

A publication of Duncan Aviation

Duncan Debrief

Spring 2015





1 Value, Honesty, Integrity, Loyalty & Trust: The Core of Customer Relationships



5 Transforming an Embraer Legacy 600 for Embraer Executive Jets

96-month inspection, Wi-Fi install and full interior/paint refurbishment.



9 Personal Relationships Bolster Business Dealings

Customer Klaus Rasmussen, technical manager of Air Alsie, visits Duncan Aviation.



11 Goodbye Blues

Clean it up. Lighten it up. Open it up. A Gulfstream V is transformed with a simple change of color.



15 An Indirect Route: Brazil to Nebraska to India

Duncan Aviation helps ferry Phenom 100.



17 Dassault Falcon 50EX

Individually crafted with the passenger and pilot in mind.



21 I Can't Believe This Aircraft is 14 Years Old

The amazing transformation of a Falcon 900B makes this aircraft look better than new.



23 Aviation Alphabet Associations

Doing more together.



29 Relationship Status: It's Complicated

The mutually beneficial partnership between OEMs and MROs.



31 Aircraft Parts Consignment: The Business of Building Relationships



33 Experience. Unlike any other.

Duncan Aviation team members are adept at finding solutions and providing aircraft operators with the best service possible around the world on a daily basis.



35 News & Tech Updates

In one spot, we provide the latest in Duncan Aviation news, industry trends and technical questions.

www.DuncanAviation.aero
Spring 2015
Duncan Debrief, a customer magazine.

Copyright 2015 by Duncan Aviation. Nothing shown may be reproduced in any form without obtaining the permission of the creators and any other person or company who may have copyright ownership.

subscriber services:
Direct all inquiries, address changes, subscription orders, etc., to:

Web: www.DuncanAviation.aero
E-mail: Debrief@DuncanAviation.com
Contact: Marketing Communications
Phone: 800.228.4277 or +1 402.475.2611
Fax: +1 402.479.1657
Mail: Duncan Aviation
Marketing Communications
P.O. Box 81887
Lincoln, NE 68501

contributing writers:
Kate Dolan
Diane Heiserman
Lori Johnson
Danielle Kavan

lead designer & photo director:
Kaela Paseka

web developer:
Tad Luedtke

circulation director:
Kate Dolan

office administrator:
Brian Ryba

chief editor & manager:
Lori Johnson

vp marketing:
Steve Gade

president:
Aaron Hilkemann

chairman:
Todd Duncan

company founder:
Donald Duncan (1922-1981)



From the Chairman Todd Duncan

No man is an island. No business is either. As someone who thrives on personal connections and social interaction, I rejoice in that. I love people. I enjoy talking with them, hearing their stories and making connections.

Those connections are vital in all aspects of our business and all Duncan Aviation team members work hard to preserve and deepen their relationships at work. As a result, we all develop a complicated web of acquaintances, associates and friends that helps to strengthen our industry. This web includes important relationship strings.

Customers

Of course, our relationships with our customers are crucial. After all, by allowing us to work on their aircraft and support them in their service needs, they literally trust us with their lives as well as their livelihoods.

Partners, Vendors, OEMs

Our relationships with partners, vendors and the original equipment manufacturers (OEMs) of our industry are also critical. We simply cannot provide our mutual customers with the best possible service and quality without the support of industry partners.

Industry Organizations


Organized groups of companies reliant upon business aviation, typically coordinated through the various "alphabet organizations," also provide relationship opportunities that help to improve the industry and better serve our customers through collaboration and open discussion.

Team Members

Then there's our relationships with our other Duncan Aviation team members. These connections create our company culture, our business success, our customer service and to some degree the individual satisfaction and happiness of our 2,150 team members.

Building Those Relationships

There are lots of characteristics that help to develop, strengthen and sustain good, healthy working relationships. The most important of these are trust, respect, accountability and communication. Those are the things we work to provide in all of our relationships.

In this issue of the *Duncan Debrief*, we take a closer look at our industry relationships and just how wide a net this relationship web casts. 

Value, Honesty, Integrity, Loyalty & Trust: The Core of Customer Relationships



The Golden Rule

Duncan Aviation Project Manager Tammie Burns knows that building relationships with customers is the best way to earn trust and confidence. Many of her customers are from Mexico and are not familiar with Lincoln, Nebraska, at all.

"I just put myself in my customers' shoes," says Tammie. "If I were to go to a country that I'd never visited before and didn't speak the language, I'd welcome all of the help I could get. It's all about treating our customers how we'd like to be treated."

Often, too, the project manager is the main point of contact for many customers. One Saturday

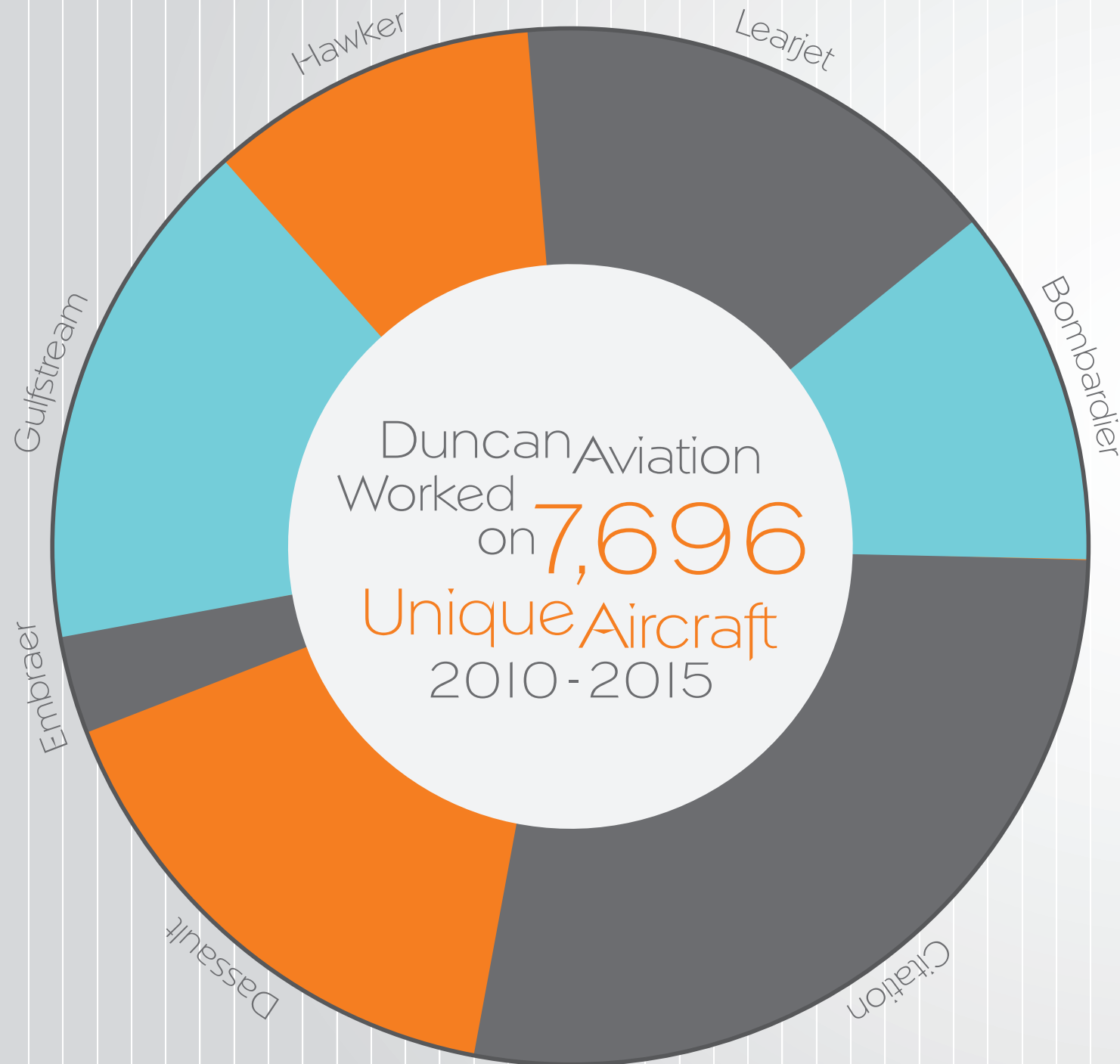
94 New Customers in 2015
in January

6,190 Domestic Customers
International 1,159
2013-Present

- Countries Our Customers are From
- ▲ Farthest Customer N, S, E, W in the United States
- Customer Advisory Board Members
- Regional Managers

"I've been at Coca-Cola for 33 years and have done business with Duncan Aviation since 1984. I have a great rapport with Sharon Klose (turbine engine service sales rep). I trust what she says and feel she's completely honest with me. Because of that, I can be completely honest with her, too."

— Jerry Cohoon, Director of Maintenance
The Coca-Cola Company



before Christmas, several of Tammie's customers from Mexico had gone to the Nebraska outlet mall store located between Lincoln and Omaha. While there, they accidentally locked the keys in the trunk. The rental agreement and all of the insurance information were locked inside the car.

Tammie was one of a handful of people they knew in the area, so they called her. She made a few phone calls to find out which rental company they had gone through and what insurance coverage they had, and she called the car rental company. A representative for the rental company took the stranded shoppers a new car so they could drive back to Lincoln, and he waited at the mall for a locksmith.

It's Personal

Lincoln Customer Service Manager Doug Alleman says building trust and confidence comes from the fun part of business—getting to know others.

"It comes from taking the time to get to know each customer as a person," says Doug. "Once you find out about their hobbies outside of work, where they like to vacation or what their spouse and kids' names are, you have a way to connect. Regardless of whether you've known someone for four or 40 years, the bonds grow and thrive."

In 2006, Vice President of Marketing and New Business Development Steve Gade proposed having customer dinners every other week at local restaurants in Lincoln and Battle Creek as a way to relax with our customers outside of work and to let customers meet and visit with one another.

"The Wednesday night customer dinners were originally planned to simply allow us to show our appreciation for those customers who were in town overseeing projects. They have since evolved to also facilitate the creation of a sense of community amongst our customers," says Steve. "I think the rule of degrees of separation in the aviation industry could be reduced to two degrees instead of six; so many of our customers share common experiences and relationships. Another unexpected benefit for us is that it provides our customers the opportunity to give our senior leadership unsolicited, casual feedback on the industry, our competition and our company."

Rich Boyadjian, director of maintenance for TWC Aviation in Van Nuys, California, says, "Duncan Aviation has the customer service side of its business down. Everyone is included in the customer lunches and dinners, regardless of the cost or scope of the project. I especially like the customer dinners because they provide a way to relax away from the work day, and I get to talk with other owners and operators I'd probably never otherwise have met."

Carlos Martinez Canchola, powerplant engineer for Aerolineas Ejecutivas, in Toluca, Mexico, was at Duncan Aviation's Lincoln facility with his company's Learjet during a frigid February that produced a stretch of single-digit temperatures.

During introductions at one of the customer lunches, Carlos said, "This is my first time in Nebraska, and I do not like the cold at all. But everyone here at Duncan Aviation has made us feel warm and welcome. The people here are really very kind."

Following Advice

In an effort to build relationships, encourage open communication and foster the trust and confidence of our customers, Duncan Aviation also established a Customer Advisory Board (CAB) in 2004.


"Listening to our customers is critical to our continued success. We convened the first CAB to help us accomplish our mission of continuous improvement and customer-centered innovation," says Jeannine Falter, vice president of business development.

By working with boards in Europe, Latin America and the United States, Duncan Aviation hopes to tap into the insightful perspectives of the various members to gain a clearer understanding of business aviation and customers' expectations around the world.

"Board meetings always involve lively, intelligent discussions about pressing business aviation challenges," says Jeannine. "CAB recommendations have influenced company decisions on billing policies, customer service best practices, the use of technology and social media and many other important aspects of our business."

Tim Ganse, aviation manager at Cimarex Energy Company in Englewood, Colorado, has been a member of the Duncan Aviation CAB for two years.

"The leadership at Duncan Aviation is open to the input and suggestions from CAB members. They encourage creative thinking," says Tim. "Serving gives me the opportunity to discuss issues and items that affect operators who don't have a seat on the CAB. Trying to solve problems and help Duncan Aviation evolve to become more successful is a goal that all CAB members take very seriously."

By fostering opportunities to communicate with customers in as many settings as possible, Duncan Aviation hopes to keep the level of trust high. That, in turn, helps build the foundations of long-lasting business and personal relationships. 

Transforming an Embraer Legacy 600 for Embraer Executive Jets

To the average person, a 96-month Embraer Legacy 600 inspection looks a lot like organized chaos—organized being the key word.

Neatly catalogued aircraft parts surround a gutted fuselage. Airframe technicians line the interior and exterior of the aircraft, checking and testing every inch, looking for needed repairs.

Add an interior refurbishment, new paint, a Wi-Fi system installation and you'll start to understand why a project of this magnitude takes time to plan and complete.

"Upon delivery, the jet is, in many ways, new again," explains Project Manager Tracy Hein. "Every inch of that aircraft is touched by several professionals—from airframe technicians to interior install experts and paint team members. And before delivery, we go over it again, ensuring the aircraft leaves our facility as flawless as it was on its first flight."



NBAA Display: Before, During and After

When the PreFlown Aircraft division of Embraer Executive Jets brought a 2007 Legacy 600 to Duncan Aviation's Lincoln, Nebraska, facility for a tip-to-tail refurbishment, they wanted to capture the process in a three-minute time lapse video to show potential clients what takes place during a super midsize business jet transformation. View the video at www.DuncanAviation.aero/embraer-services.

The aircraft was unveiled at NBAA's October 2014 conference in the National Aircraft Resale Association (NARA) static display. Embraer representatives opted to play the video on the aircraft's Cabin Management System, showcasing before and in-progress images inside the final product.

"Because the aircraft was going to NBAA, we absolutely had to deliver on time," says Tracy. "That meant working additional shifts and multiple shops working on the aircraft at once. At the end of the day, the extra hours were worth it. The customer had a wonderful showing and a lot of great response from conference attendees."

Custom Solutions are a Must-Have

While customers request certain modifications time after time, rarely does Duncan Aviation see two identical aircraft. Consequently, almost everything Duncan Aviation produces is a custom solution.

"We have a cabinet and upholstery shop in-house. Our talented team members take a lot of pride in their work, adding their own personal touch to every aircraft that comes into our hangar," says Interior Completions Team Leader Darren Blaser.

Duncan Aviation was able to add value to the project by breathing new life into some of the aircraft's existing materials, delivering a total transformation while stretching the budget a bit further.

"We took out the entire interior for the inspection, stripped everything down, cleaned it up, repaired it and recovered everything with more modern materials, giving the cabin a brand new look and feel without the price," says Darren. "The new carpet and glass racks were additional perks that really helped update the aircraft."

Spot-On Paint

Paint Team Leader Brad Sievers has seen a lot of paint schemes in his years at Duncan Aviation. While the Legacy 600 wasn't as intricate as some his team has delivered, the paint job was by no means average.

The customer wanted pearl paint with a fade. To better meet the time schedule, Duncan Aviation team members painted the aircraft backwards—meaning they started with the navy blue so they could balance the elevators. They then painted the rest of the jet.

"Pearl paint is a three-step process, and the fade takes a lot of time and skill to make it symmetrical, but we completed the scheme in the allotted two weeks. It turned out exactly as the customer hoped it would," says Brad.

Duncan Aviation, the One-Stop Shop

Duncan Aviation also has internal engineering and certification teams, as well as Organization Designation Authorization (ODA), meaning we can design modifications and installations and then approve them on behalf of the FAA. Our team of on-staff

Watch a 96-month inspection, Wi-Fi install and a full interior/paint refurbishment on a super midsize business jet in just three minutes:

www.DuncanAviation.aero/embraer-services





and consultant engineers, flight test pilots, and manufacturing and airworthiness inspectors are qualified under the ODA.

Along with the ability to approve design data, analysis and test procedures, as well as witness compliance testing, Duncan Aviation's teams can issue Supplemental Type Certificates (STCs) for interior and airframe modifications and avionics systems and system upgrades.

The Legacy 600 needed to shift its EASA certification to make it FAA compliant. During this process, Tracy relied heavily on Duncan Aviation's ODA expertise, as the aircraft needed a Certificate of Airworthiness for the United States.

"A lot of that recertification work was in the cockpit, which required box changes and rewiring," says Tracy. "Having those capabilities in-house really streamlines the process. All the teams work together to craft a plan before the aircraft even arrives, so hiccups are few and far between."

Expect the Unexpected

Embraer's PreFlown division chose to partner with Duncan Aviation for this aircraft based on their experience with past projects and deliveries. They cite Duncan Aviation team members' attention to detail, exceptional craftsmanship and ability to stay on or ahead of schedule as major factors in their decision to bring the aircraft to Duncan Aviation.

One of Duncan Aviation's time management secrets to success lies in the project manager.

"We prepped and planned, working through scheduling details as much as we could before the aircraft entered our facility," says Tracy. "Once the Legacy 600 was in-house, our teams reworked the schedule constantly to complete the refurbishment as efficiently as possible."

Tracy has more than a decade of experience, so she's seen it all. She says she knows to watch for challenges with every refurbishment of this magnitude. Because she anticipates them, she leaves a bit of wiggle room in the schedule, allowing her to repurpose resources as needed.


"For example, right at the end of this project, we decided we needed to replace the window seals," says Tracy.

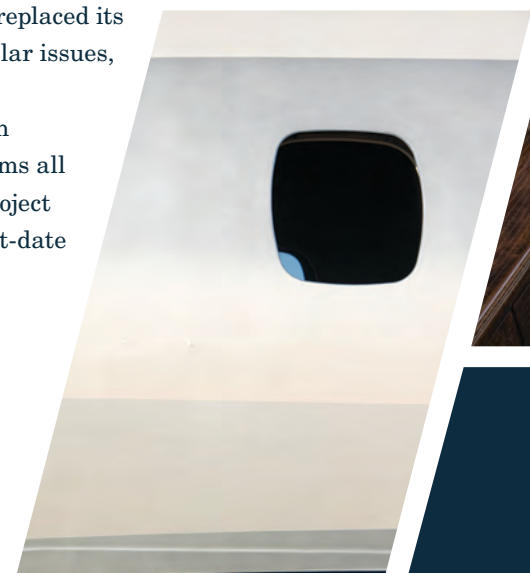
She and her teams previously worked on an aircraft of a similar age and replaced its window seals. During this project, she thought this aircraft might have similar issues, so she planned ahead.

"We had to remove the interior, one-half at a time, replace the seals and then reinstall the interior. Fortunately, we were a bit ahead of schedule, and the teams all worked together to do their parts, remaining flexible enough to complete this project on time," says Tracy. "At the end of the day, these challenges didn't impact the out-date because we were able to foresee them and plan ahead."

Final Business Jet Touches

Along with its incredible physical transformation, the Legacy boasts a new Gogo Business Aviation SwiftBroadband Aviator 200 solution alongside several custom additions, creating an efficient, effective, comfortable business jet.

"It's really incredible to watch an aircraft that completed such a large workscope deliver on time and know each of us played a pivotal role in its service success," says Tracy. "And when we look back at the before photos, it's hard to imagine that this is the same aircraft we started working on a few months ago." 



Personal Relationships Bolster Business Dealings

In the seven years Technical Manager (Director of Maintenance) Klaus Rasmussen has worked for Denmark-based Air Alsie, he's traveled to Duncan Aviation in Battle Creek, Michigan, many times. In late winter 2015, Klaus spent a cold, snowy week in Battle Creek to take delivery of one of his Falcon 2000s.

Of the 20 aircraft Air Alsie manages, 15 of them are Falcons. Although Air Alsie is a factory authorized Dassault Line Center and performs smaller inspections, minor repairs and warranty claims, Klaus says he still sends the Falcons he manages to Battle Creek for major structural repairs and modifications and for C inspections because Duncan Aviation is a Dassault authorized heavy service center.



Project Manager
Shawn Busby, Technical
Manager of Air Alsie Klaus Rasmussen
and Airframe Service Rep Alan Monk.

Starting the Relationship

In 2011, Klaus attended the European Business Aviation Convention & Exhibition (EBACE) in Geneva, Switzerland, and while there he met Duncan Aviation's European Regional Manager Arjen Groeneveld. After discussing his aircraft and company with Arjen, Klaus remembers wondering how Duncan Aviation's prices compared to the European service centers with whom Air Alsie had previously done business.

Arjen sent quotes for three C checks, some avionics installations and minor modifications. Klaus was impressed with the prices in the quotes, and after taking those first Falcons to Battle Creek in 2011, he was also pleased with the workmanship.

"On that first trip to Battle Creek in 2011, we were checking out the quality. We've been to other facilities for inspections and interior work. In the end, our decision was based on the fact that we'll get good quality at better prices at Duncan Aviation than at the other facilities," says Klaus.

Another reason Klaus values Duncan Aviation is because of the transparent approval system. Duncan Aviation's online project tracking system, myDuncan, lets him follow the check almost in real-time, and, when the work has been completed, all of the paperwork is finalized immediately.

"I appreciate it that we don't have to wait. We get all of the paperwork, invoices and certification immediately," says Klaus. "We

check the invoice, and the prices are always pretty close to the figures that we had budgeted before going in. That's extremely important to us because we don't own the aircraft—we manage it—so all of the costs are passed along to our customers."

Deepening the Relationship

Since that first trip, Klaus has been back to Battle Creek numerous times, and he's built close relationships with Senior Airframe Sales Representative Alan Monk and Project Manager Shawn Busby.

"The personal relationships are important because it's so easy to get in touch with the right people when there are issues. And, let's face it, there are always going to be issues," says Klaus. "It's really important to

me to know Arjen, Alan and Shawn so well I can reach any of them at any time. I don't want to have to go through a layer of people who don't know me or care about me or my aircraft. I want to go to them directly, and I can and do, and they go about solving the issues."

Often work relationships develop into close personal friendships, and Alan considers Klaus a friend as well as a customer.

"We both have families, and Klaus and I often talk about our kids. It's interesting because parents seem to face similar issues no matter what part of the world they call home," says Alan.

Arjen still considers Klaus his own personal friend and customer, but admits he's also happy that


Klaus has developed relationships with Alan and Shawn.

"Although we're still close personally, I've had to let go of some aspects of my business relationship with Klaus as he has worked more closely with Alan and Shawn. In addition to our business relationship, the real fun is when we stop talking about business and talk about our families. We have a comfort level between us," says Arjen. "Another thing I appreciate about Klaus is if he says he's going to close a deal, he's going to close a deal. Even if it's six weeks later, after his summer vacation and my summer vacation, Klaus will sign. His word is good."

Alan, too, appreciates Klaus' honesty and candor.

"He's a real pleasure to work with because I don't have to try to guess what he's thinking. He's always very honest with us," says Alan. "He's also completely at ease in the hangars because he and the teams know each other so well."

Shawn echoes Alan's assessment of Klaus' easy rapport with all of the teams in the hangars.

"Not only is Klaus at ease in the hangars, but the teams know him and enjoy having him around. Everyone has worked hard to build and maintain that level of trust," says Shawn. "Personally, I consider Klaus as much of a friend as I do a customer. I enjoy hearing about his daughters, what they're doing, and their horseback riding adventures." 

Goodbye, Blues

Fresh out of pre-purchase, this Gulfstream V needed a makeover to breathe life into a dark interior. The deep blue and gray chairs and carpet made this large 13-passenger cabin feel dated and constrained. The customer's expectations were clear. Clean it up. Lighten it up. Open it up. Take a look, the transformation was amazing. 📺



Before



After

After

Light shades of crème and subtly textured chenille replaced the existing upholstery on all the chairs and divan. The new color was carried to the main cabin headliner, window and valance panels to make the cabin feel more spacious. Embossed Townsend leather was applied to the lower sidewalls, which created a visually stunning seating area. The new brightened upper cabin and upholstery contrasted nicely against the dark veneer and elegantly pinstriped carpet. Additional amenities include made-to-fit drawer inserts for the galley, Gogo® Biz and complete exterior paint.





Last year, Duncan Aviation's Andy Fernandes, India regional manager, was contacted by Mr. Vincent Xavier, chief operating officer of Zest Aviation in Ahmedabad, India, asking if Duncan Aviation could help him take possession of a new Embraer Phenom 100. Andy assured Mr. Xavier that the situation was exciting and challenging but not difficult; Andy then went to work.

He enlisted the assistance of numerous Duncan Aviation team members as well as pilots, brokers and handling companies around the world. Andy coordinated the paperwork to export the aircraft from Brazil and import it to the United States. And based on the rules and regulations of India's Director General of Civil Aviation (DRCA), Andy lined up the necessary permits to export the new Phenom from the United States to India. He also secured the necessary documents for Reduced Vertical Separation Minimum (RVSM) approvals.

Among the many aviation professionals who Andy contacted was Guilherme Monte Claro, a customer account manager at Embraer Executive Jets. Together, they worked out the certification, exit permits and delivery on Mr. Xavier's behalf. Andy arranged additional paperwork with the customer's broker, Timothy McCulloch, from Phoenix. And he contacted Jetex Flight Support in Dubai, United Arab Emirates, to devise the flight plan with all of the necessary stops between

Embraer's facility in Sao Jose Dos Campos, Brazil, and Duncan Aviation's facility in Lincoln, Nebraska, and then from Lincoln to Ahmedabad.

Because Mr. Xavier's pilot, Akshey Chouakshey, could not have flown all of those hours himself, Andy also lined up Embraer pilots to fly from Brazil to Lincoln. A second pilot then flew with Akshey on the trip from Lincoln to India.

Before Mr. Xavier and Akshey went to Brazil, Andy reached out to Duncan Aviation Airframe Tech Rep Tim Garity and asked him to meet them in Brazil on behalf of Duncan Aviation. In September 2014, Tim took a commercial flight from Lincoln to Sao Paulo. Embraer sent a car that took Tim to Sao Jose Dos Campos, where he met Mr. Xavier and Akshey.

"Mr. Xavier didn't have any technical people on his staff," says Tim, "so he contacted us to provide technical assistance. We had helped Mr. Xavier before with other new aircraft he's purchased, and we'll provide this service for any of our customers who ask."

Tim reviewed the logbooks for the aircraft and engines for accuracy, and he accompanied the crew when they took the Phenom up for its test flights. When Mr. Xavier took possession of the Phenom, Tim walked him through the paperwork regarding the technical issues.



Mr. Vincent Xavier, chief operating officer of Zest Aviation (left) with Tim Garity, Duncan Aviation tech rep.

Tim and the group from India were in Brazil for seven days, and they were all impressed with the Embraer facilities. Tim says the hangars were spotless, and everyone they encountered was warm, friendly and knowledgeable.

"I spent quite a bit of time with Captain Eloy Neto, Embraer's demonstration and delivery pilot, and he piloted the plane from Sao Jose Dos Campos to Lincoln," says Tim. "During the lengthy flight, Captain Neto imparted a great deal of information about the Phenom to Akshey."

Although free time was scarce while they were in Brazil, Mr. Xavier, Akshey and Tim managed to meet for dinner at a local steak house one evening. Their waiter, who claimed his name was Harley Davidson, entertained the group with his wit and banter.

"Mr. Xavier and Akshey were personable and down to earth," says Tim. "It was a pleasure to work on their behalf and to get to spend a little time relaxing together, too."

Once the ferry permit was issued, Tim (who was considered essential personnel) accompanied Eloy and Akshey on the new Phenom. The 20-hour flight from Sao Jose dos Campos to Duncan Aviation included eight flights, seven fuel stops and two overnights.


"On the first day, we flew about 1,800 miles, stopping for fuel in Palmas and then Belem, Brazil, where we stayed overnight," says Tim. "The second day, flying about 1,300 miles, we stopped for fuel in the Republic of Suriname and Barbados, where we spent the night. The final leg of our journey was the longest

at 3,250 miles, and it included fuel stops in Puerto Plata, Dominican Republic, Fort Lauderdale, where we also went through U.S. Customs, and St. Louis before arriving in Lincoln."

During his first-ever visit to Nebraska and Duncan Aviation, Mr. Xavier toured Duncan Aviation's facilities, meeting and interacting with several team members. With help from the Duncan Aviation certification team, Andy secured the Standard Airworthiness Certificate and the Export Certificate to India for the Phenom.

Andy says, "Mr. Xavier was very pleased with every aspect of his experience with Duncan Aviation. He was impressed with our two new maintenance hangars and our facilities on the east and west sides of the Lincoln Airport. He was struck by the can-do attitudes and friendliness of everyone he encountered during his few days in Lincoln."

Several days later, Mr. Xavier flew back to India on his new Phenom 100. All told, the aircraft touched six continents and 13 countries during its 21 stops.

"Zest Aviation would like to compliment each and every person who directly or indirectly participated in the project to ferry the Phenom 100 to India. It was an adventure and we learned more about the aircraft's capabilities, which included its endurance, too. We experienced extreme conditions—21 stops and four overnight stops. We sincerely thank Duncan Aviation team members for their valuable contributions and we look forward to working with Duncan Aviation again on some new project," says Mr. Xavier. 



Dassault Falcon 50 EX

Individually Crafted with the Passenger and Pilot in Mind

Duncan Aviation works with a variety of customers. The majority use their aircraft for business purposes, some have personal aircraft and a small portion are pilots themselves. A very select group fit all three categories.

When a customer came to Duncan Aviation's Battle Creek facility with a Dassault Falcon 50EX, his mission was to leave with the best upgrades in the cabin, as well as the flight deck.

"Our customer dubbed the Falcon a Time Machine, and wanted to ensure this time saver was the most comfortable and efficient tool to get from point A to point B," says Completions Sales Rep Nate Darlington, confirming that the creative tail number M-CFLY was, in fact, a "Back to the Future" time-traveler movie reference.

After completing a pre-buy inspection through Duncan Aviation, the aircraft went directly into an airframe inspection, complete interior refurbishment, complete paint refurbishment, Cabin Management System (CMS) installation and flight deck upgrades.

Cabin Comfort

CMS: Simple, Sleek, Superior

When Duncan Aviation's designers sit down to discuss the hopes and needs owners have for their business jets, most say they want simplicity, with a touch of elegance.

"Our customer wanted an intuitive CMS—one that would control in-flight entertainment and environmental conditions with one touch," explains Project Manager Shawn Busby.

Duncan Aviation's Avionics Installations Sales Rep Mike Morgan recommended

Honeywell Aerospace's Ovation Select CMS because it met all those needs, and more.

"This CMS allows users to pull up a movie or presentation and control the lighting, seats, temperature, galley and window shades with a tap or two on a touchscreen from their seats," says Mike.

Mike says his team recommended the all-digital CMS because it's ideal for the Falcon platform.

"We've installed the Ovation CMS on other Falcon aircraft, but this was our first Falcon 50EX, joining more than 100 Ovation aircraft worldwide," says Mike.

Handcrafted Interior

The best time to upgrade a CMS is during an airframe inspection, which also happens to be an optimal time to reconsider updating the interior. This Falcon 50 received a complete interior materials refurbishment.

"From the beginning, the customer provided clear direction of what he was looking for aesthetically," explains Designer Kristen Cotugno. "Before moving to the production phase, our team put together renderings of a clean, modern interior, focusing on the high-contrast pattern in the carpet."

From that point forward, it was a matter of translating the vision into a tangible product.

"Looking at the before and after pictures, you'll see a dramatic transformation not only in the color palette, but also in the reconfiguration," says Kristen. "The interior team took conservative beige and replaced it with a sophisticated warm gray."





Simplicity, with a Touch of Elegance



The creamy seats are set off by the dark wood details. The pattern in the carpeting is echoed in the more subtle sidewalls. Every material sets off another.

In addition to style updates, Duncan Aviation's engineering team swapped out two right-hand aft seats for a divan.

"This shift allowed us to relocate life rafts, which had been mounted to the aft cabin bulkheads, into the new storage area under the divan," says Kristen. "We streamlined the appearance of the cabin, making the space appear larger and feel more inviting."

Additionally, Duncan Aviation's engineering, design and cabinetry teams worked closely together, integrating two new divan armrest cabinets with some additional storage space.

A Pilot's Dream

For many aircraft owners, choosing which aircraft systems require upgrade can be a real challenge. For this operator, though, retrofitting the flightdeck with Rockwell Collins' Pro Line 21 was a no-brainer.

"As a pilot, the customer's representative knew what he wanted, and he wanted all the bells and whistles," says Mike. "The Rockwell Collins Pro Line 21 has flexible avionics system solutions, so we're able to walk through all the options with our customers and configure the flightdeck to meet their mission."



"Our customer wanted an intuitive CMS—one that would control in-flight entertainment and environmental conditions with one touch."



Duncan Aviation replaced the Pro Line 4 CRTs with Pro Line 21 LCDs, leaving the backbone of the original system essentially untouched—including the radios, navigation equipment, surveillance air data, FMS, TCAS and transponders. "Rockwell Collins developed a mating wiring harness process that helps simplify the installation,"

says Mike. "While the large LCDs require a new instrument panel, the wiring only takes a few weeks."

This option cost the customer 30 percent of what a traditional flightdeck retrofit would, giving the pilot all the updates without exceeding the budget.

Final Touches

Finally, nothing makes an aircraft's paint look worn like a brand new interior.

Because this aircraft needed a partial paint with the tail number update, the customer also opted to have the aircraft repainted, which includes stripping, sanding, washing, priming, painting, striping and detailing.

"The customer decided on a simple, modern stripe scheme that's popular among Dassault Falcon owners," says Kristin.





BEFORE >
Open to
see more.



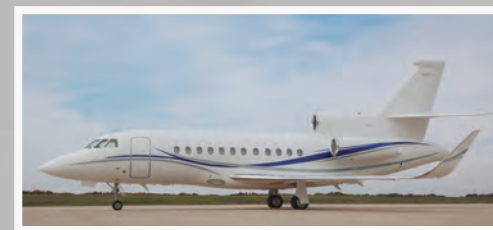
I Can't Believe This Aircraft is

14 YEARS OLD

Francisco Angarita, chief pilot for Falcon 81 Corporation, was tasked with finding a Falcon 900B. He took his time—more than a year—to find just the right one. With nearly all preowned aircraft purchases, some paint, refurbishment or installation work is often needed to personalize the jet for its new owners. This aircraft was no different. Within 49 days of the purchase, the newly acquired 900B landed at Duncan Aviation's Battle Creek, Michigan, facility.

In about 12 weeks, the Falcon delivered squawk-free and was nothing short of spectacular. According to Shawn Busby, Duncan Aviation's project manager, Francisco said several times that he couldn't believe the aircraft was 14 years old. "It looks better than it did the day it rolled off the assembly line."

BEFORE >
A left-hand aft
divan was added to
replace two club seats
and a closet, increasing the
seating capacity from 13 to 15.
All club seats and divans were
reupholstered. New PSU panels,
drinkrails, tables and lower sidewalls
were installed, including a new
credenza with added stemware storage.



Exterior Transformation

- Complete new exterior paint scheme.
- New LoPresti BoomBeam landing lights.
- New LED taxi and nav lights.
- Winglets added.

Avionics Upgrade

- EFIS to CDS/R.
- Primus 880 Radar.
- Dual RTU-4210s.
- Electronic Standby Indication System GH-3100.
- New EMTEQ LED lighting throughout cabin.
- New Blue Ray DVD.
- SwiftBroadband.
- New Alto Aviation Speaker System.
- New Airshow 500.
- KGS SS200 115VAC/60HZ.
- New cockpit and cabin USB charging outlets.

"This was a very large project with little planning time. As quickly as this project came together, I was extremely impressed with how the individual shops at Duncan Aviation responded and prepared. Everyone involved acted with a sense of urgency and had a positive attitude. It is remarkable to see a project of this magnitude come together, a true testament of hard work and commitment. Thanks to everyone involved for putting in the time and effort to make this a successful project. The owners of this aircraft are extremely thrilled with the outcome as all expectations were exceeded!"

Chief Pilot Francisco Angarita

BEFORE >
New forward
RH galley with
modifications
that include new
countertops, catering
boxes, storage and
TIA oven. Additional
storage was added to
LH galley. All cabinets
received new veneer with new
paddle latches and plating.



Aviation Alphabet Associations

Doing More Together

“We [Duncan Aviation] were a small player in the industry early on, relatively unknown by many. One of the ways to raise our visibility was to have key people join industry associations, volunteer, get involved and do their part. That’s what we did from the very beginning. And we continue it today.”

– Robert, Chairman Emeritus-Duncan Aviation

Duncan Aviation’s first booth structure at NBAA in 1966.



Duncan Aviation has long histories and deep relationships with many aviation associations. Here, we feature a few of these key associations.

NBAA National Business Aviation Association

In 1966, NBAA was the first industry association Duncan Aviation joined. The first NBAA booth was a purple foam structure in a 20 x 20 space, where 10 team members greeted attendees and explained who Duncan Aviation was. That was just the beginning.

For nearly 49 years, Duncan Aviation has participated in the annual NBAA Convention and Exhibition. No longer relatively unknown, we are one of the first places to stop for

many convention attendees. But our participation and influence at NBAA goes well beyond the convention hall.

For a total of 21 years, Duncan Aviation has maintained a presence on the NBAA Associate Member Advisory Council (AMAC), beginning with Robert Duncan in 1983. As members, he, Duncan Aviation Chairman Todd Duncan and President Aaron Hilkemann contributed to council discussions and activities to identify and improve communications among membership segments. Each has served or is currently serving in a leadership position. Aaron also served a two-year term as council chairman. In these roles, each became associate member advisors to the NBAA board.

Jeannine Falter, vice president of business development, is a five-year member of the NBAA Corporate Aviation Management Committee (CAMC), which provides programs and tools to help aviation managers meet business objectives.

She served two years as co-chair of the committee’s annual NBAA Leadership Conference. This leadership conference is the only industry event of its kind, where business aviation managers and executives gather to focus on sharpening leadership and professional skills, networking and sharing ideas.

“The NBAA Leadership Conference is a great opportunity for industry leaders to be exposed to ideas and

thought-leaders that they otherwise may not have access to,” says Jeannine.

She is also a current member of the NBAA Maintenance Management Committee, whose purpose is to address the high-level, strategic issues pertinent to maintenance operations. This group is currently working on a long-term project to align the professional standing of aviation technicians with current and future technology by updating the level of education, training and expertise.

AEA Aviation Electronics Association

Ron Hall, a retired Duncan Aviation avionics sales rep, attended his first AEA convention in 1970, held in Kansas City. He says those early conventions were small, with only about 150 people and booths consisting of cardboard structures with a table.

In those early days, AEA drew companies together to discuss their frustrations and share their ideas and successes with the latest technical information. Even though many were competitors, they shared anyway in order to make the industry better.

Ron says it was this collaboration that helped Duncan Aviation to grow from a small radio and instrument shop into an experienced facility with technicians specializing in the

Duncan Aviation leaders have long been proactive members of industry associations, working side-by-side with peers, competitors and customers on association boards and committees to make business aviation stronger. The following timeline depicts when Duncan Aviation joined forces with these industry associations.

NBAA Member Since 1966

Robert Duncan
> Former member and vice chair of the Associate Member Advisory Council (AMAC)
> Former associate member advisor to the NBAA board

Todd Duncan
> Current vice chair of AMAC
> Current associate member advisor to the NBAA board

Aaron Hilkemann
> Former member, vice chair and chairman of AMAC
> Former associate member advisor to the NBAA board

Jeannine Falter
> Current member of Corporate Aviation Management Committee and Maintenance Committee

1966

1970

AEA Member Since 1970

Ron Hall
> Former board member

Gary Harpster
> Former member and chairman of the board

Mike Minchow
> Current board member

NATA Member Since 1981

Todd Duncan >
> Former member and chairman of the board

Aaron Hilkemann
> Current President's Council member

1981

Duncan Aviation Avionics Sales Rep Ron Hall was an AEA board member for 20 years.

maintenance, repair and installation of the latest in avionics technology.

Shortly after his first convention, Ron joined the AEA Board of Directors and stayed for 20 years. During those two decades, Duncan Aviation hosted three regional meetings in Lincoln, Nebraska.

In 1985, Ron was named the AEA Member of the Year. And because of his dedication and continued involvement in AEA during his entire career, he received the AEA Lifetime Achievement Award in 2011—the highest honor bestowed on an AEA member.

Duncan Aviation's AEA involvement and influence didn't end with Ron's retirement. Gary Harpster, avionics installation sales rep, stepped up and actively participated at several regional and national AEA events. As a well-known expert in the industry on NextGen technology, he has presented educational sessions to operators around the world.

Gary was an active board member, serving as vice chairman and chairman of the board for several years. He also served on the AEA Trusteeship Committee and was named 2008 AEA Member of the Year.

Another chapter in Duncan Aviation's AEA history unfolded in



2014, when Mike Minchow, manager of completions and avionics sales, was among the newly elected directors selected by the members of AEA.

Today, AEA boasts nearly 1,300 member companies in 43 countries.

NATA National Air Transportation Association

NATA has 2,000 member companies representing a broad spectrum of aviation service businesses, such as FBOs, charter providers, MROs, flight training, airline service companies and aircraft management companies. NATA's mission statement is very clear: Empowering our members to be safe and successful aviation businesses.

In Washington, D.C., NATA is an advocate for issues that affect their member companies by appearing before Congress, the FAA and other state and federal agencies in support of the further growth and prosperity of air transportation.

Not long after Duncan Aviation joined NATA in 1981, Robert Duncan became a member of the Board of Directors and the NATA Aircraft Sales Committee, serving as the committee's chairman.

Todd Duncan, also a NATA board member and chairman, participated in several NATA events, including the Aviation Business Roundtable, Day on the Hill and was featured in the 4th Quarter 2009 issue of NATA Aviation Business Journal. Aaron Hilkemann is a current member on the Presidents Council.

Duncan Aviation was a founding member of Air Charter Safety Foundation in 2007 and the company's charter operation adopted the NATA Safety Management System in 2010. All Duncan Aviation locations are NATA Safety 1st line certified.

NARA National Aircraft Resale Association

In 1991, there were a number of aircraft broker dealers conducting business that in ways that were less than completely ethical. Robert Duncan, along with other concerned individuals, joined together to address the lack of standards and issues. "There were a lot of things happening that affected the ability of honest broker dealers

to conduct business in the aircraft-resale market. We knew we had a stronger voice if we band together and formed an association," Robert says.

The National Aircraft Resale Association (NARA) was formed to establish a set of standards for member companies to follow that raised the ethical bar. Each company who joined promised to abide by a code of ethics and represent the best interests of their customers. Together, they formed a lobbying organization for the benefit of the general aviation industry.

Every year since the association was formed, members of Duncan Aviation's Aircraft Sales team have remained actively involved. In 2010, Steve Gade, vice president of business development and marketing, was appointed to serve as the association chairman.

"NARA gives a prospective client, whether buying or selling an aircraft, a safe and trusted place to conduct business," says Steve. It also gives associate members access to resources and services they may not have available in-house, such as insurance, legal and title. This great wealth of resources is a result of the network of NARA members.

AOPA

Todd Duncan
> Member Since 1988

1988

1991

NARA Member Since 1991

Robert Duncan
> Founding association member

Steve Gade
> Former chairman of the board



The founders of NARA (pictured in 2004 left to right) Robert Duncan, John Foster, Jack Prewitt, Dan Dickinson, Susan Sheets, James Markel, Johnny Gantt, Jerry Smith, Matt Huff and Johnny Foster.

Todd Duncan speaking at the GAMA Rally for Jobs hosted by Duncan Aviation on May 18, 2012. The rally was held to recognize the number of jobs aviation provides to the state of Nebraska.




**GAMA
General Aviation
Manufacturing Association**

With worldwide representation of the leading aviation manufacturers, GAMA is dedicated to the interests and activities of general aviation. This includes improving the general welfare and safety in the industry, as well as a strong communication program to help the public gain a better understanding of the importance of general aviation.

In 2011, Aaron joined GAMA and became active in the Airworthiness & Maintenance Policy Committee,

serving as committee chairman in 2014. He is currently serving as the vice chairman of the Board of Directors and will assume the Chairmanship next year.

GAMA is a strong, united voice before Congress on issues that impact general aviation, lobbying for legislation to improve and advance the industry. In January 2015, as a member of the GAMA Board of Directors, Aaron testified on Capitol Hill in front of the House Committee of Transportation and Infrastructure to show support for some FAA recommendations. 

“As we grow, our issues are not just our issues, but issues we share with others. By becoming active members of our industry associations, we have an opportunity to be side-by-side with our industry peers, competitors and customers, to learn their concerns and needs so that we can come alongside them and help them exactly when they need us. It is only through the conversations and relationships we gain by being active in these associations that we move our industry forward.”

– Todd Duncan, Duncan Aviation chairman

GAMA Member Since 2011

- Aaron Hilkemann
- > Former chairman of Airworthiness & Maintenance Policy Committee
 - > Current GAMA vice chairman of the board

2011

2015

Visit us at NBAA this year and see our new booth (N4910)!

In The Trenches

Business aviation association governing boards work to benefit our industry as a whole, bringing about long-term changes and future growth. But oftentimes, it's in the trenches of the subcommittees and regional events where the day-to-day issues that impact business aviation are addressed. Many of Duncan Aviation's tech reps, department leaders, regional managers and sales representatives meet many times a year in these industry subcommittees.

NBAA Subcommittees

- Dave Schiver Learjet, 2009-present
- Mark Goertzen Dassault Falcon Jet, 2007-present
- Justin Merklng CES 500 Series, 2009-2011
- Jon Dodson Honeywell B&GA, 2013-present
- Chuck Zahnow CES 500 Series, 2011-present
- CES 600/700 Series, 2011-present

NBAA Regionals

- Bill Otte GSLBAA Greater St Louis
- COPAMA Central Ohio Professional Aviation Association
- Tim Lockerby CABAA Chicago Area Business Aviation Association
- WMBAA Western Michigan Business Aviation Association
- WBAA Wisconsin Business Aviation Association
- Alan Huggett UBAA Utah Business Aircraft Association
- Lee Bowes AZBAA Arizona Business Aviation Association
- Rick Randall SABAA San Antonio Business Aviation Association
- NTBAA North Texas Business Aviation Association
- Skip Laney KCBAA Kansas City Business Aviation Association
- MBAA Minnesota Business Aviation Association
- NeBAA Nebraska Business Aviation Association
- CABA Colorado Aviation Business Association

PAMA Regional

- Lee Bowes Southern California
- Rick Randall Fort Worth, Houston
- Bob Brega Teterboro, Long Island, First State, Hartford
- Skip Laney Iowa

AEA Subcommittees

- Mike Chick-SMS/21

GAMA Subcommittees

- Mike Chick ODA
- Jeff Lake Airworthiness and Maintenance Policy Committee

Flight Safety Foundation

- Tom Burt Business Aviation Advisory Committee 2004-2012
- Founding member of Maintenance Advisory Committee (Chairman 2012-2014)

Other Regional Industry Events

- Rick Randall Love Field Pilots Association
- Partnership for Corporate Aviation Training
- Bob Brega Westchester Aircraft Maintenance Association
- (member of the Board of Directors, Past President)
- Skip Laney Lake Area Technical School South Dakota

Relationship Status: It's Complicated

The mutually beneficial partnership between OEMs and MROs

During the past 59 years, Duncan Aviation team members have established an excellent rapport and cultivated thousands of relationships.

What's more impressive is the type of relationships they choose to seek out and grow. From other MROs and smaller niche repair shops to original equipment manufacturers (OEMs), the relationships team members at all levels develop help customers and the industry in general.

On the Same Wavelength

Establishing a connection with almost every OEM is a priority for Duncan Aviation because those connections lead to a better experience for our mutual customers.

It was important to build those relationships in the 1950s when Founder Donald Duncan was selling aircraft, and it is crucial today as we continue to grow our full-service maintenance, repair and overhaul facilities.

"Some of these relationships, like the ones we have with Beechcraft, Learjet and Cessna, have existed since day one," says Vice President of Sales John Slieter. "On one hand, we may compete on certain projects, but when we work together, it benefits the customer, which is our collective goal."

Duncan Aviation team members work on all the main makes and models of business aircraft, completing STCs, APU installations, engine maintenance, airframe inspections, paint and interior completions and overhauling and replacing parts.

Working with the OEMs has proven to be a viable endeavor for all parties. For example, Duncan Aviation technical representatives, who are employed by Duncan Aviation but who specialize and immerse themselves in the technicalities of specific aircraft makes, currently sit on several OEM advisory committees to assist in the development of their aircraft or engine maintenance programs.

"We divide up our technical representatives by airframe so they can focus on a handful of aircraft and become experts," explains Airframe Maintenance Manager Chad Doehring. "As they build on their experience, they develop relationships. When we need something, our team has relationships with technical experts who work for the OEM involved. We return that favor, and because of that collaboration, the customers win."

Duncan Aviation often works on aircraft that are still under warranty and continues to work on those same aircraft their entire life cycle, until retirement. That experience allows our technicians, mechanics and technical experts to provide OEMs with unique insights.

"I share with Dassault where we can improve the maintenance process and what I'm seeing in the field, because I see aircraft of all ages, operated in a variety of environments," explains Duncan Aviation's Falcon Technical Representative Ron Grose, who has more than 40 years of aviation experience.

Ron reports unpredictable effects of aging he sees on aircraft and advises the OEM where to consider adjusting documents

AIRFRAME	AVIONICS	ENGINE
Bombardier Challenger, Global and Learjet	Garmin	GE Aviation
Cessna Citation	Gogo Business Aviation	Honeywell
Dassault Falcon	Honeywell	Pratt & Whitney
Embraer Legacy and Phenom	Rockwell Collins	
Gulfstream	Universal	
Beechcraft Hawker and King Air		
IAI Westwind/Astra		

or tasks. Dassault's engineering department and maintenance planning teams take that information, along with reports from other MROs, and use it to improve their maintenance programs, manuals and, ultimately, their products.

How do these relationships start in the first place? Much of the time, they come as a result of a loyal Duncan Aviation customer.

"A lot of these OEM relationships blossom out of a customer request. If we work on a customer's Learjet and he decides to upgrade to a Challenger, he still wants to bring his aircraft to us. That opens the door with the OEM, and we take it from there," says John.

Duncan Aviation's newest partnership is with Gulfstream. All three full-service Duncan Aviation facilities (Battle Creek, Michigan; Lincoln, Nebraska; and Provo, Utah) are now authorized warranty facilities for the G100, G150 and G200 model aircraft.

As a Duncan Aviation technical representative, Brad Kluthe works as a liaison between the two companies.

"I help with troubleshooting and tasks, clarifying processes," Brad explains. "When I'm not working

on an aircraft in-house, I'm staying up-to-date on processes, warranty information, parts programs and ensuring we have all the necessary tooling."

He says the transition to authorized warranty facility won't be a huge change, as his team already has a lot of the training and tooling Gulfstream requires.

The Times, They are a-Changin'

John says relationships with OEMs ebb and flow, along with the market.

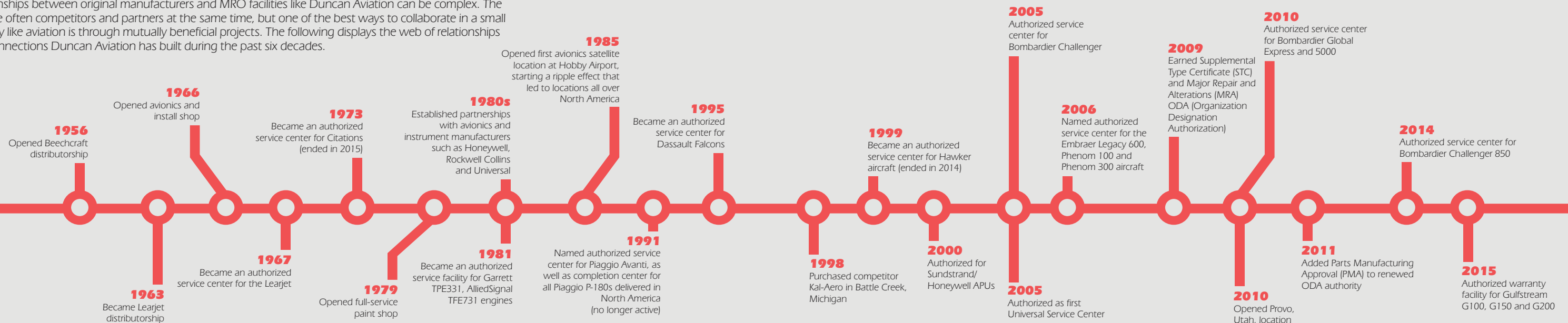
"Business aviation has grown so quickly, it's been difficult for OEMs and MROs to predict when to build and add new facilities. But as demand outpaces capabilities, we work together to help best meet the customers' needs," he says.

Duncan Aviation Chairman Todd Duncan agrees, adding that the relationships between MROs and OEMs help the industry overall.

"We have healthy competition in our industry, and I think it pushes us to always strive for the next best thing. In the end, customers get the best products, the industry is still growing and we at Duncan Aviation are doing what we love—nearly 60 years after we started." 

TIMELINE

Relationships between original manufacturers and MRO facilities like Duncan Aviation can be complex. The two are often competitors and partners at the same time, but one of the best ways to collaborate in a small industry like aviation is through mutually beneficial projects. The following displays the web of relationships and connections Duncan Aviation has built during the past six decades.






Meet Sharon

*Experience.
Unlike any other.*

Duncan Aviation has team members from India to Michigan and our backgrounds are even more diverse. But a common thread that ties us all together is an inherent sense of doing the right thing and a positive attitude that allows us to be a step above the rest.

It's the people within a company who create such a strong brand. Duncan Aviation is an experience, unlike any other. We share stories like this one within the company daily as a reminder to all team members just how much our customers mean to us and what it takes to create that exceptional experience time and time again. 




For more stories visit www.DuncanAviation.aero/experience.

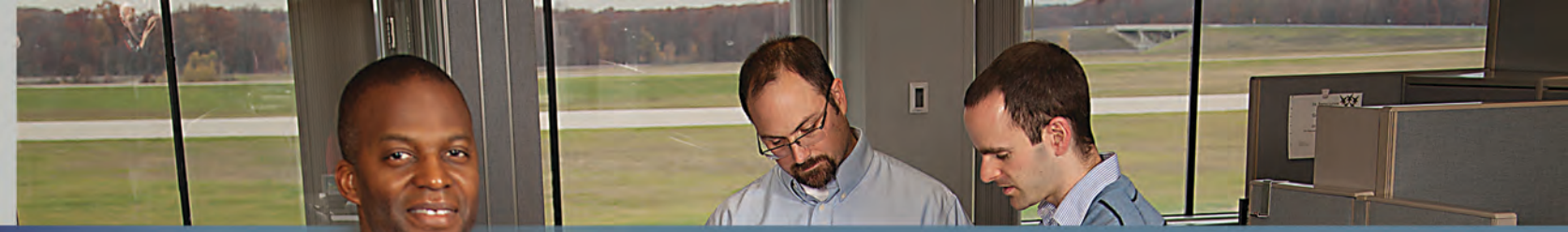
When you need engine answers from someone knowledgeable and trustworthy, whom do you call?

Meet Sharon.

As an engine sales and service rep for Duncan Aviation, Sharon Klose provides aircraft operators with technical advice and recommendations for their aircraft engines. Listening to her customers' needs, she helps ensure they explore the benefits of completing other work along with their engine service, saving them money and time.

As a woman working with aircraft engines, Sharon never wanted anyone to think "What does that lady know about engines!" So she worked hard to develop the knowledge needed to gain the confidence of those she works with in the industry. She learned everything she could about engines from her two mentors, co-workers and customers during her 30 years in the industry. She also learned that if you want to represent a product, you'd better know it inside and out, and you'd better believe in it.

"Duncan Aviation is a company I fully respect, with team members I consider the best in the business," says Sharon. "I am representing products and services I know and trust. And I am confident when customers choose to use our services that they are making the best decision for their business," says Sharon. Regardless of whether your engine needs an inspection or a complete overhaul, you can be confident that Sharon knows her stuff—and your engines. 



Meet Michael

Who ensures a customer's desires meet flight demands and become reality?

Meet Michael.

When a customer comes to Duncan Aviation with an exclusive interior or a unique request, our teams make that dream a reality. That process starts on the drawing table with engineering, and Engineering Manager Michael Hill helps the engineers combine the customer wants with the realities of aviation and helps remove the hurdles that pop up during the process.

Because Duncan Aviation has its own engineering department and Organization Designation Authorization (ODA) in house, we can design, approve and complete customized modifications at our Battle Creek, Michigan, and Lincoln, Nebraska, locations.


"This customer, like most every customer we work with, needed more storage space while still retaining enough seating for other passengers," says Michael.

"Our engineers found ways to utilize every inch of possible storage space while creating aesthetically pleasing and functional pieces. It's no easy feat, and when we're working with a variety of civil authorities, what seems like a simple swap often turns into a much more involved process."

Michael says within the past year, Duncan Aviation has seen a spike in international customers. Approximately 35 to 40 percent of our engineering projects are for non-U.S.-registered aircraft.

Following European Aviation Safety Agency (EASA) regulations for this project, the engineering team was able to remove two club seats toward the rear of the aircraft and add an entertainment cabinet with a counter and drink ledge. In the mid-cabin area, they swapped out a single seat and work station for a credenza to increase storage space.

And the team developed a few Supplemental Type Certificates to boot.

"We have a variety of aviation backgrounds, but one thing I really appreciate about engineering is the ability to work with the install shop, interior, design, sales—it feels like everything that goes on, we get to be part of it," says Michael. "And at the end of the day, there is a real sense of satisfaction that comes with delivering a product that's in a class by itself." 



Aircraft Parts Consignment:

THE BUSINESS OF BUILDING RELATIONSHIPS



Susan Masek
+1 402.479.1644
Susan.Masek@DuncanAviation.com

“Space and time—they’re the top two reasons operators come to Duncan Aviation instead of trying to sell their excess parts on their own,” says Parts Expert Susan Masek.

After all, how many operators have the extra square footage required to house all of their surplus parts? And who has the time and marketing resources to match these parts with potential customers?

Not many, which is why so many operators choose to pair up with Duncan Aviation’s aircraft parts consignment program.

“Instead of an operator storing, cataloging, advertising, selling, invoicing, collecting payment, packaging and shipping parts on their own, we take care of it all for them,” says Susan. “We buy parts. We buy avionics. But sometimes consigning is the best option.”

For three decades, the consignment experts at Duncan Aviation have helped operators convert surplus parts to cash. They have it down to a science.

“The consigner keeps the title of their inventory until the time of sale, so they always have access to it if they need it,” says Accredited Personal Property Appraiser Bob Tooker. “We’ve been providing this service since 1985, and we’re continually improving to benefit our customers. Often, we know exactly what the customer needs before they even realize it’s a necessity.”

Typically, customers ship their excess parts inventory to Duncan Aviation. We store the consigned part in our warehouse,

evaluate it, price it and even insure it, just in case the unexpected happens.

Duncan Aviation then utilizes its expert marketing services for the consignment parts—adding the parts to numerous parts listing services and contacting potential buyers from the company’s pool of fixed-base operators, flight departments and other service providers and operators. We also have 13 regional managers strategically placed across the world, promoting our products and services.

“Our team is available every hour of every day,” says Susan. “We don’t leave a customer hanging, regardless of time zone or date, so that gives us—and consequently our consigners—a competitive edge.”

The program is mutually beneficial to Duncan Aviation because, simply put, having a part on-site means a better opportunity for a sale. Physical access allows for easier coordination of overnight delivery services, which are often used by Duncan Aviation’s global customers.

“At Duncan Aviation, we inspect parts, repair and overhaul components, recertify them and then sell them,” explains Susan. “Because we have so many resources and options in house, we try to determine the best option for our customers who call us time after time, year after year. We’re in the business of building relationships, not just selling parts.”

If you think consignment is an option for your surplus parts, start a conversation with Susan or Bob.



Duncan Aviation Parts Resources

News & Tech Updates

Duncan Aviation strives to keep you up-to-date on the continually changing aviation industry.



Duncan Aviation Named Authorized Warranty Facility for G100, G150 and G200 Aircraft

Duncan Aviation is pleased to announce a new partnership with Gulfstream Aerospace Corp. that names Duncan Aviation's Lincoln, Nebraska; Battle Creek, Michigan; and Provo, Utah, sites as authorized warranty facilities for the Gulfstream G100, G150 and G200 model aircraft.

Gulfstream Product Support President Mark Burns says, "Duncan Aviation shares Gulfstream's

commitment to honesty, integrity and superior customer service. A nearly 60-year-old, family owned company, Duncan Aviation is a solid addition to our worldwide support network."

Over the next several months, Duncan Aviation and its three authorized facilities will focus on personnel training, tooling and scheduling.

"This partnership, which represents a new chapter in our long history

with Gulfstream, is a source of great pride for all of us here at Duncan Aviation," says Chairman Todd Duncan. "Gulfstream is recognized the world over for the exceptional quality of its business jets and its commitment to excellence. We are excited to begin providing our mutual customers with access to three additional facilities in the United States for superior paint, interior and engine work." 


Duncan Aviation-Provo Named Authorized Service Facility for Challenger 850 Aircraft

Duncan Aviation's Provo, Utah, location recently received an extension of its Authorized Service Facility agreement with Bombardier Business Aircraft to include the Bombardier* Challenger 850* aircraft. With this announcement, Duncan Aviation-Provo is now an Authorized Service Facility to perform warranty services for Bombardier products to include Learjet 40*, Learjet 45*, Learjet 60*, Learjet 70* and Learjet 75* aircraft, as well as Challenger 300*, Challenger 600* and Challenger 850* series aircraft. The Provo location also provides authorized

warranty services for line support and around-the-clock aircraft-on-ground (AOG) services for Global Express* and Global 5000* business jets.

Duncan Aviation-Provo Executive Vice President and General Manager Bill Prochazka says: "As one of the first Authorized Service Facilities for Learjet*, Duncan Aviation has a history with Learjet that spans more than four decades. We have built on this history and continue to have a great partnership with Bombardier and the entire Bombardier line of products. We are pleased with their

continued confidence in the quality and reliability of our services and find that this confidence is shared by our mutual customers. We look forward to welcoming those customers to our facility, which is strategically located to deliver maintenance and repair services across the western United States."

On August 1, 2010, Duncan Aviation opened its doors in Provo. The facility is staffed and equipped to provide major and minor hourly and calendar inspections, line-level engine and avionics support and interior work. 

*Trademarks of Bombardier Inc. or its subsidiaries.

Duncan Aviation Supports Technical Development at SmartSky Networks

For 18 months, Duncan Aviation aerospace engineers have been providing operational support and design direction to SmartSky Networks, which announced last October that it is developing a 4G LTE-based airborne network capable of providing customers with high performance Wi-Fi for real-time internet access, video streaming and video conferencing.

According to SmartSky Networks Chairman and CEO Haynes Griffin, "SmartSky had the patented technology to usher in business-grade broadband for aviation, but we had to make absolutely sure that the design and equipment form factor was optimized for installation in aircraft of all shapes and sizes. As a clear industry thought leader and given the significant number of connectivity equipment installations they've done, Duncan Aviation was an obvious choice as an early program advisor. They helped us evaluate trade-offs so we could develop a highly reliable and certifiable system that would give them confidence before going through the Supplemental Type Certificate (STC) process."

"Duncan Aviation is consistently called upon to provide technical advice and opinions to industry experts throughout business aviation when they are working on bringing new products

and technologies to the marketplace," says John Slieter, vice president of sales with Duncan Aviation. "The technology SmartSky Networks is developing appears to be a breakthrough product in which many of our customers might be interested. To assist SmartSky in the development of the best product possible for the industry, we have collaborated with them on things like antenna size, placement and other installation considerations.

"We will continue to assist SmartSky Networks as needed during the development phase of their products and network," Slieter continues. "As the demand for in-flight connectivity and bandwidth continues to grow, our goal is to ensure that Duncan Aviation is in a position to offer our customers options based on how they want to utilize this technology in the future."

Duncan Aviation's aircraft engineering and certification team has more than 30 years of experience working with the Federal Aviation Administration (FAA) for approval of modifications and installations. The team regularly works with Original Equipment Manufacturer (OEM) data or from conceptual designs and provides engineering expertise for Duncan Aviation installations as well as for other aircraft installers.

Additionally, Duncan Aviation holds Organization Designation Authorization (ODA), an appointment by the FAA authorizing the Duncan Aviation organization to perform approved functions on behalf of the FAA. This designation authorizes Duncan Aviation to approve design data, analysis and test procedures, witness compliance testing, as well as make a finding of compliance to the regulations and issue STCs for interior and airframe modifications and avionics systems and system upgrades. In addition, the ODA is authorized to issue airworthiness certificates, as well as domestic and export worthiness approvals. It has oversight from the FAA's Wichita, Kansas, Aircraft Certification Office (ACO).

Ryan Stone, president of SmartSky Networks, explains why SmartSky chose Duncan Aviation as an early technical advisor, "In aviation, it's important to start with customer expectations and then work backwards to achieve an optimum design. Duncan Aviation's years of connectivity system certification and installation experience helped us enhance the radio engineering and gave us confidence that our SmartSky 4G solution will work on aircraft ranging from turboprops to business jets and beyond." 

Duncan Aviation Aircraft Sales Releases New Business Jet Model/Market Summary

Duncan Aviation's Aircraft Sales experts recently compiled and published a new edition of the Business Jet Model/Market Summary. The Spring 2015 Edition of this quick reference guide is compiled to show the latest market intelligence in an easy-to-use and easy-to-compare format. This edition includes several additional aircraft including the Astra series, the Hawker 800A, the Citation CJ3+ and Gulfstream G500, G600 and G650ER, all models requested by several who used previous editions of the report.

To view the new report, visit da.aero/market-sum. Those who would like to stay updated on the value of their aircraft or the market are able to subscribe to this report by clicking the gray Subscribe button. By subscribing, they will receive email notification every time an updated report is published.

Duncan Aviation's Aircraft Sales and Acquisitions team summarizes the data from well-known industry sources and their own market knowledge and experience. They then compile it quarterly for the light jet, mid-size jet and long-range jet categories. Working with

Vref Publishing's Aircraft Value Reference, Conklin de Decker Associates, Inc. and the aircraft manufacturers, the team regularly updates the data in these lists with the latest market intelligence on business aircraft models in operation today and how they compare to others in the same size category.

The tool was originally compiled for a client to help him easily identify the aircraft models he wanted to consider purchasing. It was such a quick and concise way to compare all the data that the Duncan Aviation Aircraft Sales team decided others could benefit from it as well. So they expanded it for other size models and started publishing it quarterly.

The Business Jet Model/Market Summary is sorted by the seats-full range for aircraft built in the last decade. It displays one-line descriptions detailing several attributes, including the following:

- Years Produced. The range of years the model was in production.
- Vref Price Range. The current marketing value according to the Vref - Aircraft Value Reference.
- Variable Cost / Hour. The estimated cost to operate the



- aircraft at full capacity.
- Normal Cruise Speed.
- Cabin Volume/Length/Height. Based on user requests, this now includes cabin width, too.
- Cabin Seats. The number of available seats on the aircraft.
- Expected Avionics. The expected avionics found in the flightdeck.
- NBAA IFR Range-Seats Full. The list is sorted by this, the flight range in nautical miles with all seats full.
- NBAA IFR Range Ferry. Flight range in nautical miles with no passengers.
- Payload with Fuel Full. In pounds.
- Average Fuel Burn. In gallons per hour.
- Pilots Required. The number of pilots required to fly the aircraft.

About Duncan Aviation Aircraft Sales and Acquisitions

Founded in 1956 as a business aircraft sales organization, Duncan Aviation has been locating, buying and selling business aircraft for customers worldwide for nearly 60 years. Operating in all kinds of market conditions, Duncan Aviation's aircraft sales consultants Bob McCammon, Rene Cardona, Doug Kvassay, Doug Roth, and market analyst Marc McKenzie, have the experience of more than 3,000 aircraft transactions to help them provide customers with the best acquisition and sales options to maximize their clients' aircraft investments.

Aircraft consignment services include analyzing the marketplace to determine where the aircraft stands among similar aircraft listed for sale and penetrating the market by properly pricing the aircraft and marketing it effectively to potential buyers. The team also fields all calls, sorting out the real buyers and providing them with the necessary information to make an offer. The team also handles the negotiations and represents the seller during the pre-purchase evaluation as well as assisting with final contracts and closing.

Aircraft acquisition services help buyers properly evaluate the available aircraft to determine the best value on the market for that buyer's particular

needs and preferences. This service includes in-depth market research, true valuation and comparison of available aircraft utilizing Duncan Aviation's wide breadth of technical experts, negotiating the best possible price, providing assistance through the contracting and paperwork phase and representing the buyer during the pre-purchase evaluation.

The Aircraft Sales and Acquisitions team is backed by the technical knowledge and expertise of Duncan Aviation's 2,150 team members,

Duncan Aviation's aircraft sales team is backed by the company's 2,150 business aviation specialists who understand the nuances of aircraft investments, from the latest in avionics system mandates and proper paint application to the importance of properly maintained aircraft records and accurate maintenance predictions. These experts foster operator relationships around the world and provide consultative advice when needed.

whose resources help the aircraft sales team make connections, value aircraft, determine future aircraft worth and truly understand the business aviation market.



Aircraft Listings

Our inventory is always changing. Visit www.DuncanAviation.aero/aircraftsales for more information on our current aircraft listings.



2008 Gulfstream 200, SN 182



2008 Gulfstream 200, SN 195



1997 Falcon 900B, SN 163



1982 Challenger 600, SN 1048



1991 Challenger 601-3A, SN 5095



Duncan Aviation Hosts First Aircraft Paint Industry Benchmark Forum

When it comes to aircraft paint, the products and processes are constantly changing and improving.

To keep up with trends, industry representatives have been collaborating, sharing ideas and solutions. In an effort to collectively raise the industry benchmark, reduce corrosion and improve painter safety, a group of aircraft paint team members gathered to share tips and tricks of the trade.

Duncan Aviation Paint Manager Doug Bohac and Chief Operating Officer Jeff Lake hosted the first Industry Benchmark Forum: Aircraft Paint gathering at the company's Lincoln, Nebraska, facility.


Paint industry representatives from Bombardier Learjet, Dassault Falcon Jet, Gulfstream, Elliott Aviation and Standard Aero gathered to discuss the current state of the aircraft paint industry, discuss processes and products currently being utilized to minimize and mitigate corrosion's negative impact on the aircraft and the industry in general, and tour Duncan Aviation's paint facilities.

The group also considered current and future work processes and paint products in an attempt to collaborate and find paint systems that are best for our customers' aircraft, as well as our paint team members.

"We also addressed the shift to chrome-free paint. Some of us have


been using these products for years while others plan to reduce the amount of chromate products they use," says Doug. "We all realize the shift to chrome-free will happen in the next few years in Europe and the United States will likely follow suit."

All the attendees agreed the forum was mutually beneficial for the paint managers, shops and customers and the group plans to meet again this spring at a different paint facility location to continue to build on this collective knowledge.

To see a document developed for customers by the Benchmark Forum group, please download it at www.DuncanAviation.aero/fieldguides/aircraftpaint. 



most NDT inspections on the road at a customer's specified location.

For more information about Duncan Aviation's NDT capabilities, contact Accessories Customer Account Rep Kenny Leymaster at +1 402.479.1584. 

Duncan Aviation Expands NDT Services to Helicopter Operators

Duncan Aviation has been providing non-destructive testing (NDT) services to business aircraft for more than 20 years. Because NDT tooling and requirements are the same no matter what material is being tested, they are now extending this experience and expertise to helicopter operators.

Along with the appropriate maintenance manuals and documentation, helicopter operators can remove and send in components to Duncan Aviation for any required NDT testing. With enough advanced notice, they can expect to receive their units back the next day.

Duncan Aviation has one of the highest skilled (Level 2 or higher)

in-house non-destructive testing (NDT) teams in the aviation industry, providing eddy current, fluorescent penetrant, ultrasonic and magnetic particle inspections on all make and model aircraft.

With eight full-time NDT technicians, this team performs a large variety of engine, airframe and component inspections and can make their services available at any of Duncan Aviation's MRO facilities in Lincoln, Nebraska, Battle Creek, Michigan, and Provo, Utah. In fact, with its accurate and portable NDT testing equipment, Duncan Aviation NDT technicians are able to perform

Duncan Aviation Develops Gogo Business Aviation UCS 5000 STC Global Express

A Bombardier Global Express operator recently wanted Wi-Fi with a smart router and media server that could be used with electronic devices in-flight. Duncan Aviation and Gogo Business Aviation delivered, developing an STC for integration of Gogo's UCS 5000 system in Bombardier Global Express and 5000 aircraft.

"A customer of ours purchased a Global Express that didn't have the level of Wi-Fi capabilities their old aircraft did," explains Avionics Installations Representative Melissa Raddatz. "We sat down, discussed their options and they decided to take advantage of Gogo Business Aviation's launch incentives and get the latest and greatest router/media server."

As soon as the papers were signed, Duncan Aviation's engineering team began gathering wiring diagrams and other documents and planning for the installation and certification, all months before the aircraft's entry.

"We had engineers and certification experts at both our Michigan and

Nebraska facilities working around the clock on this STC to ensure that on ground testing day, everything worked the way Gogo Business Aviation intended it to," says Systems Engineer Jim Wheaton.

Jim says he and his team always have a laundry list of factors to consider on a project of this magnitude, making delivery day a bigger celebration than most. While it's convenient for customers to come to a single shop and have their engineering, certification and maintenance done in one place, it's also professionally rewarding for the teams who work on the launch.

"We're really proud of our teams. This wasn't an easy task, but it was a rewarding one," says Jim.


The UCS 5000 is an in-flight entertainment system with a library of movies, TV episodes, news, destination weather, flight progress and more that orchestrates, manages and delivers entertainment



and information services while connecting users via Wi-Fi.

The router manages multiple networks and the media server allows access to in-flight entertainment and file sharing, and the system works with Gogo Biz® and supports Gogo Text & Talk, which allows passengers to use their smart phones in flight.

For a video on how Gogo Business Aviation's UCS 5000 system works, visit business.gogoair.com/services/gogo-vision/#UCS5000.

Though the UCS 5000 install was the newest modification, the customer took advantage of the aircraft's downtime in Duncan Aviation's hangar, adding a carpet, ADS-B Out, USB outlets in the flight deck, a 60-month service package, a registration change and modifying cabin seat headrests. 

Price Lowered on VG14A Gyro SPEX Exchanges


Taking operator cost concerns to heart, Duncan Aviation and Honeywell Aerospace have worked together to develop efficiencies for Honeywell SPEX exchanges on the VG14A gyro that allow Honeywell to drop the exchange price of that unit by half.

"Operators prefer the value and quality of the Honeywell SPEX exchange for the VG14A gyro, but have provided feedback that they would like a lower exchange cost,"

says Kevin Miesbach, manager of Duncan Aviation's Avionics and Instrument Shop, which performs overhaul and recertification for all Honeywell SPEX VG14A exchanges. "Honeywell and Duncan Aviation collaborated and developed service efficiencies that allow for more value with the SPEX exchange on that unit."

Operators can now receive the VG14A Honeywell SPEX exchange (part number PN7000622-901) for \$5,500, half off the former rate of

\$11,000. However, customers who buy the exchange unit will still receive the same reliable, high-quality Honeywell unit backed by a full one-year unlimited warranty, Honeywell's liberal "no billback" guarantee and Duncan Aviation's excellent 24/7 customer service complete with same-day shipping and no AOG fees.

To purchase a Honeywell VG-14A SPEX exchange, call Duncan Aviation's parts team at +1 402.475.4125 or 800.228.1836. 

Commercial and Business Embraer Landing Gear Overhauls Land at Duncan Aviation



Duncan Aviation has acquired the capabilities to completely overhaul and repair landing gear for both commercial and business Embraer aircraft at its Lincoln, Nebraska, facility. With the necessary technical data, maintenance manuals and aircraft landing gear parts, Duncan Aviation's Accessories Services has received and successfully overhauled its first set of ERJ-145 landing gear.

Duncan Aviation has been completing landing gear inspections and overhauls on the most popular business aviation make/model landing gear for 30 years. According to Tony Curtis, Duncan Aviation's accessories team leader, there were no surprises with the Embraer landing gear.

"Landing gear all perform the same basic function and have similar features and load capacities appropriate for the aircraft," Tony says. "The only difference was learning the uniqueness of the Embraer gear."

In August 2013, Duncan Aviation more than doubled its accessories shop area at its Lincoln location,

gaining approximately 6,300 square feet of service area, doubling its work benches and adding new tooling and in-house capabilities, including an overhead crane and a new paint booth with curing room.

Tony says his team is trained, experienced and excited to receive more Embraer landing gear work. "We have the proper tooling and access to parts and repair processes. We're ready to provide our landing gear services to Embraer customers."

Duncan Aviation Embraer Landing Gear Capabilities include the following:

- Embraer 135 (Legacy 600/650) business aircraft
- Embraer 145 series commercial airline

For more information, contact Jon Hein, accessories service sales rep, at +1 402.479.4190 or email Jon.Hein@DuncanAviation.com for quotes and scheduling information.

Take a moment and watch this before and after ERJ-145 overhaul video: www.DuncanAviation.aero/videos/landing-gear.

Call +1 402.479.4190 for more information!

Project Managers Receive Project Management Professional Certification

Duncan Aviation is well-known for meeting project deadlines and completing aircraft projects when promised. Managing intricate and complicated projects with hard deadlines requires excellent project management, continual communication and measuring milestone deadlines. To help ensure this level of project management, four of Duncan Aviation's project managers have earned Project Management Professional (PMP) certification, which is an internationally recognized credential. Tammie Burns, Ryan DeVall, Matt Lentell and Will Morris completed 12 hours of college credit and then took and passed the PMP certification exam.

The college classes were developed by Lincoln-based Nebraska Wesleyan University (NWU) and were taught onsite at Duncan Aviation. Designed according to the Project Management Institute, an international organization that produces globally recognized

standards and guidelines for project management professionals, NWU instructor Pam Soderholm adapted the content and style of each course to maximize its relevance to Duncan Aviation's business.

The project managers attended classes, completed homework assignments, prepared for class discussion and took tests—all in addition to the demands and responsibilities of their regular, full-time jobs.

"I felt a sense of accomplishment after taking the classes and passing the exam. The PMP exam was especially challenging," says Will Morris. "In addition to new perspectives and ideas, the classes reiterated how important planning and risk management are to our projects. I realize my response to a situation is critical to keeping that project on time and have it viewed as a success to my customers."



Tammie Burns
Project Manager



Ryan DeVall
IT Project Manager



Matt Lentell
Project Manager



William Morris
Project Manager

Duncan Aviation Provides Support for Intercontinental Dynamics Corporation Products

Duncan Aviation has entered into a licensing agreement with Elbit Systems of America, LLC, to provide service and support for Intercontinental Dynamics Corporation (IDC) products. The products were initially produced by IDC and later by Kollsman, Inc., a wholly owned subsidiary of Elbit Systems of America.

Elbit Systems of America, a subsidiary of Elbit Systems Ltd., previously authorized only two

locations in North America as factory certified repair centers. Duncan Aviation is pleased to announce that the company has been selected as the only non-Elbit Systems of America company to hold that authorization. Duncan Aviation will be working with Elbit Systems of America's Services and Support Solutions

FAA/EASA Repair Station team in Talladega, Alabama, to ensure customers receive high quality repair and obsolescence support.

For more information about these specific capabilities, contact Duncan Aviation's Avionics and Instruments team at 800.562.6377 or +1 402.475.2611.

Call +1 402.475.2611 for more information!



Duncan Aviation Provides In-Field Services, Including Avionics, in Chicagoland

Avionics

Duncan Aviation's Battle Creek, Michigan, avionics team recently rolled out an off-site avionics service that allows business aircraft operators in the Chicago area to schedule comprehensive avionics line service in their hangars and at their airports instead of at one of Duncan Aviation's maintenance facilities.

"We value our many customers and contacts in the Chicago area and want to make sure they receive the avionics line support they need," says Paul Cummings, avionics manager at Duncan Aviation's Battle Creek facility. "So we have evaluated our avionics team and determined a way to provide scheduled in-the-field service for operators at the Chicago area airports. This saves the customer fuel and travel time, decreases their aircraft usage and makes avionics line maintenance events less disruptive to their overall schedules."

To schedule avionics line service in Chicago, call +1 630.207.7460.

Engine


Duncan Aviation also continues to staff an engine Rapid Response Team (RRT) in the Chicago area. Duncan Aviation engine service offices support AOG engine emergencies and scheduled engine maintenance events at our full service facilities in Lincoln, Nebraska, and Battle Creek, with RRTs supporting operators in the field. Each service office is interdependent, sharing staff and resources to support customers wherever and whenever they need engine service. To reach Duncan Aviation's engine RRT services, call 877.522.0111.

In-The-Field Interior

Duncan Aviation interior service specialists are able to provide scheduled, unscheduled and road trip interior service to customers requiring aircraft interior needs outside of a major Duncan Aviation facility.

In-The-Field Maintenance

Duncan Aviation has airframe maintenance teams ready to spring into

action when needed for scheduled and unscheduled maintenance services in the field. Duncan Aviation has several company aircraft at its disposal to help move people, tools and parts quickly to best meet customer needs. 

Avionics Line Services
+1 603.207.7460

Engine Maintenance/
AOG
877.522.0111

In-The-Field Interior
+1 269.969.8443

In-The-Field
Maintenance
+1 269.969.8400 or
+1 402.475.2611

FAA Expands Duncan Aviation's ODA Authority

Duncan Aviation recently earned approval from the Federal Aviation Administration (FAA) to accept Instructions for Continued Airworthiness (ICA) for Standard Type Certificates (STCs).

There are many steps in the process of developing an STC as an ODA, and some of the more important steps require the direct involvement of the FAA. ICAs are but one of these steps; however, at the request of the industry, Duncan Aviation was recently allowed to be fully delegated by FAA Orders. Before delegating this authority to Duncan Aviation,


the FAA required several key requirements including the following:

- Duncan Aviation developed specific training, geared toward acceptance of the ICAs in accordance with current guidance
- Duncan Aviation appointed individuals with appropriate knowledge and training of the ICA process
- Duncan Aviation put a robust process in place to manage this new authority

The ability to accept ICAs will allow Duncan Aviation to better control schedules and manage project

milestones, allowing the company more control over timelines and better adherence to project schedules.

Duncan Aviation also holds ODA authority for STC, Parts Manufacturing Approval (PMA) and Major Repair and Alteration (MRA).

"Congratulations to the entire team who helped put in place the processes that have allowed Duncan Aviation to obtain yet another level of authority to manage our business and provide the best customer service possible," says Mike Cox, vice president of completions, modifications and team member services. 

Duncan Aviation Publishes Updated ADS-B Straight Talk Book

Duncan Aviation continuously strives to be the voice of clarity in our acronym-happy aviation industry. In addition to ensuring that our customers, who are as passionate about flying as we are, have an unequalled experience when they visit any Duncan Aviation facility, we aim to provide them with thorough information in clear, concise, no-nonsense language.

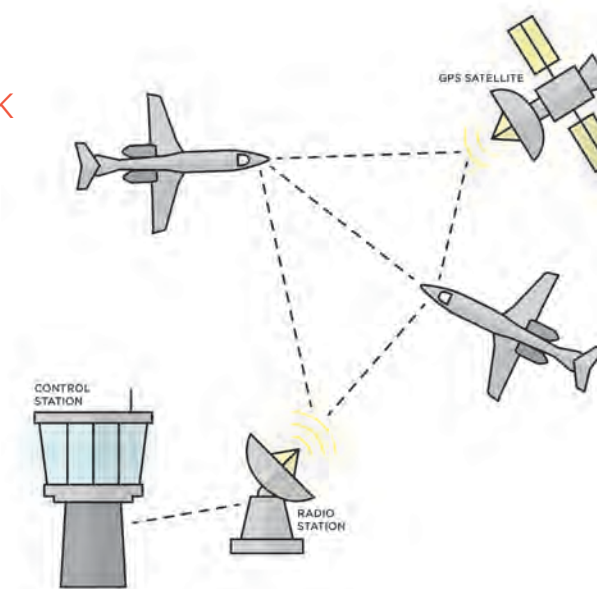
Toward that end, Duncan Aviation is pleased to announce the release of its recently updated Straight Talk book on the NextGen initiative Automatic Dependent Surveillance-Broadcast (ADS-B).


The debate is over, and the January 2020 deadline gets closer every day. To find out what you need to know to make sure your aircraft

is in compliance with the Federal Aviation Administration's (FAA's) mandate, go to the Resources area on the Duncan Aviation website and download your free copy of the most recent version of the ADS-B Straight Talk book. Here's a link:

www.DuncanAviation.aero/straighttalk/adsb.

The book was updated in February 2015 by a team of Duncan Aviation's knowledgeable avionics professionals, and it is intended to provide practical information about all aspects of ADS-B for the owners and operators of business jets.



In addition, Duncan Aviation's Regional Avionics Sales Manager Mark Francetic will be providing free ADS-B informational classes nationwide in 2015. To find a class near you, visit Duncan Aviation's event page here: www.DuncanAviation.aero/events. 

Duncan Debrief

Now in Apple's Newsstand!



Download and subscribe now to receive the latest edition on your iPad.



To install, search for Duncan Debrief in Apple's App Store or Newsstand and download.

Duncan Aviation's Regional Manager for India Andy Fernandes is standing in one of the two new 40,000-square-foot maintenance hangars in Lincoln, Nebraska. Last year, Andy provided valuable assistance to Zest Aviation's CEO, Mr. Vincent Xavier, when his company took possession of a new Embraer Phenom 100.