



6th AREVA Technical Days

India - 5 & 6 April, 2007

Service Business Unit

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**Provide comprehensive service support
to manage our electrical installed base
in a secure and efficient way
all along their life-cycle**

▶ **Erection & Commissioning**



▶ **Training**



▶ **Spare Parts**



▶ **Maintenance & Repair**



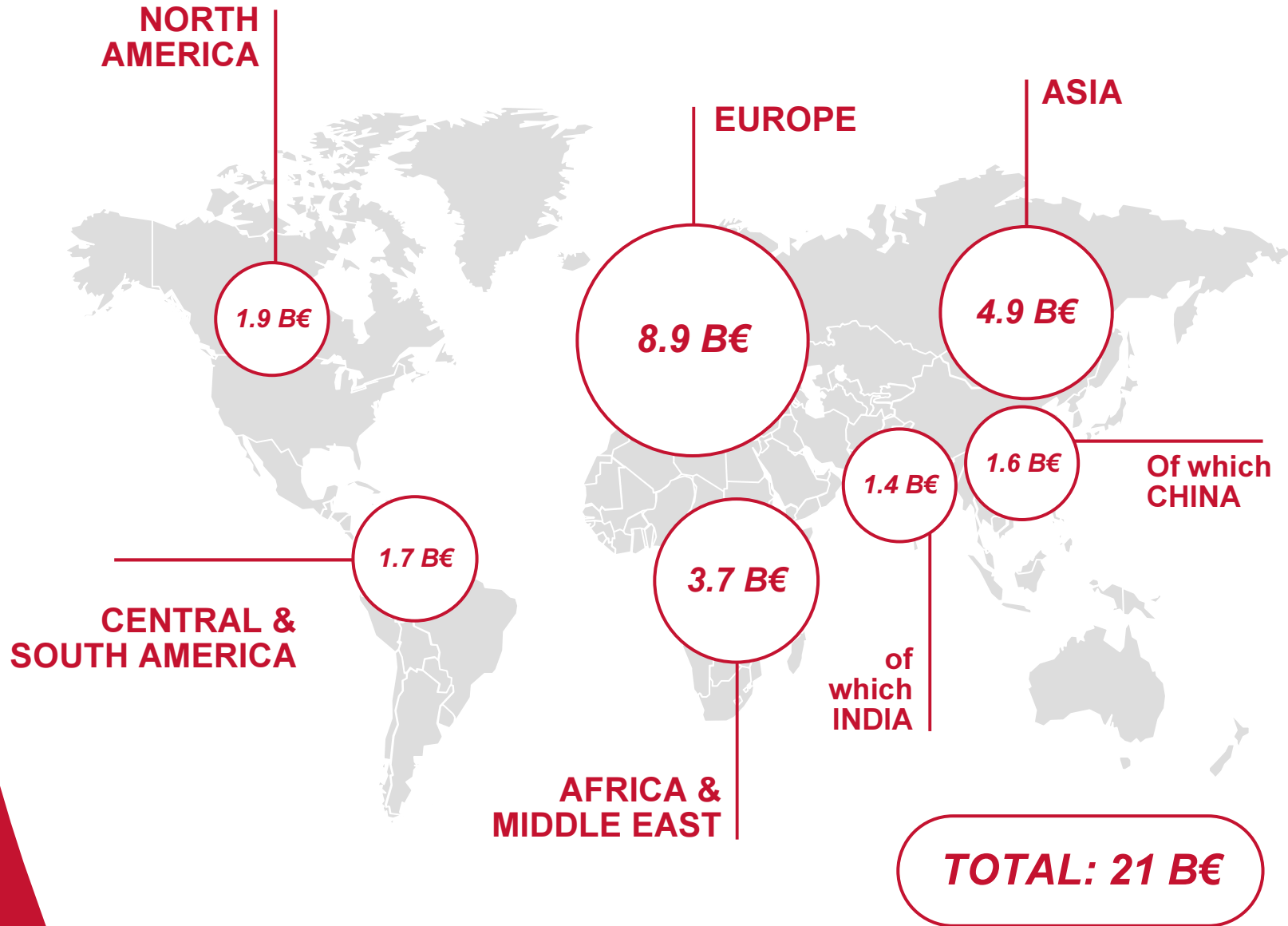
Market characteristics

- ▶ **Linked to the installed base but...**
- ▶ **..still largely client self-performed and focused on spot curative actions**
- ▶ **Reactivity is key**
- ▶ **Customers expect strong knowledge transfer**

Value creation levers

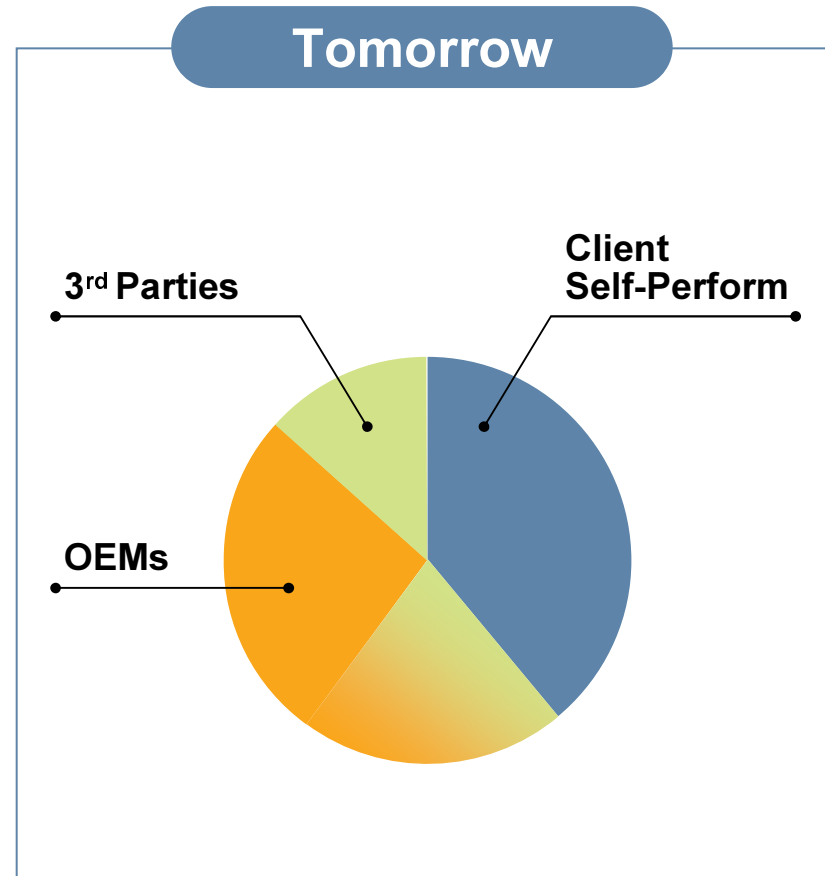
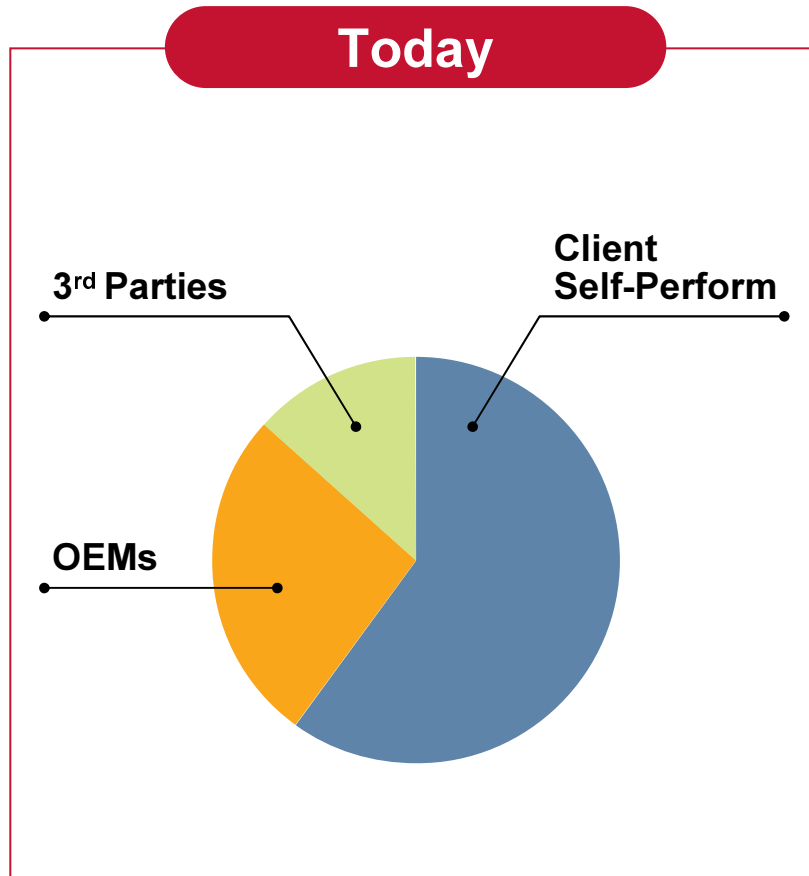
- ① **Installed base**
- ② **Preventive and standard service**
- ③ **Efficient logistics**
- ④ **Training**

① AREVA installed base is an asset

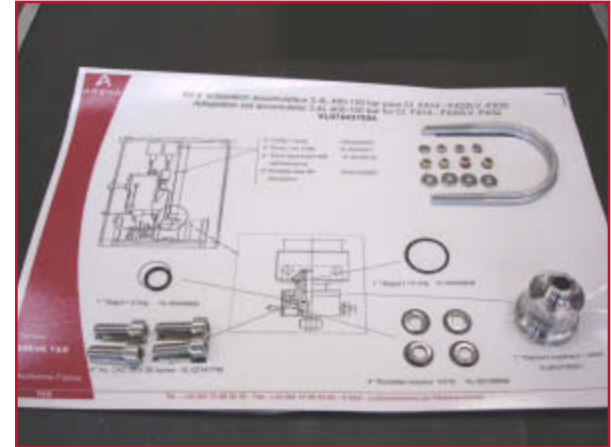


Source: AREVA estimates

① Outsourcing trend in the service market



② Moving to preventive and standard services Spare Part Kits



- ▶ **290** different type of kits
- ▶ **13,000+** shipped in 2006
- ▶ **Target: 500+** kits available

③ *Optimize the logistics of spare parts*

Today

“Design & Make to order”

- ◆ Warehouses
- ◆ Inventory turns
- ◆ Lead time



Tomorrow

“Standard Parts Catalogue”

- ◆ Warehouses reduced 3 times
- ◆ Inventory turns doubled
- ◆ Reduced by half

Apply lean methodology to spare part activity

What AREVA T&D Technical Institute will offer

Training on Products



- Training on AREVA T&D products



Operator training



- Training and evaluation for system operators
- Network consulting
- E-learning
- Learning Management System



Trainer coaching



- Training for the trainer
- Turnkey training centre



Deployment of

20 Training Centres

250 Standard Courses

30,000 Trainee man Days



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