

A publication of Duncan Aviation

# Duncan Debrief

Fall 2018

**DUNCAN**  
AVIATION



800.228.4277 | [www.DuncanAviation.aero](http://www.DuncanAviation.aero) | +1 402.475.2611

Duncan Aviation's 20,000 lb. thrust-class turbofan engine test cell has the latest Atex, Inc. ADAQ Data Acquisition and Control System. All necessary correlation runs have been completed and the test cell is supporting all Honeywell TFE731 engines scheduled for CZI inspections. "The specifications of this test cell are designed to not only meet the needs of TFE engines, but also to allow our engine business to grow with our clientele," says Duncan Aviation's Engine Services Manager James Prater (front cover).



# Contents

Fall 2018 Duncan Debrief, a customer magazine.

[www.DuncanAviation.aero](http://www.DuncanAviation.aero)

- 1 Mission Statement Investing
- 7 Full-Service Provo MRO Will Open In Stages
- 11 Modeling Industry Ethics
- 13 Getting Involved & Giving Back
- 15 Early Introductions Can Make Awesome Careers
- 17 Rewarding Careers After The Military
- 19 Refugees Add Workforce Richness And Diversity
- 23 Scholarships And Internships Encourage Next Generation
- 25 Collaborative Effort Brings Global Praise
- 29 News

Copyright 2018 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](http://www.DuncanAviation.aero)  
E-mail: [Debrief@DuncanAviation.com](mailto:Debrief@DuncanAviation.com)  
Contact: Marketing Communications  
Phone: 800.228.4277 or +1 402.475.2611

contributing writers:  
Kate Dolan  
Diane Heiserman  
Lori Johnson

lead designer & photo director:  
Kaela Paseka

graphic designer:  
Joe Vavrina

video producer:  
Jared Petr

web developer:  
Tad Luedtke

circulation director &  
office administrator:  
Brian Ryba

chief editor & manager:  
Lori Johnson

vp marketing:  
Steve Gade

president:  
Aaron Hilkemann

chairman:  
Todd Duncan

chairman emeritus:  
Robert Duncan

company founder:  
Donald Duncan (1922-1981)



Todd  
Duncan  
CHAIRMAN

## GROWING WITH PURPOSE


The business aviation industry will see significant changes in the coming years. From pilot and technician shortages to ethics concerns to capacity hurdles, some changes pose potential challenges industry-wide. Duncan Aviation is working hard to be agile and lay the foundation necessary to help customers through these changes, meeting their needs well into the future.

With carefully planned growth, we are positioning ourselves to provide the most comprehensive services with the best value and quality possible. This offers opportunity for new and existing team members and customers. We are expanding enterprise-wide with new capabilities, construction of a new engine test cell, new Satellite avionics shops and engine Rapid Response Teams, and, of course, the addition of our third MRO (maintenance, repair and overhaul) complex. Over the last 21 years, Duncan Aviation has invested nearly \$280 million back into the company in the form of new expansions, tooling, and capabilities. In that same timeframe, we invested just under \$55 million in training for team members. That's nearly one-third of a **billion** dollars we put back into our company and people. Yes, billion, with a B.

We have also invested in the industry. Our team members participate in industry associations, aviation organizations, and clubs. These organizations are concerned about workforce projections. Aviation mechanics are retiring faster than they are being replaced. Nearly 30% of the mechanic population is at or near retirement age. And diversity within the industry doesn't match our population.

To encourage aviation careers, Duncan Aviation team members are active in industry groups for minorities and women. And to help ensure a steady flow of new ideas and talent, Duncan Aviation works with technical schools, high schools, and elementary schools. We offer internships and mentorships and are even exploring a refugee program for untapped talent.

Just as important as recruitment is retention. Our team members are our biggest asset, and we reward them intrinsically as well as extrinsically. In January, we will induct 23 additional team members into our Silver Wings Club, a special group of 308 employees with 25 years or more of service here.

As we grow, our goal is to provide customers with more innovation and continued excellent service with a diverse group of experts who exemplify dedication, knowledge, and customer care. It is important to grow. It is even better to grow with purpose. 



# Mission Statement Investing



Duncan Aviation will be the leading provider of business aviation products and services. We will employ and develop the most knowledgeable and trusted individuals in the industry. We will be highly profitable and reinvest these profits in team members, equipment, and facilities to extend our leading position.

## Duncan Aviation's Mission Statement

The Duncan Aviation Mission Statement is more than just words. It is the standard by which the company operates and all team members are proud to stand behind. It impacts our culture, influences strategic decisions, and directs how and where we invest in ourselves.

Over the last 20 years, Duncan Aviation has directed nearly \$280 million back into the company, re-investing in new facilities, necessary equipment, professional training, and leadership development. Company Chairman Todd Duncan says these investments are what set us apart from competitors. "We are the largest privately held MRO in the world because we invest in ourselves for the long-term. There are other operations of similar size that are held by private equity firms. But they are not investing in themselves and certainly not planning long-term."

Duncan Aviation President Aaron Hilkemann agrees, saying these investments are necessary in order to maintain the culture of the company. "There wouldn't be opportunities for our team members if we didn't. We are set apart from our competitors because we are focused on our team members and providing career opportunities for them."

Twenty years ago, company leadership didn't invest in the same way they do now. "Our investments were small when we were only one location in Lincoln, Nebraska," says Todd. "When we invested in our Michigan expansion in 1997, it was game-changing. In an instant, the Battle Creek facility provided us a second location and more than 300 new Duncan Aviation team members."

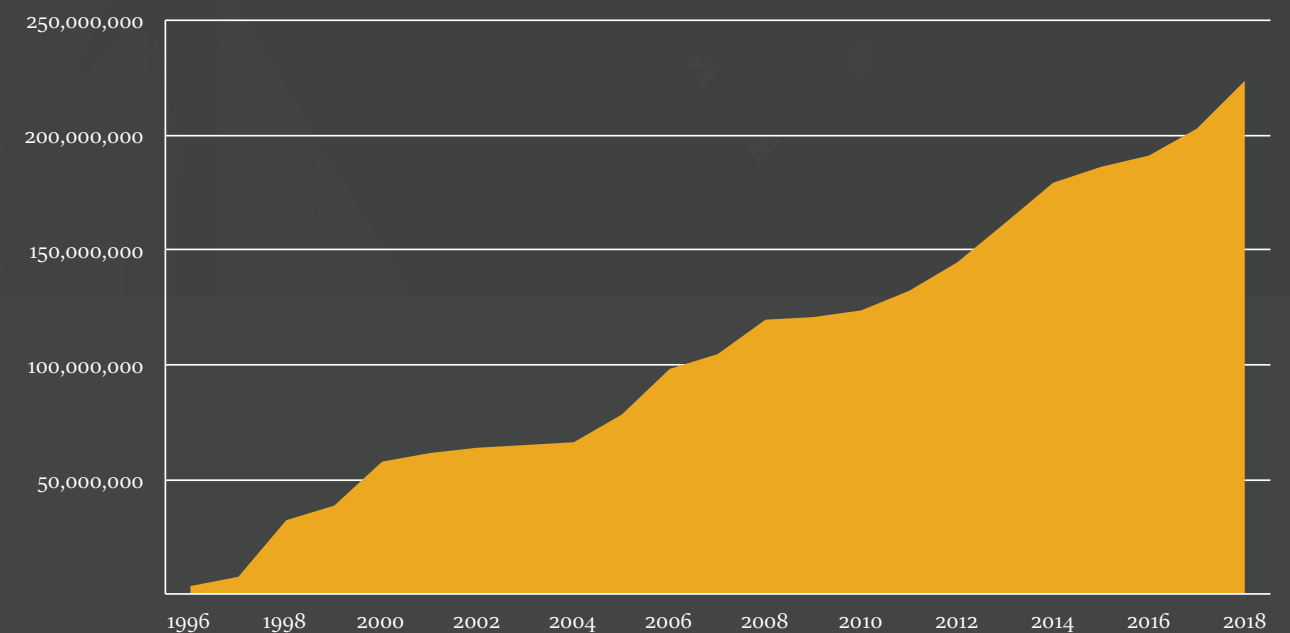
That investment was about more than just adding a location. It was a major investment in the

Duncan Aviation brand. "Customers continually commented on how coming to Duncan Aviation for their work made them feel. The culture was inclusive, competent, responsive, and unique. We believed we could replicate the Duncan Aviation customer experience elsewhere. We have successfully done just that."

For several years, technicians were shuttled back and forth to work and learn from each other and document best practices.

Those early investments are now paying dividends. "We are able to keep up with our customers' demands and needs today because we choose to reinvest in ourselves to make changes as their needs change," Todd says. "Over the last two decades, customers have changed as much as we have. They are more sophisticated and professional with increased demands on their budgets and downtimes. We

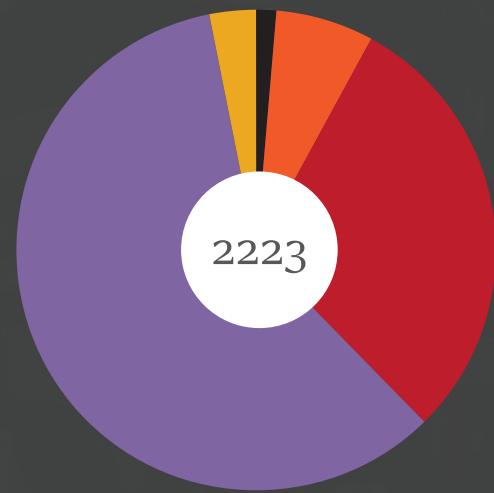
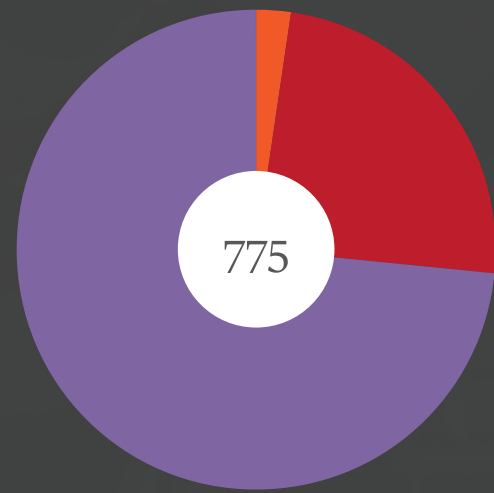
## Aggregate Capital Investments



## Team Member Headcount

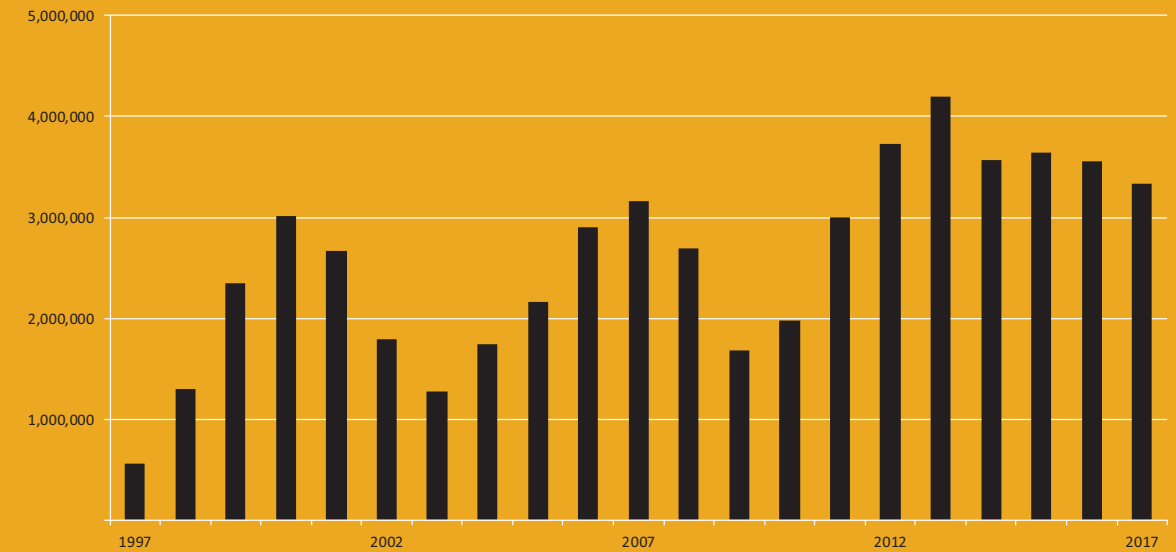
1998

2018



Lincoln Battle Creek Avionics Satellites Provo Engine RRT

## Professional Development & Training



really listen to what they have to say and invest accordingly.”

The 45,000-square-foot paint facility (2011) and 175,000-square-foot maintenance hangar (2014) expansions in Lincoln came about because customers’ needs dictated that we grow.

Still, the biggest challenge for the company remains having enough hangar space. Even with the capital investment in Lincoln four years ago, the hangars are nearing capacity.

In response to customer requests for nose-to-tail Duncan Aviation services in the Western US, construction is underway on a 275,000-square-foot maintenance, modifications, and paint complex at our Provo, Utah, location. The first hangar will open in January 2019 with the paint facility completion anticipated for March. A second

hangar will be done by June, and full interior and refurbishment backshops and administration offices will open in early 2020.

“There is a lot of excitement in Provo,” says Aaron. “Customers are excited we are building there. Team members are excited we are growing.”

There are currently 70 team members in Provo with plans to grow to more than 115 by the time the first hangar is completed. A number of experienced team members are looking forward to relocating to Provo. They are fine examples of great leadership and experience moving to duplicate the same Duncan Aviation culture for our West Coast customers.

Duncan Aviation also makes capital investments to expand capabilities. The 20,000 lb. thrust-class turbofan engine test

cell is a great example. The test cell has completed necessary correlation runs and is supporting all Honeywell TFE731 engines scheduled for CZI inspections. The thrust-class specification allows for future growth to support all current and projected turbine engine platforms that power business aircraft. The cell has the latest Atec, Inc. ADAQ Data Acquisition and Control System. It is a fully scalable data system that can be customized to multiple engine platforms and provides intermediate-level, depot-level, production-level, and development-level engine testing capability. From computer hardware, displays, and touchscreens to the data acquisition and PLC control hardware, it runs on the latest technology.

### Great Investments Don’t Always Have To Be Large

Not all investments need to be a home run in order to have an impact. Smaller, strategic investments or reinvestments are just as valuable. Here are some examples of smaller investment opportunities with large, rippling positive effects.

- The 2014 remodel of the Duncan Aviation FBO lobby and customer offices in Kalamazoo, which improved the customer service experience
- Significant investment in landing gear rotatable parts and components inventory, which expands our service capabilities to customers around the world
- An increase in our available aircraft engine rental pool. Our recent growth in engine capabilities and authorizations

has increased customer demand for engine services, requiring the purchase of additional engines for customer use during maintenance events

- A 2018 update and expansion of our interior design center in Lincoln. This remodel features a large, interactive showroom and conference space lined with windows and new LED lights. This will enhance the customer experience during the specification process

### Great Investments Are Not Always Planned

Sometimes, investments just happen to fall in your lap and are great opportunities. We recently expanded operations in Battle Creek by taking advantage of two vacated facilities, adding 20% more hangar space. “These are investments we

did not plan for but couldn’t pass up,” says Aaron. We have made good use of the larger hangar by relocating our largest fractional maintenance and modifications customer there. The smaller hangar is in use for maintenance events on smaller airframes. “We are careful in our planning so we can maintain the flexibility necessary to take advantage of these unique investment opportunities.”

### Our Team Is Always A Great Investment

Duncan Aviation is so much more than great facilities, though. We wouldn’t be the company we are today without dedicated, knowledgeable, and talented team members. We don’t want to just have jobs for people. We want to provide viable career paths where individuals will continue to grow

their knowledge and skills, put down roots in our communities, and raise their families. We are continually making huge investments in our greatest asset, our own people.

Professional development and training is a critical component of that investment, averaging more than \$3 million dollars annually. “We want to achieve the highest level of technical expertise in the industry,” says Felicia Nichelson, Professional Development, Training, and Safety Manager. “It increases our quality of work and produces higher production standards, resulting in the retention of customers. By creating a culture and expectation of continuous learning, we are developing engaged and motivated team members and effective and self-aware leadership at all levels within the company. All

of these things positively contribute to behavior that improves the performance of Duncan Aviation.”

Just like everyone else in the aviation industry, Duncan Aviation is concerned about the shortage of trained aircraft technicians that is forecast. We are aggressively recruiting individuals who are leaving active-duty military, or have an interest in a career in aviation but don't yet have the certification. We pair them with skilled technicians on the floor. Over the course of several months, with hands-on training and oversight, they are able to demonstrate their efficiencies. We then send them to an intense training course to continue their studies and pass a test to get their A&P. This helps with the labor shortage by giving them a different avenue to be successful.

We invest in our team members in other ways as well.

Our emphasis on having a healthy workforce is extended to our team members' families by providing on-site family health centers in Battle Creek and Lincoln. A third center will be opened when the Provo expansion is complete and the team grows. The centers are staffed by an on-site Physician Assistant and Nurse Practitioner, they see Duncan Aviation team members and their families for scheduled appointments, ongoing health consultations, and drop-in care.

Not only is an on-site health center a great perk for team members, it is also a solid business strategy for the company. Healthier team members will avoid large medical costs that affect both the company and other team members. Duncan Aviation

Family Health is focused on wellness and prevention. If we can help our team members make healthier decisions and create healthy habits, we know it can have a dramatic and positive impact on their lives.

This investment in wellness extends beyond medical care to exercise and access to fitness facilities. Both Battle Creek and Lincoln locations have on-site fitness rooms with professional equipment and scheduled classes. It is one of the biggest employee benefits available to all team members and their spouses. “At Duncan Aviation, we see our team members as our biggest asset,” says Marika Brack, Benefits & Wellness Team Lead. “We know that a healthy workforce will be more happy and productive. It's a win/win.”

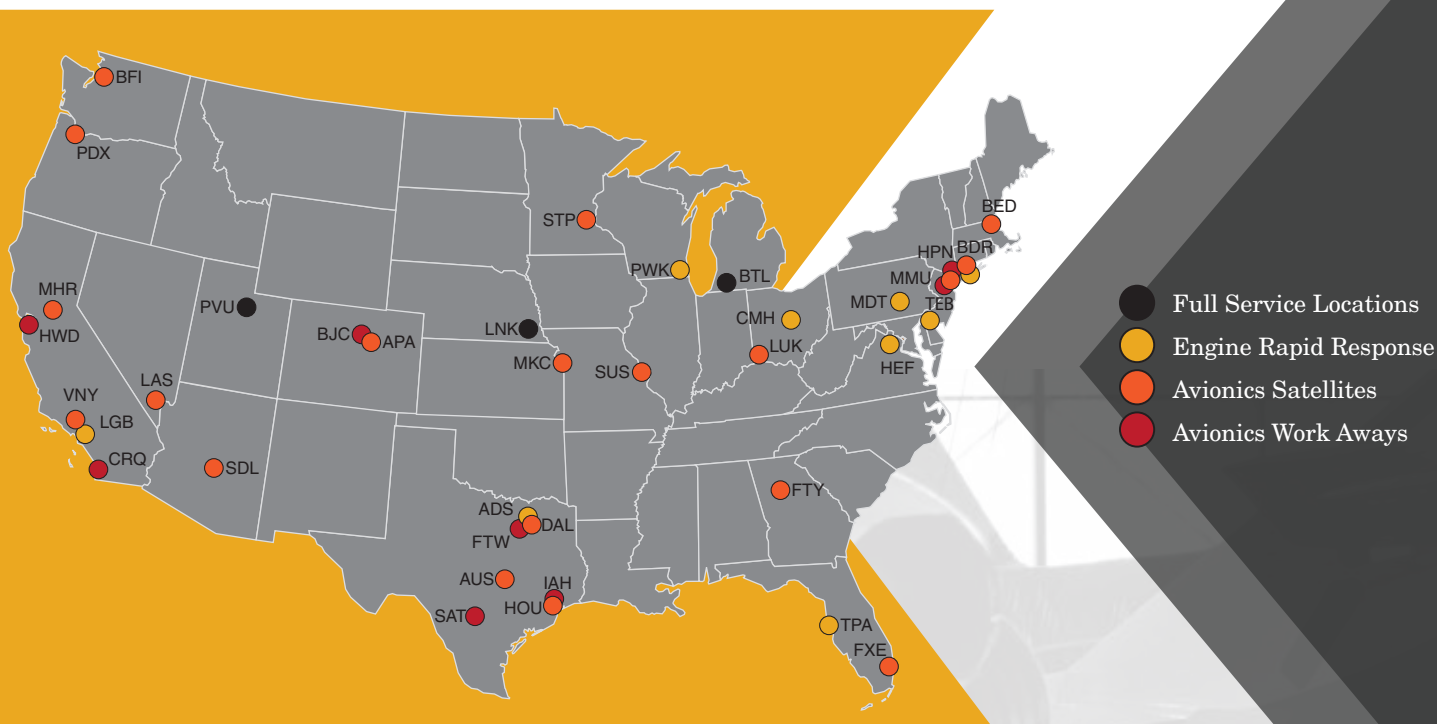
5 Years

500 Classes

\$280,000 Reimbursed

## Tuition Reimbursement and Pilot Training

Over the past 5 years Duncan Aviation has reimbursed \$280,000 of tuition to team members. This equals 500 completed classes, including graduate, private pilot license, undergraduate classes, and instrument ratings.



## Additional Growth

Another consistent investment for Duncan Aviation is the expansion of its regional avionics and engine teams to provide customers with AOG responses and regular service closer to where they typically travel. Customer markets and requests are constantly evaluated, and we typically open new offices every few years.

### Satellite Avionics Network

In 1998, there were 47 technicians in 15 satellite avionics shops across the country. Today there are 147 technicians at 28 of the busiest business airports in the United States. They provide more service capabilities than just avionics support, like battery overhaul and nondestructive testing. “We are always evaluating and adding capabilities at our

locations as our customers request them,” says Matt Nelson, Manager Satellite Avionics. “We listen and build a business case around customer interest.”

### Engine Rapid Response

The first Engine Rapid Response office was opened in Dallas, Texas, in 1999, providing localized AOG and line services to the area. There are now 16 launch locations with a vision for even more growth in the near future. “We have more than 35 engine technicians out in the field dedicated to 24/7 AOG support. That's a huge engine response force and more than any other provider,” says James Prater, Manager Turbine Engine Services. “Our mission is to be there for our customers when and where they need us most.”

# Full-Service Provo MRO Will Open In Stages



Over a decade ago, Duncan Aviation began the search for a new western location. The need was driven by industry partners, customers, and market research that showed business aircraft operators wanted a maintenance presence in the region.

In 2010, we established a maintenance facility in an existing hangar at the Provo Municipal Airport near Provo, Utah. This facility has since supported many customers from the region and worldwide with major airframe and engine maintenance and limited avionics and interior work. Now, we are just a few months away from opening the first full-service hangar in a ground-up building project that will include two maintenance/modifications hangars, a paint complex, full-service back shops, and general customer/support offices in a 275,000-square-foot facility.

The first hangar will open in January 2019 with the paint shop following closely behind in March. The second hangar will open during the second quarter of 2019, and the back shops and offices are expected to be completed during the second quarter of 2020.

“Extending the full-service Duncan Aviation brand west is exciting for many reasons,” says Bill Prochazka, Executive Vice President and Chief Operating Officer for the Provo facility. “This is the company’s first greenfield project in its history of more than 60 years. It will allow us to better serve customers in the western US and those from around the world. We also have the opportunity to replicate the unique Duncan Aviation culture in the beautiful and innovative community of Provo.”

## CONSTRUCTION PROGRESS



Visit to learn more and track our progress of the new location! You will find a repository of information about the new facility, the services we will offer there, video of the work going on, and still photos of the construction. [www.DuncanAviation.aero/provo](http://www.DuncanAviation.aero/provo)

2017

**1Q**  
Construction Began



**1Q**  
57 Team Members



2018

**4Q**  
115 Team Members



2019

**1Q**  
Hangar 1 & Paint Hangar Complete

**2Q**  
182 Team Members  
Hangar 2 Complete

2020

**2Q**  
Back Shops & Offices Complete  
256 Team Members



# Ensuring The Duncan Aviation Experience



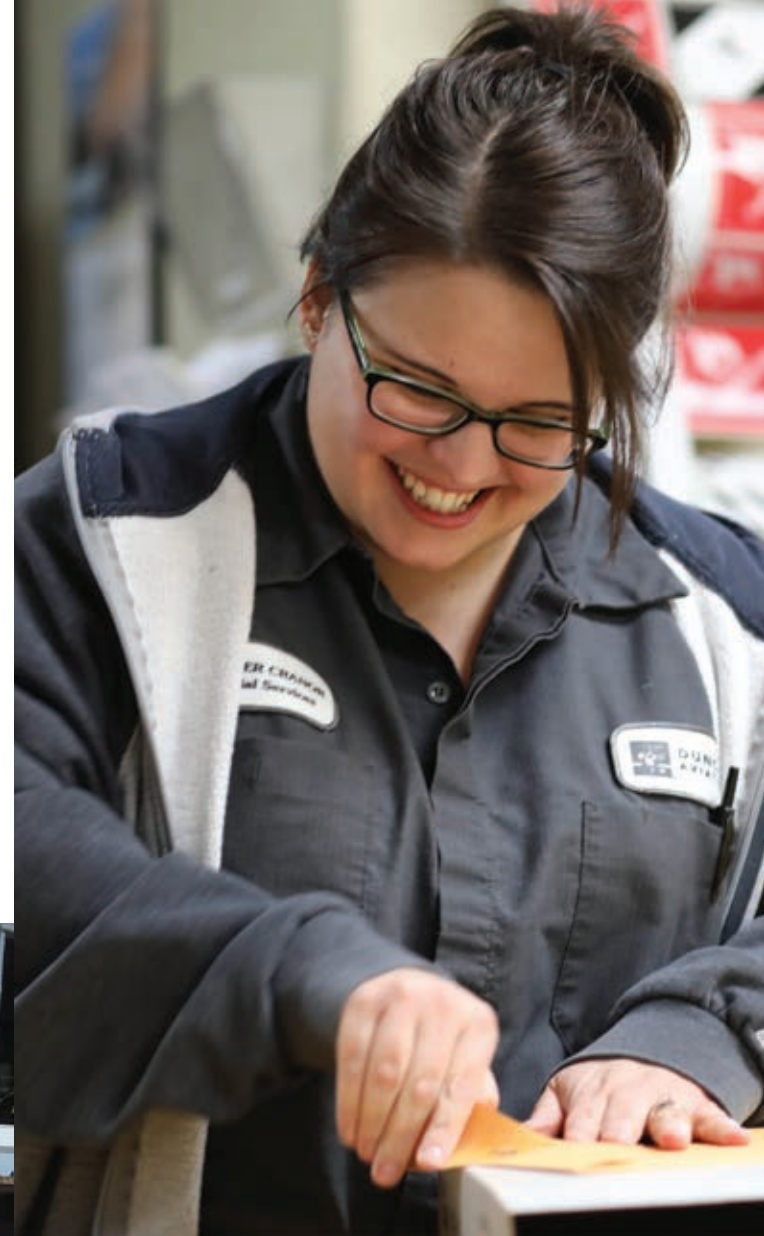
“Consistently, customers tell us they bring their projects to us because of our people. Our people have knowledge and expertise, are friendly and resourceful, and understand customer service at all levels.”

The goal for the new Provo facility is to ensure it has the same great culture we provide at other locations for team members and customers.

“To ensure the Duncan Aviation culture remains strong in Provo, we are diligently planning growth opportunities for existing team members from other facilities,” says Chad Doehring, Vice President of Operations at Provo and himself a Utah transplant with a 23-year history at Duncan Aviation’s Lincoln location. “Consistently, customers tell us they bring their projects to us because of our people. Our people have knowledge and expertise, are friendly and resourceful, and understand customer service at all levels. Our goal is to expand this overall feeling, culture, and experience to our growing base in Provo.”

To meet those goals, Chad says growth opportunities are being offered to existing team members from Duncan Aviation facilities in Nebraska and Michigan as well as all Satellites and engine Rapid Response Team locations.

“This melting pot of experience and Duncan Aviation culture blended with talented new team members from outside the company is the recipe to ensuring our customers consistently receive the same high level of experience no matter the facility they use,” Chad says. 🇺🇸



## Building With Green Initiatives In Mind

For many years, Duncan Aviation has focused on green initiatives companywide, always looking for newer and safer ways to paint and strip aircraft, to conserve energy, and to recycle as much as we can.

When the new Provo campus is up and running, we will have the world’s most innovative and environmentally friendly paint facility for business jet aircraft. This represents a quantum leap forward toward our core value of respecting our environment.

All liquid discharge from the process will be evaporated, with minimal remaining solid waste disposed of by licensed handlers. All vapor and airborne discharge will be incinerated using the very latest technology. Our total discharge will be reduced by 98% from the conventional paint process widely used in the industry today. 🇺🇸

## A Modern & Innovative Complex



\$70 Million Investment



222,000-square-foot  
Maintenance and  
Modifications Center



53,000-square-foot  
State-of-the-Art  
Paint Facility

“We believe our most valuable and fundamental asset is our reputation, which directly depends on the integrity and judgment of each of our team members. The ethical conduct of our team members contributes greatly to our overall success.”

- Aaron Hilkemann, President



“When I think of Duncan Aviation’s reputation, I think of quality of products and services in the industry. We also have impeccable integrity. It is important that our customers and business partners know that we will stand behind our word, that we will admit our mistakes, and we will do the right thing.”

- Jeff Lake, Lincoln Chief Operating Officer



“Strong ethical practices are followed by Duncan Aviation team members and leaders. Those actions instill trust in others, creating the assurance that a quality product is delivered to the customer. Integrity has a lot to do with the success of Duncan Aviation. As a company with high ethical standards, we create loyal customers. Loyal customers in turn create our success.”

- Randall Bauer, HSI Master Technician



“Personal integrity is being reliably trustworthy and consistently performing your best. Having team members with strong personal ethics is important because it supports the company’s core values and helps form a positive company culture. It also helps Duncan Aviation maintain our reputation as the best in the industry. Without strong ethics, we’d be just another shop.”

- Matt Olson, Airframe Tech III



“To a customer, integrity represents trust, confidence, and safety. Trust that the foundation of our organization is based on high moral character and honesty. Confidence that we will make our best effort to deliver as promised. Safety in that we will never compromise on the quality of our work.”

- Steve Gade, Vice President of Marketing, Aircraft Sales and New Business Development



# Modeling Industry Ethics

Over the last year, we have heard a lot of discussion in the industry about ethical behavior and transactions. Some of this discussion can be attributed to the increased complexity of the world and a desire to ensure ethics and integrity are properly applied to real-world situations. Some stems from the movements and campaigns that have recently brought down business leaders worldwide. And some comes from a push by several industry organizations to bring ethics and integrity to the forefront.

“Duncan Aviation has built a culture of integrity, and we support the ongoing industry discussion and education,” says Duncan Aviation Chairman Todd Duncan. “We expect our team members to understand the proper actions to take in a wide variety of business interactions and transactions. And we ensure that our company leadership at all levels demonstrates and models those ethics.”

Duncan Aviation team members agree to a strict Code of Conduct that they review and acknowledge every year. And recently, the company contracted with a third party to provide a Code of Conduct Hotline for team members to anonymously report potential violations of the Code.

In addition, Duncan Aviation fully supports the ethics discussions occurring within a wide variety of industry groups.



Last December, NBAA (National Business Aviation Association) issued a guidance statement titled “Ethical Business Aviation Transactions” that serves as a resource for ethical best practices for business aviation transactions. The guidance addresses honest and ethical conduct, conflicts of interest, company

funds and assets, business records, and compliance with state, federal, and international law.

Read more here: [www.DuncanAviation.aero/company/code-of-conduct](http://www.DuncanAviation.aero/company/code-of-conduct)



This spring, NARA (National Aircraft Resale Association) launched an initiative to improve the ethical standards for pre-owned aircraft transactions by establishing standards and an accreditation program for aircraft dealers and brokers.

Duncan Aviation Chairman Emeritus J. Robert Duncan was a founding member of NARA. In 1990, he and a group of other brokers and dealers formed the association, promising to abide by a code of ethics and represent the best interests of

their clients at all times. Today, all NARA members follow a strict NARA Code of Ethics, and broker/dealer members must pass a rigorous certification process to ensure the highest standards.

NARA’s Code of Ethics can be found here: [www.DuncanAviation.aero/company/nara-code-of-ethics](http://www.DuncanAviation.aero/company/nara-code-of-ethics)

“An individual’s behavior helps to create that person’s reputation,” Todd continues. “The same is true of companies and industries. The actions of Duncan Aviation team members affect the reputation of the company. And the collective actions of those who work in business aviation will have a direct effect on the way our industry is perceived. Helping to educate others about ethical business aviation transactions will strengthen our industry by promoting a positive image within our communities and among the public that will allow business aviation to continue to succeed and grow.”





# Getting Involved & Giving Back

“I feel it’s important to encourage young people to focus on their strengths and take advantage of their opportunities...”

Engineering Team Lead Tracy Bohaboj

Airframe Master Tech Darwin Godeman grew up a mere three miles from the airport. He dreamed of piloting one of the planes he routinely watched take off and land. Realizing his dream was an expensive one, Darwin pursued certification for aircraft maintenance instead.

“I remember what it was like to have those dreams, so I do whatever I can to foster those dreams in young people today, and not just to become a pilot,” says Darwin. “Because skilled mechanics, technicians, and inspectors are retiring, we need to entice young people into the industry.”

## Encouraging Students

Engineering Team Lead Tracy Bohaboj agrees that we need to encourage young people to consider aviation careers.

“I grew up in a small town in Nebraska, and there weren’t a lot of engineers or women in the aviation field to serve as role models,” says Tracy. “Although my dad could build anything, he hadn’t gone to college. It was from him, though, that I first heard the word engineer.”

Tracy took a personality profile and was intrigued to find that she matched as an engineer. Between the profile and what she’d learned from her dad, she applied to Iowa State and earned a Bachelor’s degree in Aerospace Engineering.

“I welcome the opportunity to bring along other women and men,” says Tracy. “I feel it’s important to encourage young people to focus on their strengths and take advantage of their opportunities in case they don’t see themselves in that role.”

# Back

Several years ago, Michael Hill, manager of Engineering, heard about OBAP (the Organization of Black Aerospace Professionals), and their chapter at WMU (Western Michigan University) in Kalamazoo, Michigan.

When 28 WMU students who are members of OBAP visited the Duncan Aviation facility in Battle Creek, Michigan, Michael served as a tour guide. He wanted to make connections with the students, share Duncan Aviation’s culture and values, and show them the variety of careers in business aviation.

“We are fortunate to have a university close by that’s preparing students for careers in aviation. What a great resource! We need to further develop these relationships,” says Michael. “Plus, it gave me an opportunity to talk about careers in business aviation and give them a tour.”

Darwin, Tracy, and Michael feel that participating in industry organizations is a great way to share their passion for aviation.

## Sharing Knowledge

Darwin is a member of the Nebraska Aviation Maintenance Seminar Committee, and among other things, the organization plans an IA renewal seminar each year. Attendees include FBOs and small shops that don’t have access to the kinds of training or industry information that team members at Duncan Aviation routinely have.

“We provide exhibitors, speakers, and other industry representatives who keep attendees current on the latest technology in aviation

and where the industry is heading,” says Darwin. “The opportunities for networking are invaluable, and we partner with the Nebraska Aviation Council to provide scholarships to students who are studying for aviation maintenance degrees and certificates.”

## Mentorship Programs

Recently, Tracy was asked to participate in the NBAA’s (National Business Aircraft Association’s) inaugural mentoring program.

After applying and getting accepted, Jay Evans, who is the NBAA Director of Professional Development and a retired US Air Force pilot, started coaching Tracy in her leadership skills to help her with her team here at Duncan Aviation.

They set goals and discussed career growth and educational opportunities. After six months, Jay recommended that Tracy apply to become a mentor in the program, and she’s working through the process now.

“It’s great to be able to inspire someone to believe in her or himself,” says Tracy. “Even if there’s no formal mentoring program at their school or company, I encourage young women and men to find someone they respect, and ask for a formal mentoring relationship.”

“It’s great to be able to inspire someone to believe in her or himself.”

## Diversification

Michael sees mentoring and participating in industry organizations as a great way to spread the word about Duncan Aviation and recruit talented, bright, young people for careers.

“We as a company and an industry need to diversify. Diversity of age, color, and experience brings a diversity of ideas, which will give us new ways of seeing and resolving challenges. The young African American men and women in OBAP are passionate about their future careers, and they bring a diversity of ideas as well as skin tone.”

"IT WAS IMPORTANT TO ME TO WORK WHERE I'M VALUED AS AN EMPLOYEE AND NOT JUST A NUMBER IN THE BUDGET."

## EARLY INTRODUCTIONS CAN MAKE AWESOME CAREERS



TYSON BOWERS & KYLE STEVENSON (RIGHT)

It's well-known throughout the aviation industry that as experienced technicians are retiring, looming shortages of qualified replacements are forecast. Duncan Aviation is working hard to ensure we keep all of our facilities staffed with the most qualified technicians in the industry. One of our resources has been strategic recruiting from community colleges and universities that offer avionics and aircraft maintenance certificates and degrees.

As students at Utah State University in the Aircraft Maintenance Management program, Tyson Bowers and Kyle Stevenson joined SAMP (Society of Aviation Maintenance Professionals). One of the tours the group took was to the Duncan Aviation facility in Provo, Utah.

### EXPOSURE EARLY ON

Both Tyson and Kyle had heard of Duncan Aviation and knew the difference between careers in business aviation and commercial aviation. As they toured various facilities in the area, they asked questions about what shifts they could expect to

work, what opportunities for professional growth existed, and where they'd be located. Based on his impression of Duncan Aviation during that tour, Tyson tucked the memory away and hoped to have an opportunity to work there someday.

Tyson was interested in a career that allowed him as much hands-on experience as possible. He also felt that working the night shift while starting a family was less than ideal, so he was looking for the opportunity to work daytime hours.

On family vacations as a child, Kyle flew up-front in his grandfather's Piper Seneca V. In college, Kyle worked as an intern at Jackson Jet Center in Boise, Idaho, where his grandfather's plane is based. For as long as he can remember, Kyle has been fascinated by machines—anything with an engine—and aviation engines definitely intrigued him.

"Our professors told us that we were getting our degrees at just the right time because Duncan Aviation was expanding its facility in Provo and would be hiring," says Kyle. "It was important to me to work where I'm valued as an employee and not just a number in the budget."

### INTERNSHIP PROVIDES EXPERIENCE

After working an internship as an Airframe Mechanic at Duncan Aviation in the summer of 2017, Tyson was hired to work full-time as an Airframe Tech the following November. He was still a student at that time, and he had a month of classes to finish before he graduated with his Bachelor's degree. Tyson now works on the AOG team out of Provo for Lead Technician Jacob Keel, whom he says is a great teacher and a really great leader.


Kyle finished his Associate of Applied Science degree in Aircraft Maintenance and went on to earn a Bachelor of Science in Aviation Technology, Maintenance Management. In June 2017, he started working as an Engine Line Tech in Lincoln, Nebraska.

"When I was hired, I tried to come with an open mind, knowing that I was going to learn more in my first year here than I had in any other so far," says Kyle. "Also, working at Duncan Aviation's largest facility, I knew I was going to get to see just about everything pretty quickly. So, I've really liked the number of different aircraft and engines that I've been able to learn about and work on."

Tyson echoes those sentiments and feels fortunate to get the hands-on experience that's so vital to learning about aircraft maintenance.

"I'm not doing the same thing over and over; I get to do a little bit of everything. I feel like I'm seeing and learning the entire puzzle instead of just focusing on one little piece of it," says Tyson. "I love the challenge of actually getting to troubleshoot issues with the various aircraft we see. And it's a pretty satisfying experience to look at the problem, figure out what's wrong, resolve the issue, and watch that plane fly away!"

Neither man would hesitate to recommend Duncan Aviation to colleagues in the aviation industry. In his first year at Duncan Aviation, Tyson has gone on more than 20 AOG trips, and he's visited other Duncan Aviation facilities.

"Duncan Aviation has lived up to my expectations," says Tyson. "I really enjoy working here and am super appreciative of my position. Working AOG has been a phenomenal way to learn, and it's cool to get to learn about every airframe." 

# Rewarding Careers After The Military

...you don't quit when you're tired; You quit when you're done.

Keith Schell (right)



**25%**  
of our workforce has served or is serving in a branch of the military



Amy Timblin

Members of the U.S. military are dedicated individuals who possess a unique set of experiences and skills. Many skills gained during active duty transition easily to positions with Duncan Aviation. Approximately 25% of Duncan Aviation's current workforce has served, or is currently serving, in a branch of the military. We realize and value what they bring to our team.

While transitioning to civilian employment is a major life adjustment, there are many aspects of working at Duncan Aviation that our veteran members say remain the same: strong leadership, meeting expectations of others, and teamwork.

Keep reading to learn how the skills and discipline developed in the military has translated into successful careers for three of our team members.

## Keith Schell, Manager of Components Services and Parts & Rotables Sales

When Keith Schell first joined the Nebraska Air National Guard in 1981, his plan was to stay just long enough to get his college tuition paid. But six years turned into 36 and included piloting the RF-4C Phantom and the KC-135R Stratotanker around the world.

Keith was selected to be the 155th Maintenance Group Commander and 155th Wing Commander and appointed to lead the Air National Guard's planning and

upgrade of the KC-135R Global Air Transportation Management System. This modification impacted 420 Stratotankers stationed at 22 National Guard and US active duty locations. Prior to his retirement, Keith was appointed as Brigadier General and Assistant Adjutant General of the Nebraska Air National Guard.

Keith transitioned to the private sector in 2015, and is now Duncan Aviation's Manager of Component Services and Parts & Rotables Sales. Having led large groups of people and projects in the military, he sees parallels in leadership, hard work, and high ethics at Duncan Aviation.

"Whether in the military or private sector, the skills needed to lead are very similar," says Keith. "You give guidance and reward when necessary." He has an all-inclusive approach to leadership and believes strategic planning is everyone's responsibility. "I want input from everyone on my team. It gives them purpose and you don't miss out on some really great ideas."

## Amy Timblin, Avionics Master Tech

You don't have to have a decades-long military career in order to develop strong discipline and work ethic. You are taught right away you don't quit when you're tired; You quit when you're done. That's the lesson Amy Timblin learned as a US Navy Aviation Electrician aboard the USS Nimitz, which has more than 6,000 personnel. Her detachment, based out of San Diego, only numbered 40, relatively small for aircraft carrier standards. It demanded her team put in long hours to keep the squadron's aircraft flying. It didn't matter if the shift was up. If the job wasn't done, neither were they.

Amy will never forget one of her most daunting tasks—changing a landing light on the tail of an ES-3A Sea Shadow. On the surface that doesn't sound difficult, but when the aircraft is parked on the flight deck with its wheels to the edge and the tail hanging 70 feet over the water, it's not an easy task. Her view straight down was the Pacific Ocean.

Amy joined Duncan Aviation in 2001 as a Wiring Technician. Today, as a Master Tech she still stays at it until the job is done. "Working long hours is the norm in the military. The flight deck is noisy, hot, and stressful. Having learned to deal with stress while on ship has helped when faced with it now in the hangar," says Amy. "There are still people waiting on you to get the job done."

## Michael Hill, Engineering Manager

Michael Hill served in the US Air Force as an avionics communications and navigation specialist while stationed in McChord AFB in Tacoma, Washington. He says joining the military fresh out of high school is more than enough to make any young man grow up fast.

"The immediate responsibility thrust on us at such a young age is unbelievable," says Michael. "We were responsible for very large, expensive aircraft, as well as personnel and cargo that needed to launch and return safely. It was necessary to develop communication skills quickly." On the flight line is also where

"We are on the same team. We have the same goal. Let's get there together."



Michael learned to work as a part of a team. The military

is highly diverse, with different personalities, and not everyone thinks and processes information in the same way. But as a team, you succeed and fail together. "We were a squadron working together and supporting each other toward the same goal. You just didn't have time for 'I don't like this person.'"

He gives a lot of credit to the Air Force for preparing him to succeed in his career at Duncan Aviation. As Duncan Aviation's Engineering Manager, Michael uses many of the skills he learned in the service. Do the right thing. Communicate clearly. Work for and learn from others.

Michael's large team is located at all three of the company's MRO locations. He leads his team in the same manner he learned to follow. "We are on the same team. We have the same goal. Let's get there together."

Keith, Amy, and Michael all agree Duncan Aviation really does place value on employees with military experience. "They recognize and appreciate how prepared we are to do our jobs every day," says Amy. 🇺🇸

# REFUGEES ADD WORKFORCE RICHNESS AND DIVERSITY

**D**iversity is more than a popular buzz phrase. It has been proven that teams comprised of individuals with diverse backgrounds come up with better ideas, often changing group behavior and creating better overall results.

In an effort to increase diversity, Duncan Aviation's Lincoln, Nebraska, location piloted an unusual program that has produced excellent results so far. The facility has begun recruiting from Lincoln's refugee pool.

Duncan Aviation has partnered with several local organizations that help prepare refugees for employment. The organizations, including Lincoln Literacy, the Center for People in Need, Good Neighbor Center, the Asian Center, Lutheran Family Services, and RES CARE, help identify men and woman who are ready to work.

## WHY REFUGEES?

Refugees who've fled persecution in their own countries in an effort to find peace want an opportunity to work and support their families when they arrive in the United States. The challenge is that

they are typically unfamiliar with the culture, lack dependable transportation, and sometimes do not know the language.

What they bring with them, in addition to an intense desire to work, is a strong work ethic and a willingness to learn. They almost always have education, skills, knowledge, and work experience, often as professionals and small-business owners, in their native countries.

The United Nations Refugee Agency has identified more than 22.5 million people worldwide who've been forcibly displaced from their homes. As they seek a fresh start, Duncan Aviation believes a career with our company provides them with an experience unlike any other.

Several refugees are now full-time team members.

Zeyad Eesa works in the Engine Department, Atheer Alabdalaai works in Facilities, and Yousif Hamid works in Shipping & Receiving.

"Our goal has been to provide additional tools, resources, and support within our current hiring process to address the unique needs of the refugee applicants

who pursue careers here," says Manager of Human Resources Leon Holloway. "Hiring refugees not only assists them on their return to self-sufficiency but also adds richness and diversity to the workforce and ultimately to the community at large."

The inability to speak and read English makes placing refugees in our communications-critical industry a challenge. To help refugees learn English, which opens doors for jobs, several of the organizations with which Duncan Aviation partners offer basic English classes. Some of these organizations also pay for the refugees to take ESL (English as a Second Language) classes at a local community college.

"Refugees are fully authorized to begin work immediately upon arrival in the US. There is no expiration for the authorization," says Leon. "Having lost their homes, personal property, and careers in their home countries, refugees have a strong desire to rebuild their lives and regain self-sufficiency and economic stability. We are proud to provide a place for them to regain some of what they've lost." 🇺🇸

## ZEYAD EESA IS LEARNING ABOUT ENGINES

Zeyad Eesa grew up in a tightly knit Yazidi community in Sinjar in northern Iraq. His family—parents Kamal and Sara and their 13 children—were brutalized by the army of then President Saddam Hussein, as were many in the Yazidi community.

In May 2003, after the United States invaded Iraq, Zeyad joined the American forces first as a security guard, then performing civil intelligence, and finally as an interpreter. Because he speaks five languages, he was particularly valuable to the US troops and especially targeted by Iraqi forces. Zeyad was wounded three times during his service in the war, and he will carry shrapnel in his body for the rest of his life.

He and his wife Mijida have three sons. Two sons, Mario and Mike, are named after fellow soldiers with whom Zeyad served in the army. His third son was born in January 2018 after he started painting engine components in the Engine Shop, and he and his wife named their newborn Duncan in honor of the Duncan Aviation family. 🇺🇸

DUNCAN



## ATHEER ALABDALAAI PERFORMS FACILITIES MAINTENANCE

Moving from the southern part of Iraq to Houston, Texas, wasn't nearly as great of a change for Atheer Alabdalaai, his wife Samar Al Zuhairi and their three children (Tiba 12, Mohammed 10, Abdullah 5) as was moving from Houston to Lincoln.

"There's snow in the mountains in Jordan, and it gets a little cool in the winter, but it's nothing like how cold it gets in Nebraska!" says Atheer. "Still, I'd recommend Duncan Aviation to my friends; I encouraged two friends from Houston to apply. Everybody here is nice, and it's a good company to work for."

As an HVAC specialist, Atheer worked primarily on air conditioners in Iraq. During the most recent United States invasion, he was contracted to perform air conditioner maintenance and electrical work for the US Army.

"I got in trouble for it. I was a target of anti-US troops, my family and I were threatened, and our home was set on fire," says Atheer. "Through the IOM (International Organization for Migration) and with help from the UN and the US Army, my wife and children and I were able to go to Jordan. After two years there, we moved to Houston in September 2015."

Team Leader Troy Hardesty says Atheer fits in quite well and is eager to learn.

"Atheer is a hard worker, and he's a great member of the team," Troy says. "When we have a problem, Atheer is always willing to help support the team, and he's willing to work overtime when we need him."

Atheer and Samar now have a fourth child, too, baby Ahmed, who was born in the United States in October 2017. 🇺🇸



## YOUSIF HAMID STARTS SCHOOL

As job opportunities got scarce and personal safety was jeopardized by the civil war raging in Sudan, Yousif Hamid decided he had to make a life for himself outside of his beloved country. Divided since 2011 into two countries, Sudan and South Sudan are two nations still at war.

After leaving in 2000, Yousif went back to Sudan several times, hoping for peace and enough stability so he could find a job and support his family.

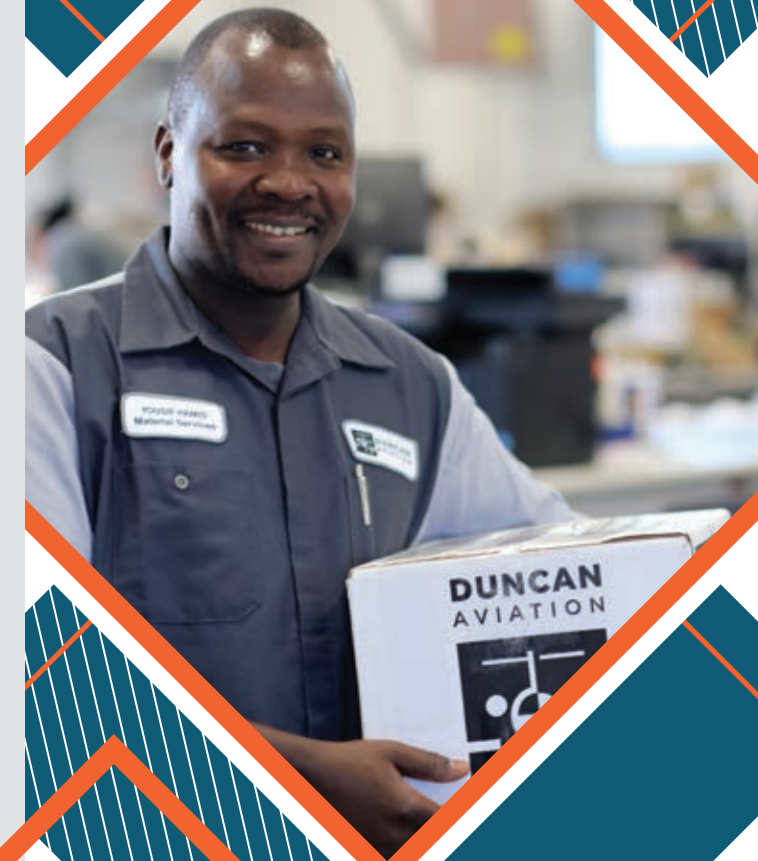
"I lived in New York City for several years, driving a Yellow Cab or an Uber," says Yousif. "I'd go back to Sudan to spend time with my family, but in 2016, we all moved here to Nebraska. I just don't think Sudan is ever going to be stable again."

Yousif and his wife Namat have three children (Fouzi 8, Yusra 3, and Adam 7-months). After attending a career fair Duncan Aviation sponsored for refugees in the Lincoln area, he submitted an application to work in CSR (Central Shipping & Receiving).

There's no snow in Sudan, so after moving to the United States, Yousif had to learn to drive in the snow. That skill helps him in his position as a Parts Runner at Duncan Aviation.

"I enjoy going to the different departments and buildings around the company," says Yousif. "It's a great way to learn about the company and meet people, and I'm never bored!"

In August, Yousif will start school so he can learn computers. He loves working at Duncan Aviation and would like to learn more skills so he can advance the career he started here. 🇺🇸



# SCHOLARSHIPS AND INTERNSHIPS ENCOURAGE NEXT GENERATION



JOSHUA MERTENS AND MIKE MERTENS

More than 20 years ago, the Duncan Family Trust set aside funding for the Karen K. Duncan scholarship. This program awarded scholarships to the children of Duncan Aviation team members for use toward a post-secondary education. It was important to not only fund the scholarship program but also have objective sets of eyes evaluating the applications and essays.

“We are a family-owned company, and our employees are our family,” says Connie Duncan, member of the Duncan Aviation Board of Directors. “That’s why we believe an investment in our employees’ children is so important. The cost of higher education is a real problem. If we can help our families offset the cost of a good education, then it is our duty to be there for them.”

As many as 20 scholarships are awarded each year to dependents of full-time Duncan Aviation employees. Students receive up to \$4,000 for their college education, which is \$1000 per semester for up to two years.

In 2000, when Peter (Pete) Ginocchio retired after 40 years in aviation, he joined Duncan Aviation’s CAB (Customer Advisory Board). Toward the end of his term, Pete was asked if he’d be willing to help evaluate those scholarship applications. He joined two other

20 YEARS

302 STUDENTS

\$1,712,000 AWARDED

long-time Duncan Aviation customers on the scholarship board: John Gibson and Gary Hay.

The scholarship evaluation committee selects students based on their academic achievement, leadership qualities, citizenship, career goals, and extra-curricular activities. They must also submit an essay, and Pete is a member of the team that reads and evaluates the content.

“I get such a lift and an improved outlook on life from reading the kids’ application essays,” says Pete. “My faith in the future has been restored by reading them. It’s heartbreaking that we can’t award scholarships to every applicant because their stories are all so compelling.”

In the 20 years that the Karen K. Duncan scholarship has been offered, 302 students have been awarded more than \$1,712,000.

## Introducing Aviation

One of the Karen K. Duncan scholarship recipients, Joshua Mertens, is the son of Mike Mertens, Manager of Regulatory Compliance. Although Mike had tried in vain for years to get

Joshua interested in aviation, that all changed when Duncan Aviation Senior Captain Harry Barr took Joshua up on a test flight in an Eagle 3 helicopter.

“From that moment on, I was hooked on flying and determined to become a pilot,” says Joshua. “I wasn’t quite sure how aviation would fit into my future, but I was ready to find out more about it.”

As it turned out, flying plays a fairly significant role. Joshua

worked as an intern at Duncan Aviation while he was in school, and that introduced him to the maintenance side of aviation. Joshua credits his supervisor, Allen Sward, with pointing out the interesting,

intriguing parts of maintenance.

“Every single day, there was something new to learn or be challenged by,” says Joshua.

He’s now 23 years old, and he’s on leave from his full-time Technician Helper job at Duncan Aviation to attend the United States Army Flight School in Fort Rucker, Alabama.

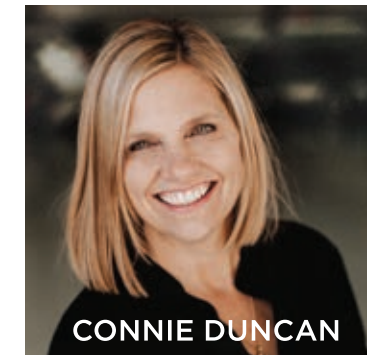
“I’m on active assignment with the Nebraska Army National Guard at Flight School,” says Joshua.

“I just completed the primary phase of flying and am now in basic instruments. My short-term goal is to finish flight school, get my commercial rotor wing rating, and build flight hours.”

Joshua’s long-term goals include finishing his A&P certification and getting his fixed-wing ratings. Although he didn’t end up finishing the degree he had originally planned upon heading off to college, he knows he’s headed in the right direction now and credits his experiences at Duncan Aviation with helping solidify that vision.

Joshua’s grandfather Jerald Mertens was a fighter pilot in the US Air Force. After serving, he flew as a commercial pilot for many years, and then he spent the remainder of his career with the FAA. His father Mike is a single-engine VFR pilot and has 600 hours of flying twin-engine turbo-powered aircraft from the famine relief he flew in Mozambique, Africa. Joshua will be the third generation of Mertens’ men to get his wings.

“Duncan Aviation not only introduced me to flying, it has now given me a leave of absence to go to flight school,” says Joshua. “There is simply nothing like flying. It’s awesome! I’ve jumped out of airplanes, but there is nothing like going from the ground into the air.”





Collaborative Effort  
*Brings Global Praise*



The phrase we're all in this together resonates with every team member who works on interior projects, particularly big interior renovations. A Global that was recently completed at Duncan Aviation's Lincoln, Nebraska, facility is one such project. Whether they're on the floor, in the shops, at the design center, or in the sales offices, every team member who has a role on a job like this watches with pride as the completed aircraft is returned to service and flies home.

"This was definitely one of the top three interiors I've worked on in my 12 years at Duncan Aviation. It was truly a collaborative effort among many teams to complete this clean, classy interior," says Cabinet Shop Crew Leader Nick Dahlberg.

### *New Customer*

Prior to buying the aircraft, the new owner had selected Duncan Aviation for the pre-buy evaluation. Pleased with how the negotiations had gone, he then opted to have Duncan Aviation completely renovate the Global's interior. With drawings from a firm in the United Kingdom, the teams involved in this project came together to take the plans from conceptual designs to an actual interior.

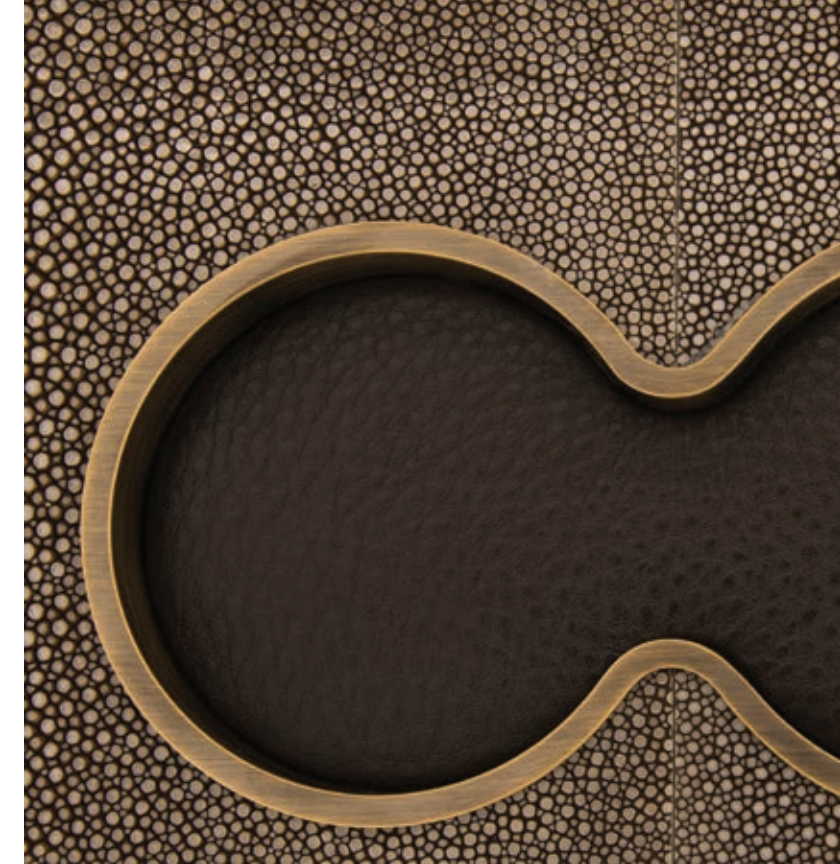
"Although the designs came from an outside firm, the entire project was spearheaded and facilitated by Senior Lead Designer Mary Lee," says Senior Sales Rep for Completions & Modifications Matt Spain. "If not for her efforts and guidance, this project would not have happened. The designer had worked on green aircraft but had never done a retrofit modification. Mary guided him and his team through the entire complex process."

In addition to the guidance provided by Mary Lee, the Duncan Aviation Cabinet, Interior, and Fabrication shops had to find ways to create the unique design features using materials that are certified for use in an aircraft.

### *Ambience*

Controlling light lets passengers sleep when they want to or work when they need to, regardless of the time of day. The dimmable shades on this Global have no moving parts, making them durable and easy to control; once they're energized, they darken to block the outside light or prevent glare in the cabin.

The rear bulkhead was outlined with a veneer band, and the panels were fitted into the band. The





panel on the far left was painted with a process known as hydro dipping to create a hydrograph finish with a Crushed Oyster pattern. The process involves lying film across a bed of hot water, laying the panel into that so the pattern adheres to the panel, and applying a top coat to protect the finish.

The other panel was also hydro dipped and our Cabinet Shop slipped a film insert between the two layers of polycarbonate. The film dims and turns opaque when energized, providing the aft cabin privacy and darkness when needed.

### Details

A design that forms a starburst when the door on the mid-cabin bulkhead closes is the visual centerpiece of the Global's new interior. In order to meet the designer's specifications, the teams from the Cabinet, Interior, and Fabrication Shops had to figure out a way to create the intricate design without exceeding weight restrictions.

"Typically crafted from aluminum, the Starburst inlay would have been far too heavy if made of all metal, so we collaborated and created polycarbonate strips that our CNC Shop made," says Nick.

"The strips, with domed tops and rounded ends, were then set into the door and matched to those inlaid in the bulkhead divider so the Starburst design aligns perfectly when the door is closed."

Matt Spain said the Global was full of unique features, including a French-stitched seam above and below every window panel.

"These eye-pleasing details also pick up the stitching in the seats," says Matt. "The seats, made of hair hide and perforated leather, really show off the talents and abilities of our teams in the Upholstery Shop."

### Stainless Steps

"The polished aluminum steps with black tread were designed, approved, and installed by Duncan Aviation," says Matt. "The steps are the first things passengers notice as they approach the aircraft, and they perfectly complement the clean, eye-popping contemporary designs in the interior of this striking Global." 🇺🇸



"The seats, made of hair and perforated leather, really show off the talents and abilities of our teams in the Upholstery Shop."

Dimmable  
Shades





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

# News & Tech Updates



## Lincoln FBO Receives IS-BAH Stage I Accreditation

Our Lincoln, Nebraska, FBO facility is the first large MRO to have gained the IS-BAH (International Standard for Business Aircraft Handling) Stage I accreditation. IS-BAH, developed by the IBAC (International Business Aviation Council) and the NATA (National Air Transportation Association), is a set of global industry best practices for business aviation ground handlers that features at its core an SMS (Safety Management System).

We also offer line services at our facilities in Battle Creek and Kalamazoo, Michigan. IS-BAH accreditation at those locations has begun and is expected by the end of the year. In addition, as Duncan Aviation's Provo, Utah, location is expanded, that location will begin offering line services. The line team there will use the same processes and procedures as the rest of the enterprise and is expected to receive accreditation within its first year of operation. 📄



## Customers Are Riding the JetWave

We have been busy installing a number of Honeywell Aerospace JetWave hardware systems, allowing customers who fly globally to connect to Inmarsat's GX (Global Xpress) Ka-band, high-speed broadband service, Jet ConneX.

We have performed installations in Bombardier Global Express, Dassault Falcon 2000EX, Dassault Falcon 7X, Gulfstream G550, and Gulfstream GIV aircraft. As a Honeywell JetWave Center of Excellence, Duncan Aviation is able to install the system at several of its Satellites as well as its MRO facilities. 📄

## SmartSky Collaboration On 4G LTE Equipment

Duncan Aviation is pleased to have partnered with SmartSky Networks as the company launches its new 4G LTE-based inflight connectivity network. The air-to-ground (ATG) network delivers a true office-in-the-sky environment with unprecedented speed, reliability, and security. With low latency and high bandwidth, passengers will enjoy the same connectivity capabilities they do on the ground: streaming video, chatting, texting, playing games, and video conferencing.

Working with SmartSky Networks, Duncan Aviation's Engineering & Certification department helped develop the first Supplemental Type Certificate (STC) for a Cessna Citation Excel. We will also be working with SmartSky on exclusive STCs for the following aircraft: Bombardier Challenger 604/605/650, Bombardier Challenger 300/350, Dassault Falcon 2000 (all variants), Dassault Falcon 900 (all variants), and Bombardier Learjet 40/45/75. 📄



BACKED BY  
*2,223 Experts*



Through its broad network of full-service MRO facilities, avionics satellite shops, and engine rapid response dispatch locations, Duncan Aviation is FAA-authorized to work on 10 makes and nearly 100 models of business aircraft. Accessing our expertise is easy. A Duncan Aviation team is no more than 150 nm from the top 100 busiest business jet airports in the United States.



### Industry First Media Input Panel Installed

We are pleased to have installed an industry-first Rosen Aviation MIP (Media Input Panel) in a Falcon 2000. The panel lets passengers plug in an HDMI (High-Definition Multimedia Input) device, such as an Apple TV, ROKU, Chromecast or Blu-Ray Disc Player, into the high definition input port to view HD content on a Rosen Aviation HD/Smart Monitor. The MIP also allows for input from a USB device to view HD content on new Rosen Aviation Smart Monitors and because it is designed for legacy aircraft with classic CMSes (Cabin Management Systems), it converts digital audio output for use on older analog equipment. 📺

### Gogo ST 4300 STC for Challenger Aircraft

Recently, we partnered with Gogo Business Aviation to develop a new STC for installing the Gogo ST 4300 Iridium Satellite Telecommunication System configuration for FANS (Future Air Navigation Systems) 1/A+ in a Bombardier Challenger 605. This new STC includes Challenger 605 aircraft, serial numbers 5701 through 5990.

“This STC is designed for customers who have the Gogo Axxess II system installed in their aircraft. Although that system will be replaced, they will be able to keep Gogo Iridium and upgrade to the Rockwell Collins Proline 21 Advanced Avionics with FANS,” explains Avionics Sales Representative Justin Vena. “From the perspective of a customer who already has the Gogo Axxess II systems, adding the ST 4300 will integrate with existing Air-to-Ground (ATG) systems for broadband internet capability. Further, customers can continue to use existing handsets for their voice communications.” 📺



### Engine Program Engineer an Integral Part of Heavy Engine Work

Darren Waggoner, Engine Program Engineer, has had a positive impact on our turbine engine services department. Darren’s engine expertise spans several platforms including Honeywell, Pratt & Whitney, and GE, with 22 years of dedicated service to the Honeywell TFE731 engine. He is available to our engine technicians to consult and advise on the building of every Honeywell TFE731 during the CZI (Core Zone Inspection) process. His goal is to make sure each engine hits its performance parameters for the best possible results. He is setting up our build standards so every engine passes the test cell certification run the first time. 📺

### Florida’s Gulf Coast Region Gets Much Needed Aircraft Engine Support

Business aircraft operators along the Gulf Coast of Florida now have more convenient access to our mobile engine services that include AOG support, most scheduled and unscheduled



Darren Waggoner



events, as well as engine R&Rs. Duncan Aviation is expanding its presence there to meet the needs of operators in the region and those who fly there frequently.

To accomplish this, Warren Wiatrek, Rapid Response Team Leader, relocated from Lincoln to the Tampa area. For engine service and support along the Gulf Coast, contact Warren at +1 719.464.6426 or Andrew Arcuri, Rapid Response Assistant Manager, at +1 302.332.8391. 📺

### Tamarack Atlas Winglet Installations

Duncan Aviation recently completed two Tamarack Aerospace Atlas winglet installations on Cessna CitationJet aircraft. A CJ1 at Duncan Aviation for airframe inspections, paint and modifications also received a Tamarack Aerospace Active Winglet installation. We also completed winglet installation on a CJ3 in for a ProLine Fusion Flight Deck Upgrade.

In April, Duncan Aviation was named an authorized installer of the Atlas active winglets, adding Tamarack’s winglets to the list of winglet solutions available through Duncan Aviation. Over the last few years, Duncan Aviation has installed hundreds of winglets for Hawkers, Falcons and other airframes. 📺



### Duncan Aviation Opens Phoenix Aircraft Sales & Acquisitions Office

Duncan Aviation is pleased to announce that the company has opened an Aircraft Sales office in Phoenix, Arizona. Doug Kvassay, a longtime Aircraft Sales and Acquisitions Representative with the company, will be staffing the office.

Over the last two years, Duncan Aviation has also expanded its Aircraft Sales and Acquisitions services with new representatives and offices in Chicago and London. By having multiple Aircraft Sales offices around the world, Duncan Aviation’s Aircraft Sales and Acquisitions team can more quickly and more personally respond to client requirements and acquisition opportunities, which in many cases is critical to the success of a transaction.

Kvassay has been with Duncan Aviation for 30 years and comes from an aviation-oriented family. He holds a Master’s in Business Administration and started in aviation in 1980 working for an overseas Bombardier and Bell Helicopter distributor. He joined Duncan Aviation in 1988. His aviation experience and understanding provide him with a special ability to handle complex transactions.

To reach Doug, call him at 1.402.432.2371. 📺



### New Weather Radar System Capabilities

We recently invested in the test equipment and documentation required to facilitate repairs and overhauls for the Rockwell Collins Weather Radar System RTA 84X/85X

## Aircraft Listings

Our inventory is always changing. Visit [www.DuncanAviation.aero/aircraftsales](http://www.DuncanAviation.aero/aircraftsales) for more information on our current aircraft listings.



2003 Gulfstream 300, SN 1510



2001 Learjet 31A, SN 210




2002 Falcon 2000, SN 195




1997 Falcon 50EX, SN 258



2000 Hawker 800XP, SN 58459


(receiver/transmitter/antenna). By bringing these repair capabilities in-house, Duncan Aviation customers will, in most cases, experience a reduced turn time of 14 days. The company also offers a 12-month warranty and competitive AOG pricing. 

## Agreement With Héroux-Devtek

We were recently named a Héroux-Devtek Distributor, one of only five worldwide. This designation gives Duncan Aviation Component Services access to expanded repair and overhaul services, including repair, overhaul, and exchanges on Héroux-Devtek/ APPH landing gear actuation systems and components, like sequence valves, steering and airbrake jacks, and reversing valves found on Hawker 125 Series aircraft. 


## Supporting UAS Market

We recently expanded our initiatives to support the UAS (Unmanned Aircraft System) by signing an agreement with Robotic Skies. The Robotic Skies agreement is consistent with Duncan Aviation's efforts to focus on the need of larger unmanned airframes for maintenance and repair.

"We anticipate that as commercial unmanned systems increase in size and mission complexities, their support infrastructure will mirror what we see in manned aviation today. As a result, our existing corporate aviation customers, who will eventually add unmanned systems to their fleets, will look to us for repair and maintenance on those airframes," says Kevin Miesbach, Duncan Aviation Components Business Development Manager. "Our agreement with Robotic Skies will help us be prepared to meet that market demand as it develops." 


## Georgia Avionics Satellite Moves

Our Satellite Avionics Shop in Atlanta, Georgia, has moved into a new facility at the Hill Aircraft FBO (Fixed Base Operator). Manager Edduyn Pita and his crew of avionics technicians have moved into a newer, bigger hangar. Long-time Atlanta Satellite Shop customers need not worry about losing the convenience of the shop, as the new hangar is located on the same ramp as the previous shop and is less than two minutes from the satellite's old hangar.

The new address is: 3950 Aero Drive, Building 8R-7, Suite A, Atlanta, Georgia 30336. The shop's phone number is the same: +1 404.696.6525. 

## New Satellite in Bedford, MA

Duncan Aviation recently opened a Satellite Avionics Shop in Bedford, Massachusetts. The shop is located in the Jet Aviation hangar and has ramp access on the Laurence G Hanscom Field. It is a reasonable drive from downtown Boston, making it an attractive option for aircraft owners and operators headquartered in or visiting the area.


The new shop's address is: Duncan Aviation, c/o Jet Aviation Bedford, 380 Hanscom Dr, Suite W226 Hangar 1, Bedford, Massachusetts 01730. The phone number is +1 781.778.7128. 

## Parts Search and myDuncan Web Pages Available in Several Languages

Our parts search/capabilities and myDuncan website pages are now available in several different languages. Users can choose their language with a drop-down menu

accessed through the Translate menu option found on the upper-right toolbar. There, users can choose from Chinese, French, German, Portuguese or Spanish.

"Although English is considered the official language of aviation, we have many customers who are not native English speakers," says Keith Schell, Manager of Components Repairs and Parts & Rotables Sales. "This feature allows them to use our parts search and repair capabilities pages with more efficiency and, in some cases, better understanding."


In addition to the parts search and capabilities pages, Duncan Aviation's myDuncan project management and customer communication portal is also able to be translated. 

myDuncan.aero | [www.DuncanAviation.aero/parts/search](http://www.DuncanAviation.aero/parts/search)



## Participating in FAA Voluntary SMS Program

As a company with Part 145 repair station authority for many of its facilities, Duncan Aviation has been working closely with the FAA in the development of a SMS (Safety Management System) for all operations of its Lincoln, Nebraska, location. A Safety Management System refers to a set of formal processes and tools used to manage a structured safety program. Currently, no FAA regulation requires repair stations to have SMS, but the FAA offers a voluntary program that Duncan Aviation has been participating in for several months.

So far, the Duncan Aviation SMS team has completed a gap analysis, which looks at how current Duncan Aviation safety activities line up with 14 CFR part 5. They are now in the process of making minor modifications to some policies, adding a few new processes, clarifying the SMS processes and goals, and conducting training. The third and final step will include FAA design and demonstration audits. We anticipate the process will be completed in 2019. Once everything is verified and accepted by the FAA for our operations in Lincoln, we will move on to apply for SMS for our Battle Creek and Provo locations as well. In the meantime, we are implementing all the same processes at all of our locations. 



## 20 Students Earn Karen K. Duncan Scholarship

Supporting local communities is one of Duncan Aviation's core values. One way the company invests in its communities is through the children of its team members. For the last 20 years, Duncan Aviation has advanced the futures of students through the Karen K. Duncan Scholarship program.

All dependent children of full-time Duncan Aviation team members who are entering a two- or four-year college program or technical school in the fall of 2018 were eligible. Each scholarship winner will receive up to \$4,000 for his or her college education—\$1,000 a semester for up to two years.

An independent committee reviewed applicants' essays and assigned point values to them. Students also earned points for academic achievement, leadership, citizenship, career goals and extracurricular activities.

The following students from local communities received the 2018 scholarships that together could total up to \$80,000:

Sara Broad of Lincoln, Nebraska

Sarah Brown from Seward, Nebraska

William Henry from Battle Creek, Michigan

Myles Michael Hoenes from Battle Creek, Michigan  
 Samuel Hupp of Lincoln, Nebraska  
 Mariah Kitchen of Lincoln, Nebraska  
 Daniel Robert Koshar of Lawrence, Michigan  
 Sydni Kunc from DeWitt, Nebraska  
 Autumn Loga from Bee, Nebraska  
 Logan Stewart Massey of Lincoln, Nebraska  
 Melanie McIntyre of Bellevue, Michigan  
 Carson J. Neff from Battle Creek, Michigan  
 Joseph Nguyen of Lincoln, Nebraska  
 Rachel Nichols of Grand Rapids, Michigan  
 Anna O’Keefe of Tekonsha, Michigan  
 Jake Prochaska of Seward, Nebraska  
 Alice Richter of Elmwood, Nebraska  
 Benjamin Rathjen from Hickman, Nebraska  
 Wesley Steward from Bennet, Nebraska  
 Isabelle Van Kirk from Ashland, Nebraska



BTL Scholarship Ceremony



LNK Scholarship Ceremony

### A&P Students Could Win A Snap-On Toolbox

We are giving aviation maintenance students a chance to win a Snap-on Master Series 13-drawer roll cabinet. The toolbox is valued at \$10,000 and aviation maintenance students who visit Duncan Aviation’s booth at on-campus career and recruitment events this fall are encouraged to enter the drawing. One potential winner will be drawn from each event. A final winner will then be drawn in early 2019 at an opening event for Duncan Aviation’s first expansion maintenance hangar at its Provo, Utah, facility. You can see the toolbox here, <https://youtu.be/w3--R7L6ncg>.

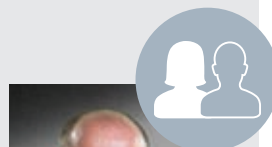
### New Sales Managers

Alan Monk is now the Airframe Sales Manager and George Bajo is the Modifications Sales Manager for our Battle Creek location.

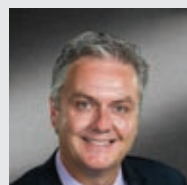
George, who has most recently been the Team Leader for the Avionics and Completions team, and Alan, who was the Team Leader for Hawker and Falcon airframe services, are now responsible for managing and overseeing the Sales Teams in Battle Creek. The two will work closely with their counterparts at the Lincoln facility, Nate Klenke and Ryan Huss, to coordinate sales activities for Duncan Aviation at all of its locations.

### Brad Sides Joins Airframe Service Sales Team

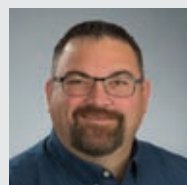
Brad Sides is our newest Airframe Service Sales Rep in Lincoln. In his new position, Brad will assist Falcon airframe operators in planning for large airframe maintenance events, providing detailed technical quotes, answering their service and capability questions, and scheduling in their maintenance visits.



Alan Monk



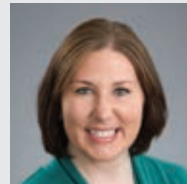
George Bajo



Brad Sides



Kasey Harwick



Jamie Harder



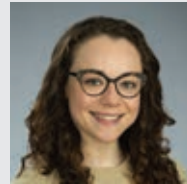
Dave Thompson



John Spellmeyer



Tim Kelly



Leah Lenardic



Rebekah Williams

### Kasey Harwick Named Vice President of Maintenance

Kasey Harwick has been named the Vice President of Maintenance at our Battle Creek, Michigan, facility. In this role, Kasey will continue to manage the airframe shops and oversee the engine and accessory departments in Battle Creek.

### Jamie Harder Named Vice President and CFO

Former Controller Jamie Harder has assumed the roles of Vice President and CFO and joined Duncan Aviation’s Senior Management Team. In her new roles, Jamie will provide leadership for the Accounting Department and the Credit, Information Technology, Materials, and Treasury Services.

### Provo Has New Gulfstream/Embraer and Falcon Team Leaders

Enrique Marquez is the new Gulfstream/Embraer Airframe Team Leader for Duncan Aviation’s Provo location. With 36 years of aviation experience, Enrique will be instrumental in establishing the critical resources required to successfully service large Gulfstream/Embraer projects in the new Provo hangars.

Dave Thompson is the team leader for the first dedicated Falcon team at the Provo facility. Dave will lead efforts to build the team and gather the necessary tooling and ground-support equipment over the next several months to make sure the team is set for all models and worksopes in the Falcon product line. In October 2018, he and his family will relocate to the facility in Provo where he’ll continue his 24-year career with Duncan Aviation.

### New Regional Avionics Sales Managers

John Spellmeyer and Tim Kelly recently joined Duncan Aviation as Regional Avionics Sales Managers. John will rely on his extensive knowledge and 40 years of aviation experience to help support Duncan Aviation’s customers in the western United States. Tim will rely on his extensive knowledge and more than 30 years of aviation experience to help support Duncan Aviation’s customers in the eastern US.

### Aircraft Sales & Acquisitions Team Growth

Leah Lenardic and Rebekah Williams recently joined our Aircraft Sales and Acquisitions team. Leah brings more than 15 years of aviation experience and Rebekah has spent nearly five years in the industry. With these additions, we look to provide even better support for clients and bring a new dynamic approach to our aircraft transaction services.

Stay Up-to-Date, Visit [www.DuncanAviation.aero/news](http://www.DuncanAviation.aero/news)