.045 --> 00:39:34.185

Uh, good question. Thank you.

677

00:39:34.565 --> 00:39:36.345

Uh, the thing is,

678

00:39:36.685 --> 00:39:41.345

and I do remember, uh, old times of the paper trail,

679

00:39:41.505 --> 00:39:43.905

I don't want to make any bad reputation stuff,

680

00:39:44.245 --> 00:39:46.465

but the demo flight that we do right now,

681

00:39:47.005 --> 00:39:49.345

we are strictly within the POH limits.

682

00:39:50.055 --> 00:39:52.305

That means we are not going beyond 60 degrees.

683

00:39:52.445 --> 00:39:56.425

We are not going, uh, web stalls, any kind of situations

684

00:39:56.495 --> 00:39:59.025

that would put customer into the, let's say

685

00:39:59.215 --> 00:40:01.265

that demo demo shift mode.

686

00:40:01.805 --> 00:40:05.905

Uh, if a customer, it is,

687

00:40:06.035 --> 00:40:09.665

let's say maybe I over overemphasize that we have customers

688

00:40:09.665 --> 00:40:11.065

that like totally unexperienced

689
00:40:11.455 --> 00:40:13.585
that they do have experience, uh,

690
00:40:14.095 --> 00:40:15.905
like they are having a license

691
00:40:15.905 --> 00:40:17.665
because we are not training organizations,

692
00:40:18.305 --> 00:40:20.145
training organization, and we do not train them.

693
00:40:20.405 --> 00:40:21.505
So they should have some

694
00:40:21.505 --> 00:40:23.105
of the competencies to take the aircraft.

695
00:40:23.605 --> 00:40:28.545
Uh, but to avoid any, let's say, negative transfer

696
00:40:28.565 --> 00:40:32.865
of this, uh, um, demos,

697
00:40:33.485 --> 00:40:35.905
I'm, we are really focused at whatever we show,

698
00:40:36.165 --> 00:40:39.145
we stay within the limits of the, uh, aircraft limitations

699
00:40:39.205 --> 00:40:40.665
so that we don't go beyond.

700
00:40:48.105 --> 00:40:52.565
And in that similar line of questioning, uh, when,

701
00:40:52.565 --> 00:40:54.365
when you do these acceptance, uh,

702
00:40:54.545 --> 00:40:55.485

Oh, there you go. Sorry. Sorry.

703

00:40:55.805 --> 00:40:57.605

When you do these acceptance flights, yes.

704

00:40:57.675 --> 00:41:01.005

Have you ever run into a case where you're, you're flying

705

00:41:01.275 --> 00:41:02.285

with a customer

706

00:41:03.065 --> 00:41:06.645

and you realize that they're not ready

707

00:41:07.225 --> 00:41:08.765

to accept the airplane,

708

00:41:09.225 --> 00:41:12.525

and how do you, how do you handle that conversation of

709

00:41:13.085 --> 00:41:15.885

I don't feel safe with you flying this airplane out

710

00:41:15.885 --> 00:41:17.205

of our field after we're done

711

00:41:18.955 --> 00:41:19.955

Another good one.

712

00:41:21.005 --> 00:41:24.325

I, I guess you have experience on that one as well, so, uh,

713

00:41:24.705 --> 00:41:25.765

yes, it does happen.

714

00:41:26.225 --> 00:41:30.565

It does happen. You, you, um, I, again,

715

00:41:30.605 --> 00:41:33.445

I don't wanna be rude, but sometimes you really feel,

716
00:41:33.785 --> 00:41:36.205
why are we selling this plane to this customer?

717
00:41:36.785 --> 00:41:41.045
Uh, we have, I, I will have, I I have an example.

718
00:41:41.045 --> 00:41:45.325
Basically, we sold the exactly the same aircraft

719
00:41:45.825 --> 00:41:46.925
to one of the customers,

720
00:41:47.425 --> 00:41:51.405
and within couple of months, uh,

721
00:41:52.395 --> 00:41:55.645
this aircraft was in the service facility already twice

722
00:41:57.455 --> 00:41:59.715
you can imagine, because imagine why,

723
00:41:59.935 --> 00:42:02.395
but we didn't get, we didn't do any

724
00:42:02.395 --> 00:42:03.475
acceptance flight with them.

725
00:42:04.105 --> 00:42:06.875
Some, because this is not a mandatory that we do with them.

726
00:42:07.415 --> 00:42:09.315
Uh, this is just one of the examples when,

727
00:42:09.345 --> 00:42:11.435
because in, in reality,

728
00:42:12.165 --> 00:42:15.035
acceptance flights at us are not quite often,

729
00:42:15.855 --> 00:42:19.595

we have more demo flights for people that are like,

730

00:42:20.305 --> 00:42:22.475

just very interested in our planes.

731

00:42:22.735 --> 00:42:25.755

But the acceptance flight like this, I would say maybe

732

00:42:26.745 --> 00:42:29.835

once per two, three month, one, one per two, three months.

733

00:42:29.855 --> 00:42:32.035

So we are don't, I don't have many experience with that,

734

00:42:32.035 --> 00:42:35.115

but sometimes you feel like, should we go into there?

735

00:42:35.535 --> 00:42:36.835

But yeah, there are cases

736

00:42:37.055 --> 00:42:40.395

and when this is not like properly solved, yeah, we have,

737

00:42:40.695 --> 00:42:43.835

uh, a real example that if a customer is not ready

738

00:42:43.835 --> 00:42:47.475

for the aircraft, the surface service facility has his job,

739

00:42:48.995 --> 00:42:52.525

then that is the outcome of the negative potential.

740

00:42:54.205 --> 00:42:58.425

As a sister company, we, with light aircraft, I can, uh,

741

00:42:58.425 --> 00:43:00.345

speak to doing an acceptance flight.

742

00:43:01.185 --> 00:43:04.225

I think it was a 180 2, uh, somebody that at the end

743
00:43:04.225 --> 00:43:06.545
of the day, they had, they had been elapsed pilot

744
00:43:06.845 --> 00:43:09.945
for decades and decided to get back into it.

745
00:43:10.325 --> 00:43:13.985
And they, uh, they really weren't prepared.

746
00:43:14.845 --> 00:43:18.065
And we used our transition training staff

747
00:43:18.445 --> 00:43:20.545
to actually accompany them back to their home base.

748
00:43:21.125 --> 00:43:24.305
Um, and when I finished the flight, I told them like,

749
00:43:24.565 --> 00:43:29.545
you need to find a local flight instructor that can help you

750
00:43:29.565 --> 00:43:30.745
and mentor you into this.

751
00:43:31.245 --> 00:43:34.145
But we as a company invested in sending one

752
00:43:34.145 --> 00:43:37.585
of our people back with them just to get them home and,

753
00:43:37.605 --> 00:43:41.265
and make sure that they started off with the safely

754
00:43:41.645 --> 00:43:44.265
and with the proper, I'd say proper amount of care.

755
00:43:48.805 --> 00:43:51.485
I wouldn't like to steal that additional time to guy. So,

756
00:43:52.625 --> 00:43:54.725

One question actually, or comment from my side.

757

00:43:54.725 --> 00:43:56.965

Thanks, uh, juice for, uh, the presentation.

758

00:43:57.065 --> 00:43:58.605

Really interesting stuff

759

00:43:58.745 --> 00:44:01.445

and thanks for taking the time to prepare.

760

00:44:01.785 --> 00:44:05.485

Um, you've mentioned one interesting thing, um, your busting

761

00:44:05.485 --> 00:44:07.325

of that, uh, crew duty time policy.

762

00:44:08.025 --> 00:44:10.405

Mm-hmm. Um, well first of all, thanks

763

00:44:10.425 --> 00:44:11.525

for, um, the openness.

764

00:44:11.585 --> 00:44:14.845

Uh, uh, this is the way obviously we know, uh,

765

00:44:14.935 --> 00:44:16.285

these mistakes can happen

766

00:44:16.385 --> 00:44:19.325

and it's important to always share and learn from them.

767

00:44:20.105 --> 00:44:22.485

Uh, I'd like to highlight the fact that, um,

768

00:44:22.605 --> 00:44:26.245

a younger organization like ours, uh, unlike, uh, many

769

00:44:26.245 --> 00:44:28.725

of the big, uh, players here where maybe you've had your,

770
00:44:28.865 --> 00:44:32.645
uh, policies in place for a very long time, uh, we're,

771
00:44:32.745 --> 00:44:34.565
our policies are changing, they're growing.

772
00:44:34.945 --> 00:44:38.365
Um, and sometimes, you know, um, uh,

773
00:44:38.505 --> 00:44:40.405
we implement new policies or we change them

774
00:44:40.425 --> 00:44:43.685
and, uh, uh, it's not obvious that, okay, you have a policy

775
00:44:43.755 --> 00:44:44.925
that means, okay, now we're good.

776
00:44:44.925 --> 00:44:47.765
Right? Because, you know, you can, you can, uh,

777
00:44:47.765 --> 00:44:50.565
maybe you can, uh, you have an issue with, uh,

778
00:44:50.565 --> 00:44:52.405
people not being knowledgeable about them,

779
00:44:52.505 --> 00:44:55.405
or you have an issue with, uh, saying, ah, well, uh,

780
00:44:55.415 --> 00:44:57.565
maybe the pressure should, uh,

781
00:44:57.785 --> 00:44:59.445
should win against the policy.

782
00:44:59.505 --> 00:45:01.645
And you were asking, should they have been on the ground?

783
00:45:01.745 --> 00:45:06.245

Uh, I would say yes. Um, I would, this is my answer. Mm-hmm.

784

00:45:06.445 --> 00:45:10.725

I think we should go in this direction as a culture, um, uh,

785

00:45:10.815 --> 00:45:13.485

especially because everything was not planned and

786

00:45:13.485 --> 00:45:17.485

because you were a victim of, uh, uh, the lack of, uh, uh,

787

00:45:17.845 --> 00:45:19.685

planning ability of our sales team.

788

00:45:20.615 --> 00:45:22.795

So I would like to defend you there, right?

789

00:45:23.075 --> 00:45:26.755

So you shouldn't, and yeah, that, I know this for a fact.

790

00:45:26.895 --> 00:45:30.315

I'm not just guessing. So, and, uh,

791

00:45:30.375 --> 00:45:32.315

and you should define yourself and you have a tool.

792

00:45:32.665 --> 00:45:34.795

This, the crew duty time policy is a tool

793

00:45:35.505 --> 00:45:37.275

that doesn't make it, it's not gonna be,

794

00:45:37.335 --> 00:45:39.515

no one can take this on you personally.

795

00:45:39.695 --> 00:45:41.955

I'm not just talking to you, I'm talking to all

796

00:45:41.955 --> 00:45:46.155

of our other pilots and, uh, it's our way to say sorry.

797
00:45:47.295 --> 00:45:48.435
Yep. This is it.

798
00:45:48.735 --> 00:45:53.195
Um, other question I had, um, about, I mean, you had

799
00:45:53.195 --> 00:45:54.795
to handle this on your own.

800
00:45:55.545 --> 00:45:59.075
Yeah. Um, this means that this points towards lack.

801
00:45:59.475 --> 00:46:01.555
I mean, the fact that we're always so tight on resources,

802
00:46:01.985 --> 00:46:04.875
clearly, you know, the value Valley electro demos could have

803
00:46:04.875 --> 00:46:07.155
been taken on by, uh, by another pilot.

804
00:46:07.815 --> 00:46:09.755
Uh, I dunno if you can say something about this.

805
00:46:09.935 --> 00:46:13.995
If, uh, you couldn't, uh, you didn't have time to, to assign

806
00:46:14.135 --> 00:46:16.635
and, uh, and just plan the operations for that day,

807
00:46:16.935 --> 00:46:19.315
or you just didn't have people, uh, out there, uh, ready

808
00:46:19.315 --> 00:46:22.635
to jump in and support you so that you wouldn't get in, uh,

809
00:46:22.975 --> 00:46:25.675
on your limits of the fatigue and, uh, crew time.

810
00:46:25.995 --> 00:46:28.515

I do not remember exactly, uh, what, how we,

811

00:46:28.515 --> 00:46:32.115

with the scheduling, but I do remember it was like time

812

00:46:32.515 --> 00:46:34.475

critical to do it as soon as possible for them.

813

00:46:35.095 --> 00:46:36.635

And we just continued.

814

00:46:37.655 --> 00:46:40.755

And at that time, yeah, there was a fatigue present,

815

00:46:40.895 --> 00:46:44.195

but far away from like, being that tired

816

00:46:44.205 --> 00:46:45.915

after five, six hours of flight.

817

00:46:45.915 --> 00:46:48.155

That can happen in reality.

818

00:46:48.475 --> 00:46:50.355

'cause these, you need to know these flights.

819

00:46:50.935 --> 00:46:54.875

Uh, in total, I don't think it was more than two hours

820

00:46:54.895 --> 00:46:56.355

of everything, like a block time.

821

00:46:56.875 --> 00:46:58.515

'cause we are talking about the electric aircraft,

822

00:46:58.535 --> 00:47:01.555

and this is, this is a short flight time in total.

823

00:47:02.185 --> 00:47:05.355

It's more that has with crew changing,

824
00:47:05.575 --> 00:47:06.795
uh, changing locations.

825
00:47:07.065 --> 00:47:11.955
This is that it's stealing your, uh, tension attention, uh,

826
00:47:12.295 --> 00:47:14.115
to the real operation.

827
00:47:14.115 --> 00:47:16.955
You know, otherwise, yeah, I agree with you. Totally.

828
00:47:17.655 --> 00:47:21.355
The second flight could be easily, uh, done by the next one.

829
00:47:22.075 --> 00:47:24.395
Apparently we went like this.

830
00:47:24.735 --> 00:47:26.955
Thanks. Okay.

831
00:47:28.025 --> 00:47:28.315
Okay.