

July 7, 2003

Meggitt's Vibro-Meter SA Scoops Airbus Customer Support Award

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Vibro-Meter SA, part of Meggitt PLC's Aerospace Systems division, has won an 'Outstanding Customer Support Performance' accolade from Airbus.

The framed award was accepted by Richard Greaves, Vibro-Meter's president and managing director of Meggitt Aerospace Systems, during the manufacturer's annual Suppliers' Awards ceremony at the recent Paris Air Show. Here, Airbus paid tribute to its top ten suppliers for their 'commitment and continued product quality'.

Supplier performance is regularly monitored by Airbus and its airline customers. Over 100 airlines contributed to this year's assessment, with over 4,500 survey questionnaires returned.

"Vibro-Meter and our nine other winners define a benchmark for product reliability, technical assistance, service, repairs performance, spares delivery and customer communications. Maintenance costs and spares prices are also a primary factor for customer satisfaction," said Airbus' Patrick Gavin, Executive Vice President Customer Services, presenting the certificates.

Throughout the years 1997 to 2000, Vibro-Meter SA has been among Airbus' top three suppliers.

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