

夢のようなサービス Dream service

On its first trip to Japan, the 787 Dreamliner is put through its paces

by Lori Gunter and photos by Bob Ferguson

During the 787's historic visit to their country last month, a Japanese family drove more than three hours just to see the Dreamliner at the airport in Okayama, one of six airports on the 787's weeklong itinerary.

They were among several thousand people who lined up for hours at the airports for a look at the new Boeing jet that soon will be delivered to launch customer ANA (All Nippon Airways) of Japan.

But for this family, it was even more special. They got to meet the ANA pilots as well as Scott Fancher, vice president and general manager of the 787 program.

Later, the family waited for hours at the airport—while Boeing and ANA crews performed planned testing and demonstrations—so that they could also see the 787 leave.

Two days later, Fancher received a message from



PHOTOS: (Below) The sweep of the 787's wing during flight from Seattle to Tokyo. **(Insets)** After leaving Boeing Field (top left) with ANA pilots at the controls, the 787 was welcomed at Tokyo's Haneda Airport on July 3. An event the next day inside the ANA hangar included airline President and CEO Shinichiro Ito and Jim Albaugh, president and CEO of Commercial Airplanes (second photo from bottom left).

“The 787's wings are very beautiful ... like an angel.”

— Kimiko Masuda after seeing the 787 Dreamliner in Okayama, one of several stops on its first visit to Japan.





PHOTOS: (Below) ANA employees inspect the empennage of the 787 outside the ANA hangar at Tokyo's Haneda Airport. **(Insets)** ANA employees at Haneda and Osaka's Kansai and Itami airports worked side by side with Boeing teammates as part of the 787's service ready operation validation, or SROV. The 787 also made similar stops at airports in Okayama and Hiroshima.

Kimiko Masuda, the mother of the family, who wrote:
 "July 7 was an amazing day for me. The 787's wings are very beautiful ... like an angel! It's very hard on me to go to OKJ (Okayama), but it made me happy very much! I love the Dreamliner!"
 The 787's trip to Japan represented a crucial step in preparing for first delivery, with a series of service-ready proving flights. It was an opportunity for Boeing and ANA crews to work together to test various airline operations before the Dreamliner goes into revenue service, such as towing procedures, ground support equipment and maintenance actions.
 But even though the 787 was essentially on a business trip, it was greeted like a rock star everywhere it went.
 "It's just the perfect example of the incredible support



and good will we received throughout the country," Fancher said of the reaction to the Dreamliner's visit. "People were excited to see us, to see the airplane and to recognize the role they are playing in this game-changing program."

That sentiment was echoed by Mike Fleming, vice president of Services for the 787 program.

"The people of Japan really came out in support of ANA, Boeing and the 787," Fleming said. "It was just amazing to see the people who waited to see landing and takeoff at every airport we visited."

During the 787's visit to Osaka, a line of fans wanting to see the 787 snaked around the terminal. Crowds stood four hours in the hot sun to see the Boeing jet.

"Unless you see it in person, it's hard to describe the



PHOTOS: (Below) The 787 as seen from the passenger terminal at Osaka Kansai International Airport, one of six airports the jetliner visited during its trip to Japan. **(Insets)** The weeklong visit to Japan helped ensure the 787 is ready for airline service and involved more than 150 Boeing employees and a similar number of ANA personnel.

genuine outpouring of emotion and excitement surrounding the 787 Dreamliner's first visit to Japan," Randy Tinseth, vice president of marketing for Commercial Airplanes, wrote in his online journal, of the reception the 787 received.

After the completion of the service ready operation validation program, or SROV, the 787 made a final stop in Nagoya, home of 787 partners Mitsubishi, Kawasaki and Fuji Heavy Industries. It was an opportunity for hundreds of Japanese workers who make the wings and other sections of the Dreamliner to see and walk through the airplane at Centrair Airport.

"Their hard work and support have been instrumental in getting us to where we are today," Fancher said.

Added Yasuhiro Toi, 787 program manager for Fuji Heavy



PHOTOS: (Below) At Haneda Airport, ANA maintenance personnel perform maintenance inspections on the 787 wing. **(Insets)** Ground and flight crews validated more than 100 procedures during the airport visits. These involved operations such as towing the 787 in and out of hangars, routine maintenance, and making sure ground equipment interfaced properly.





PHOTOS: (Below) At Centrair Airport outside Nagoya, more than 1,000 employees from 787 partners Mitsubishi, Kawasaki and Fuji had an opportunity to see the airplane they help make. **(Insets)** Boeing's service ready operation validation team is pictured in the first and third photos from top left. The wings and other large sections of the 787 are transported from Centrair Airport on the Dreamlifter (in second photo from bottom right, background right) for final assembly in the United States.



Industries, "This was the first time for most of them to see the entire new airplane. It was a very special and encouraging experience."

The general public also got to see the Dreamliner at Centrair Airport. A crowd estimated at about 2,000 turned out to watch it land at 7 a.m. local time on Sunday, July 10.

Boeing and ANA began laying out the SROV plans before completion of the first airplane. Both companies knew that in addition to proving the airplane's capabilities through a robust flight-test program, they had to put the full support system through its paces.

That effort went from plan to reality with the arrival of the 787 at Tokyo's Haneda Airport July 3 after a nonstop flight from Seattle.

More than 150 Boeing people were in Tokyo to help run the



tests and demonstrations needed in the following week. About the same number of ANA personnel participated in the effort, which ranged across four cities.

“The 787 has a lot of versatile characteristics,” said Hiroshi Yokomizo, an ANA ground handler. “I would like to master them quickly and be comfortable in doing my job.”

Katsunori Shimazaki, senior manager of Corporate Planning for ANA, said the 787’s visit was a “very valuable experience for ANA, for the ground operation and flight operation.”

And the 787 performed as expected, said Boeing’s Fleming. “We learned a lot,” he said, “and built even stronger relationships across our two organizations.” ■

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PHOTOS: (Above) The 787 lands at Tokyo’s Haneda Airport at the end of a long day. The jetliner returned to Haneda each day after flying service-ready trials at other airports in Japan. **(Insets)** A highlight of the 787’s trip to Japan was a final stop at Centrair Airport, outside Nagoya, where employees of Mitsubishi, Kawasaki and Fuji Heavy Industries and other local suppliers got to tour the Dreamliner cabin, many taking pictures.