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# NEXT GEN AWARDS



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### COVER STORY

# NEXTGEN

## 40 UNDER 40 AWARDS

To recognize the Next Generation of aircraft maintenance professionals, *Aircraft Maintenance Technology* is honoring this year's AMT Next Gen Award winners. These men and women go above and beyond in their careers and are an example of what the industry needs to keep the world flying

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## A LOOK BACK AT 2016

**A**ircraft Maintenance Technology (AMT) Magazine continued on its flight path of being the premier print and digital publication that covers all the segments of our industry for all the dedicated people who keep the world's aircraft flying safely each and every day. Our tag line is simple but says it all; Management, Operations, Insight. We provide over 40,000 subscribers with a variety of topics from business, industry outlook, technical, and safety related content, to industry insights from our regular columnists. 2016 was a great year for AMT; here are just a few highlights.

AMT and its official website AviationPros.com both received international recognition as nominees for the 2016 Aerospace Media Awards. Nominations came from around the world and all of us here at AMT are extremely proud of having made the short list for this prestigious recognition.

Our company continued to refine and invest in digital offerings for our readers and those advertisers who want to reach sales prospects when they want and how they want. AviationPros.com is updated throughout the day with news, press releases, and product announcements, and is accessible from your office or work station computer, laptop, or mobile device.

The AMT Daily Newsletter which is formatted similar to AMT magazine provides you with current news and products from all segments of the industry. This newsletter continues to grow in popularity by both readers and advertisers reaching over 30,000 maintenance professionals. If you do not yet receive it you can subscribe on AviationPros.com.

AMT continued its relationship with notable industry organizations in order to provide you with current and relevant updates on any number of regulatory, educational and industry activities which affect your business and daily operation.

We fully integrated the former AMTSociety training offerings under the AMT Magazine name and have a solid program for these popular live and web-based training courses for technicians who use FAA accepted training as a basis of Inspection Authorization renewal.

This year we brought onboard a European correspondent to better serve the international aviation community and have covered more topics, companies, events and tradeshow outside of North America.

In this issue of AMT we proudly profile the winners of our second annual 40 Under 40 Next Gen Maintenance Professional Awards. This year we received double the number of nominees, and just like the coverage AMT provides, the winners were selected from all industry segments holding positions in a variety of different roles within aircraft maintenance.

What's ahead in 2017 you might ask? You'll have to wait a couple months and find out for yourself. One point is clear. The entire staff at AMT will continue to work tirelessly to provide our dedicated readers and advertising partners with the types of articles and offerings they enjoy, find valuable, and can count on.

Thanks for a great 2016,

Ron

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# ANOTHER 40 UNDER 40 TO WATCH

27-year-old Croatia Airlines has a fleet of 12, a technical training center, its own maintenance facility, and a long-term relationship with Lufthansa Technik, and still has room to grow

By Ronald Kuhlmann

**C**roatia Airlines (OU) fits well with the theme of this issue. Founded in 1989, it is 27 years old and its fleet numbers just 12 aircraft (i.e. 39), two A320s, four A319s, and six Dash 8-Q400s. But it bears the same kind of watching as others in the under 40 category as it owns and operates Croatia Airlines Technical Services, an MRO facility that in 2016 will complete its 200th third-party C-check.

For 25 years it has partnered with Lufthansa Technik and has operated its own heavy maintenance facility for the past 15 years. In addition, the unit does line maintenance at seven airports in Croatia as well as Sarajevo and Skopje, performing routine and ad-hoc maintenance at all locations.

#### DIVERSE CLIENT BASE

Its clients are a cross-section of European airlines as well as carriers from as far away as South America.

With a staff of 234, including the line station personnel, it offers heavy structural inspections and repairs, modifications, landing gear replacement, engine replacement, no damage history (NDH) inspections, and cabin refurbishing and reconfiguring. To support these activities, it has the following shops: composite repair, paint restoration, sheet metal, interior repair, battery, and wheel.

The facility consists of three maintenance hangars with the oldest being a former German structure dating to the post-war period, the second constructed in 2008, and the third, an inflatable structure of Croatian design that was added in 2015. Croatia Airlines owns all the land on which the facility operates at Zagreb airport and therefore has the ability and intention to extend the recently added third hangar and construct yet a fourth hangar in the medium term. Additional structures house the

**AN ATR** undergoes heavy maintenance in one of the three maintenance hangars available.

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## COMMERCIAL MRO



**TOP: THE** newest of the three maintenance hangars which can be extended to provide additional workspace.

**BOTTOM LEFT:** Seats await reinstallation.

**BOTTOM RIGHT:** The MRO, with plenty of space for future expansion, borders the new ZAG terminal under construction. It will have more capacity than all present Croatian airports combined.

aforementioned shops. It does not engage in engine maintenance — that is done by a foreign partner.

It has no long-term contracts but the facility is fully booked each year during the winter season, from October to April with both its own and third-party work. During the high summer season many of the staff are on holiday and in advanced training. Others are deployed to Croatian coastal airports to deal with the vastly increased demand for line maintenance. During the summer over 100 airlines, scheduled and charter, bring vacationers to the nation's Adriatic coast and few staff balk at the opportunity to be temporarily reassigned to these seaside locations.

### AND A SCHOOL

It has also established a technical training center that provides a range of courses in both basic maintenance and refresher courses, delivered according to EASA Part 66/Part 147 requirements. The first class graduated in 2015 and the center has begun accepting foreign participants as well. With the global growth of aviation and the increased need for qualified staff, the center helps to meet the demand for both its own staff and those who will move to other providers.

The fourth component of the group is an engineering services unit that offers an assortment of technical and logistic services.

### CONTENT WITH THEIR MISSION

Despite the group's success, it intends to stay within the business parameters that have been established: base and line maintenance. It has no desire to add an engine group as the current arrangement with Lufthansa works well and is cost effective. Nor does it plan to move into avionics. As it grows, it would like to add additional workshops and expand the materials department. Being a major regional player adds significantly to the bottom line at Croatia Airlines and makes this under-40 unit worth watching. **AMT**



**RON KUHLMANN** has spent his entire life in the aviation industry. Beginning with a 30-year career at Swissair, he moved to an aviation consulting firm which eventually was absorbed by Unisys Transportation. He has written for numerous aviation publications and has been a speaker at industry events, including being the keynote speaker for Lufthansa Systems'

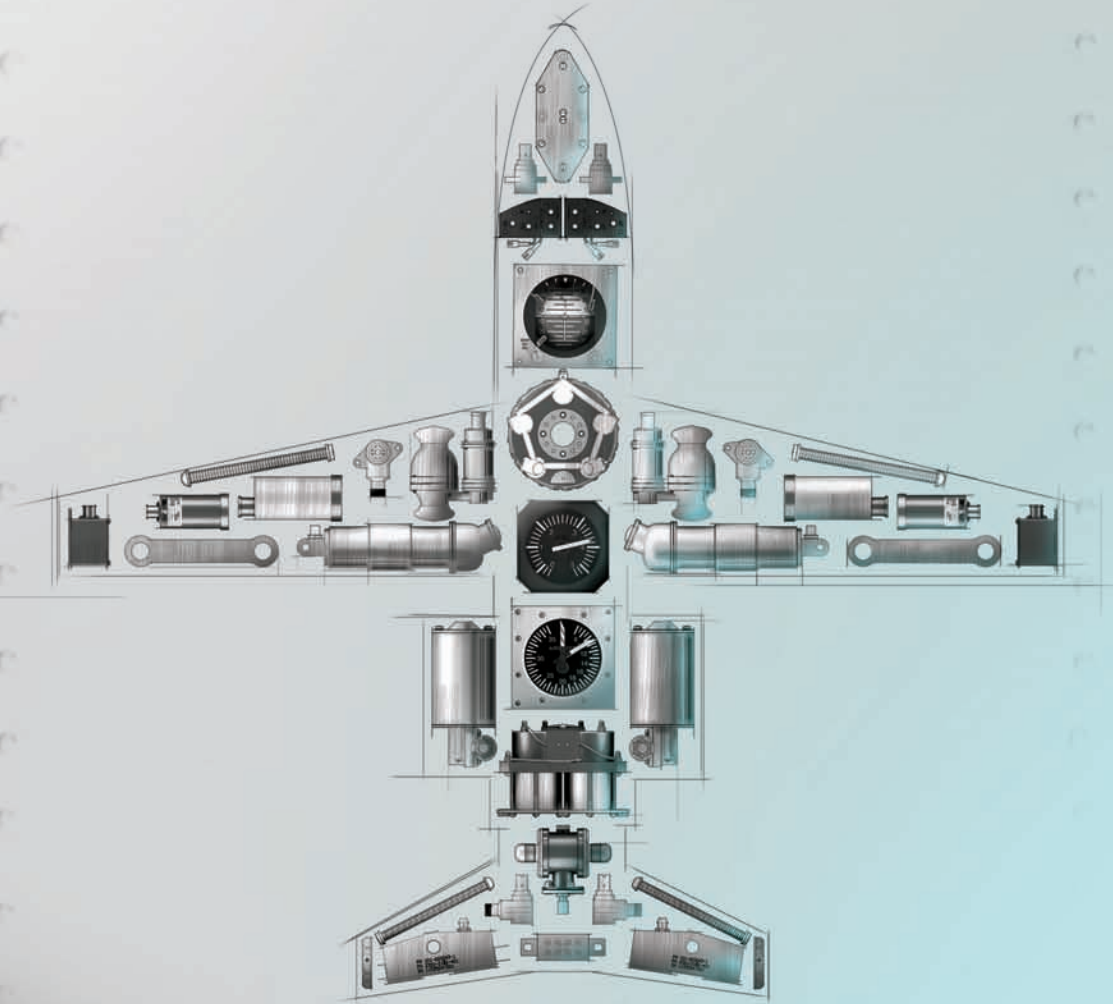
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# HERE COMES AN FAA MAINTENANCE FATIGUE ADVISORY CIRCULAR

By Dr. Bill Johnson

**B**y press time of this article a new AC (Maintenance Fatigue Risk Management) may be published. Of course, that is an iffy prediction since dotting the last i and crossing the last t is always tedious/time-consuming. In any case, the document is three plus years in production and has completed all review processes. It's time to promote the document. It is not likely to change from the information described herein. This summary offers checklists (sparing readers the scientific references and details) that are derived from the AC.

## DON'T WORRY, BE HAPPY

Often an Advisory Circular (AC) is published in conjunction with a rule. That is not the case with this AC. There is no immediate plan for a new rule on maintenance fatigue.

All segments of the industry and the FAA know that worker fatigue is a potential hazard that can contribute to risk. That is true not only for aviation safety but also for every aspect of life. Fatigue can impact our thinking and our actions. This new AC, a one-stop collection of FAA maintenance fatigue information, is designed to provide education, advice, and access to other fatigue sources. Readers are likely to appreciate this information as a way to address issues that emerge from their safety management system (SMS). If you don't yet have a formal SMS, you likely have a reasonable idea if fatigue is a hazard in your organization. The information in the AC can help you. With no rule you can "take it or leave it."

## WHAT'S IN THE AC?

ACs all have a similar format with headings like Purpose, Related Documents, Background, Critical Issues, Definitions, and More. This AC also has sections titled "How to Reduce Fatigue-Related Error" and "How to Minimize the Impact of Fatigue Related Error." The purposes stated at the start is to:

1. Describe basic concepts of fatigue and fatigue risk management (FRM)
2. Describe benefits and how to implement FRM

The AC is more like a fatigue information source than a specific step-by-step means to comply with a rule. The authors tried to keep it straightforward, although the scientific facts are sourced.

## SPECIFIC INFORMATION

The definitions section of the AC has a lot of details including the signs of fatigue (see AC, page 8, Figure 1) which include physical, emotional, and mental signs.

A few operational results of fatigue include: impaired judgment and decision making, impaired communication skills, decreased attention span and memory, irritability, slower reaction times, and increased risk taking.

Chronic fatigue not only affects performance at work but also can impact personal health that includes: heart disease and high blood pressure; depression, anxiety, and stress; gastrointestinal disorders (peptic ulcers, indigestion, heartburn, upset stomach, etc.); overeating; risk for higher alcohol consumption and drug use, and a lower sense of well-being.

## A SHARED RESPONSIBILITY

There is not a grave need for government regulations for you to acknowledge what you already know. Individuals and companies can cooperate to address fatigue hazards, at little or no cost. In many cases companies and individuals know when they are creating fatigue-related risk, but are very good at rationalizing the actions/inactions. This AC does not suggest radical changes. Small changes can add up to significant improvements. Here are individual and company actions that affect fatigue hazards.

Factors primarily under control of the individual include:

- Amount of sleep over the past three days (average of 8 hours/day?) or quality of sleep conditions
- Continuous hours awake (risk increases after 16 hours)
- Medical or personal issues that affect restorative sleep (make up time for extended hours awake)



**DR. WILLIAM B. JOHNSON**

is the FAA Chief Scientific and Technical Advisor for Human Factors in Aircraft Maintenance Systems. His comments are based on nearly 50 years of combined experience as a pilot/mechanic, an airline engineering and MRO consultant, a professor, and an FAA scientific executive.



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## THE BOTTOM LINE — HOW TO MANAGE FATIGUE RISK

While the AC is full of facts and figures the document begs the question, What can we do about it? The personal and corporate lists mentioned provide guidance but here is more.

**Fatigue Alertness Training** — This solution is listed first because it has been repeatedly proven to be of high value. There are a lot of fatigue awareness training products on the market. FAA's web-based fatigue awareness training is the best and most widely used. An estimated 100,000 aviators have taken the two-hour course and passed the end-of-course test, since 2011. It is available at [www.faasafety.gov](http://www.faasafety.gov). It is complemented by FAA's 20-minute video on maintenance fatigue.

When workers and managers have knowledge about fatigue it can foster communication and peer cooperation to identify and mitigate fatigue-related challenges.

**Hours of Service (HOS) Limits** — FAA has an HOS regulation in CFR 14, 121.377. For all practical purposes it is without practical value for safety. The AC does not specify maximum daily hours or continuous days. It does suggest "progress restrictions" (page 17). For example, after a worker has been on duty for 12 hours (day shift), or eight hours (night shift), or has already more than 60 hours in a seven-day period, then they should be considered at fatigue risk. That could limit the kind of tasks they perform without double inspection. They should not be allowed to conduct critical tasks, like rigging of flight controls, etc. There are many variables in conditions and tasks; organizations must decide what works best for them. Organizations and individuals should establish and follow their own rules. That is fatigue risk management!

**Scientific Scheduling** — There are plenty of scheduling software packages available. There is a considerable learning curve to master the scheduling software. It is usually well worth the investment to

assign an internal individual or small group to this task. Get them properly trained in order to maximize the effectiveness of the product. If you make the decision to hire a scheduling consultant be aware that such commitments are often longer and more expensive than originally expected. Besides, your own internal experts know the subtleties of the organization, thus increasing the fit between the solution and the company.

**Napping Strategies** — Naps have been proven helpful for pilots, air traffic controllers, truck drivers, and many other occupations. This author is unaware of formal scientific napping studies in the aviation maintenance environment. However, it is certainly reasonable to generalize among humans. At a minimum, consider creating an environment that is conducive to a nap. That might be a quiet room with low light and comfortable chairs. Workers could take 20- to 30-minute naps, during breaks or lunch. Start small and see if there is an impact on workers. Again, that is another step in managing fatigue.

**Excused Absences** — Working fatigued is like working sick. Calling in sick should be considered like any other sick leave. Extensive sick leave should trigger a required visit to a sleep specialist. Sleep apnea is one example of a common medical condition that can be corrected.

**Event Investigations** — When something goes wrong be sure to conduct sufficient root cause analysis to see if fatigue was a contributing factor. For starters, look at previous sleep duration/quality, time awake, and time of day.

**Modifying Job Demands** — Aircraft fly during the day and are commonly maintained at night. The midnight shift is a reality of a 7x24 industry. Fatigue is one of the hazards of night work. Task scheduling, workplace design, supervision, and inspection practices are all partial remedies to address the risk of fatigue. That is fatigue management.

- Not taking advantage of all opportunities to sleep (like 20-minute naps)

Factors primarily under control of the company include:

- Start time and shift duration
- Acknowledging work and life schedule changes (like newborn baby and family situations)
- Sub-optimal shift rotations (rotate in direction of clock)
- Routine schedules
- Adjusting for midnight shift work
- Adjusting for travel and radical time-zone change (aka, jet lag)
- Repetitive and routine tasks
- Continuous sub-optimal conditions like staffing levels; insufficient breaks (including proper nutritional options), lighting, sound levels, extreme temperatures, and more.

### BENEFITS OF MANAGING FATIGUE

The author has reported, repeatedly, in FAA reports and *AMT* articles (See October 2012, July 2013, and September 2014), that worker fatigue is always identified in the top three maintenance human factors risks. When companies apply proper root cause

analysis, fatigue is often a significant contributing factor. For example, the night shift taxied an aircraft off the runway into the mud. It was a poor decision, they were not adhering to the procedures, and they were complacent. Oh, by the way, they had been on duty for 13 hours and worked all night. That is fatigue! Such fatigue-related behavior and consequence can be managed. The benefits are high and include:

- Reduced number/severity of injuries
- Reduce worker illness
- Improved morale
- Reduced ground damage and rework
- Increased sleep quantity and quality
- Improved quality of life (As reported by flight crews after Part 117 Crew Fatigue rule enactment)

This article summarizes the 25-page document. Companies should make the AC required reading for managers. Talk about the recommendations. Celebrate that this is merely advisory material and not a rule. Set up reasonable policies that start your fatigue risk management system. For further information go to [www.humanfactorsinfo.com](http://www.humanfactorsinfo.com). Sleep well. **AMT**



“When choosing a facility for major MRO work, I always look for recommendations from fellow members of the aviation community. Prior to working with Elliott Aviation, I heard great things about their quality and commitment to stand behind their work. Our first major project involved a total overhaul of our King Air for a Phase 1 through 4, Garmin G1000, Blackhawk engines and a complete customized paint and interior refurbishment. That project being completed on budget and ahead of schedule made the decision easy to bring our Falcon to Elliott for complete paint and interior. Throughout the process, the paint and interior design was incredible, the project management was exceptional and the final product was flawless. When we work with Elliott, we are not just a customer we feel like we are part of their family.”

**Brendan Goss**  
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# IT'S THE EXPERIENCE

Computers and designers can't recognize the unplannable nor predict the unexpected; these skills are instilled in technicians through practice

By Stephen Carbone

I saw a TV ad the other day; a father driving his teenage daughter to school, talking to her in the mirror. Suddenly a car bolts around him on the left side; it veers in front, cutting him off with barely a car-length to spare before stopping short. The father's car automatically slams on the brakes. He looks in wonder, saying, "Wow (referring to the computer's brake application), it really can do that." The car saved the day. Look how it recognized the threat. It understood Daddy was too preoccupied to identify the danger and acted in their best interests — stopping the vehicle.

It was the scariest commercial I ever saw.

We've done it; we've glorified incompetence. Automobile manufacturers are selling cars that allow us to ignore the most mundane driving skill — knowing your surroundings. This Dad of the future wasn't texting or talking on his cell — dangerous habits, to be sure — but casually driving, obviously unaware, no ... oblivious, to the fact that Biff Tanner was driving nearby and was late for his date with a manure truck.

What is truly frightening about this ad? We're quick to condone complacency, deciding the problem isn't with the driver, but the vehicle; it hasn't assumed as much authority over us as we need it to. What if he was texting or tuning in a satellite station? Then

the viewer would have had no compassion for his stupidity. Throw in daughter, Tiffany and Dad has become overwhelmed with distracting input; a loving father who is bonding with his daughter is now sympathetic. His inferior driving skills are overlooked.

Complacency in the pre-digital days at times ended in tragedy. Three-man cockpit airliners had episodes where job familiarity and routine worked against the crews, breeding a false sense of security. To combat this, changes, e.g. more checklists and cockpit resource management, were devised to keep crews on their toes and question decisions. But rarely did another airliner sneak up, accomplishing an end run on unsuspecting pilots with three sets of eyes scanning the skies and instruments; the pilots were aware of their surroundings.

## HOW ARE TECHNICIANS DEALING WITH THE DIGITAL AGE?

What about us? How are technicians dealing with the Digital Age? I haven't pushed a roll-along toolbox in two decades, surrendering them to drive an investigator's desk. When I left, the digital aircraft were beginning to make the decisions, telling the mechanic where it hurt or what didn't feel right.

I recall one of my instructors at A&P U, Mister Little, first name: Chic, middle name: Ken. He gradu-



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ated the semester before I started. Every other day Mister Little would come to class with an 'I-know-something-you-don't-know' look on his face. He'd purse his lips, pausing for effect, before regurgitating something another instructor just told him.

I don't object to instructors borrowing stories from others who have better contacts or history. But I've seen design engineers who've never dealt in maintenance, presume to know more about fixing airplanes and designing maintenance-friendly aircraft.

The trials of troubleshooting teach us that some solutions don't come like the prize from a Cracker Jack box. Squawks sometimes make no sense and therefore the solutions are hard learned. In accident investigation, I never sought out the designer. I always went to the mechanic first; they knew the squeaks and groans of an aircraft that has seen some age, punched holes in the sky. The technician was experienced with the noises never heard on the assembly line.

The B777 was the first aircraft designed with a virtual mechanic crawling through the bowels of the jet or trying to remove a slat actuator. This recognition of technicians and their ergonomic trials was a great breakthrough in design. And with these developments, timeframes were conceived.

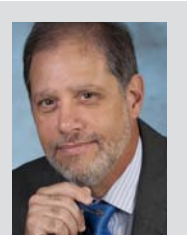
Any maintenance program that uses controls, e.g. task cards, has developed timeframes. Hours and minutes collected over numerous inspections across the years have been crunched, averaged, and scientifically broken down until the exact amount of time required to, e.g. replace an actuator or nose tire is calculated and tracked for planning purposes. A Part 121 or 135 operator's mechanics are expected to spit out a phase check in a predetermined amount of time. If you're a Part 145, the contract you make with a carrier to work on their aircraft hinges on if

you can match their times; it establishes whether your repair station loses money or makes money.

And just like Mister Little's class, it doesn't require a mechanic's experience to give a technician their job structure; one just needs to know how to design the original aircraft. There's no requirement for airframe and/or powerplant certificates, just how to design while removing the thought process from the entire job. For example, if it takes 2.0 hours to replace an actuator, no troubleshooting is required, the R&R has been planned out for you. If it doesn't fix the problem, ask the aircraft's computer what's next, either the aircraft or the manufacturer's engineers will tell you what to replace next. It's eerily reminiscent of the Zager and Evan's song, In the Year 2525, where, "you have nothing to do, because some machine is doing that for you." One can almost feel the nanites beginning to dull the logic centers, dissolving any conscious mechanic thought.

What makes us irreplaceable as technicians is our experience. We can feel the heat from a bypassing actuator; hear metal against metal in a jack-screw assembly; or sense low frequency vibrations alerting us to a main rotor's imbalance. Computers and designers can't recognize the unplannable nor predict the unexpected; these skills are instilled in us through practice. No matter how advanced the technology, we must never let this ability to troubleshoot — this talent born of experience — to atrophy.

The days of driverless cars, pilotless airliners, robot technicians, and sky routing made out of digital breadcrumbs are close at hand; indeed they're on the horizon or already being used. But I prefer to learn all there is about my vehicles, processing that information for future tasks. I'm not ready to surrender experience to complacency. **AMT**



**STEPHEN CARBONE** is an avid writer of aviation fiction; his first novel *Jet Blast* has appealed to mechanics, pilots, air traffic controllers, etc. by giving accurate depictions of the accident investigation process. A former airline mechanic, he has been involved in many aspects of commercial aviation and went on to investigate major aviation accidents for the NTSB. A member of ISASI, Stephen holds a Master's degree in systems safety from ERAU. His weekly blog can be found at: <http://jetblast.tateauthor.com>



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# THE THREE INGREDIENTS OF SERVICE

By ServiceElements, Christine Hill

WHEN PEOPLE THINK OF CUSTOMER SERVICE, THEY OFTEN think of the person who works behind a counter. They mistakenly think that it is only the person behind the customer service counter who serves the customers, when the reality is that everyone in the organization plays a role in serving customers.

Customer service is about the human dynamics and communication, and thus goes far beyond the technical aspects of an organization's product or service offerings. An organization cannot survive for long even if its product or service is the most unique and innovative offering on the market. In our world of globalization, technology, and international competitiveness, it becomes harder and harder to focus on technical product and service features if an organization wants to stand out.

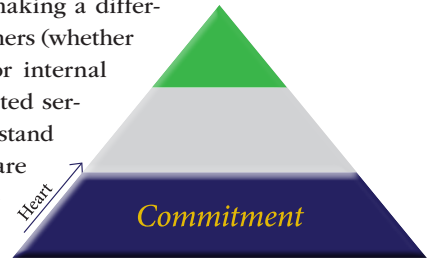
The real differentiator is people, because it is not easy to replace (or duplicate) people who understand and deliver excellent customer service on a consistent basis. Companies and the people who work within them can create a service culture by nurturing and growing three critical ingredients: commitment, attitude, and action. The presence of these three ingredients provides an environment where a service culture can grow. Commitment, attitude, and action are all required for a service culture and they correspond to the heart (commitment), attitude (mind), and action (body) of the service provider.

## SERVICE COMMITMENT

The meaning of commitment is to pledge or engage oneself. People who are committed to excellence in the service they provide have a clear understanding why their jobs are important, and how they are making a difference for their customers (whether they are external or internal customers). Committed service providers understand that whether they are the person interacting with the client or repairing an aircraft, their work has value, meaning, and essentially can help ensure that the customer will return time and again.

Commitment is an emotional connection to the work of an individual, and it is precisely that connection that directly links commitment to the heart. A heartfelt commitment to one's work will ensure that each task is completed with enthusiasm and in the process, exceptional and seamless customer service will be delivered. If it is understood that a service is being delivered instead of just a task, such as answering the phone, then work will no longer be an unending list of "to do's", but will become a source of gratification and provide a sense of accomplishment.

It is the above-mentioned heartfelt commitment that forms the foundation of any successful service culture. And it is that service culture that gives organizations a competitive advantage over their competition. A product or price advantage can easily be replicated in today's global economy and technologically innovative world. But a strong customer service culture and the people behind it can never be duplicated. A product can easily be back engineered and placed on the market. But it is the service-committed representative's genuine smile and warm "Hello" while building a relationship that ultimately makes the lasting differ-



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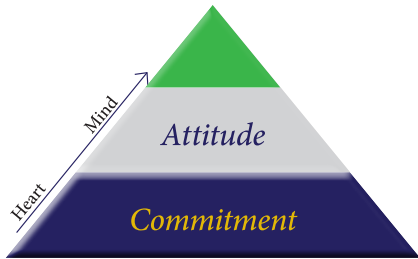
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ence. A team that consistently moves in the same direction with the same mission, under the umbrella of service commitment feels a profound sense of fulfillment and satisfaction by serving others. And it is precisely that unified team that every manager should strive to cultivate in an organization.

**SERVICE ATTITUDE**

When someone believes in what they do, it is not hard to get motivated. The reason behind the motivation could be as simple as being excited and eager to complete the task ahead, no matter how challenging it may seem to be. A strong commitment fuels a strong service attitude. And because attitudes are determined by the individual, service attitude is directly connected with the mind. The psychology of the mind is a vital factor in determining one's attitude and a positive attitude is



directly correlated to individual fulfillment, happiness, and health.

In service delivery, as in other areas of life, things do not always go as planned. Schedules change, people do not show up, traffic happens... But as Donald Porter, vice president of British Airways, once said, "Customers don't expect you to be perfect. They do expect you to fix things when they go wrong." A positive and upbeat attitude is indeed an essential factor when tackling those things that go wrong. Instead of focusing one's energy on the grim fact that something did not go as planned, a positive attitude will serve as a guide to the solution of how to go around the obstacle and, in the end, impress and please the client.

In today's global economy, mergers and acquisitions are also quite common. Companies acquire and merge with other

entities, departments may combine or separate, new management may be put in place. This can be quite stressful for management and employees as they wonder what may happen next or what

the new leadership will be like. One of the best pieces of advice in this situation is: "Keep a positive attitude." Focus on how to help and contribute to the two companies merging smoothly, instead of

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ServiceElements is a Phoenix-based firm specializing in people-development and customer service training for aviation professionals.

obsessing on the fact that things are changing. That simple shift in attitude can mean the difference between feeling a part of the new entity and being at odds with it.

Everyone has bad days and everyone hits traffic on the freeway, but everyone has the



free will to choose their own attitude about how they will deal with it. That little shift, in the end, can make all the difference.

**SERVICE ACTION**

Service Question: What do you call a person who is committed to a cause and has a great attitude but never gets around to taking the action to make things happen?

Answer: A. Unemployed, B. A philosopher, C. A procrastinator, or D. All or any of the above

The answer to the service question is “D. All or any of the above.” It is a common phenomenon, people with big dreams and plans. They are sold on the vision of a better life for themselves and others. They are infinitely positive, and just talking to them gets others excited. These are the people who want to start their own business, strive for the big promotion, or have a big plan for the future. They are emotionally committed and have that positive mental attitude. There is only one problem. Their hopes and dreams remain hopes and dreams because they never take any steps to move toward those hopes and dreams. There is no action. These are the people who are philosophers because they have all the answers and can tell everyone what to do even though they have not shown that they can do it themselves.

These are the people who have big plans — and they assure everyone that they will start tomorrow or next week, even though tomorrow or next week never seems to come. Action is associated with activity, with doing.

Service action is the third ingredient of service. Companies and the people who work within them can create a service culture by nurturing and growing these critical three ingredients: Service Commitment (heart), Service Attitude (mind), and Service Actions (body). **AMT**

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### HONEYWELL'S BUSINESS AVIATION FORECAST

The business aviation industry continues to face a slow near-term pace of orders due to a slow-growth economic environment across many global markets along with many political uncertainties, according to the 25th annual Global Business Aviation Outlook released by Honeywell. The Global Business Aviation Outlook forecasts up to 8,600 new business jet deliveries worth \$255 billion from 2016 to 2026, which represents a 6 to 7 percent reduction from the values noted in the 2015 forecast.

"We continue to see relatively slow economic growth projections in many mature business jet markets. While developed economies are generally faring better, commodities demand, foreign exchange and political uncertainties remain as concerns," says Brian Sill, president, Commercial Aviation, Honeywell Aerospace. "These factors continue to affect nearterm purchases, but the survey responses this year indicate there is improved interest in new aircraft acquisition in the medium term, particularly in the 2018-19 period."

For more information visit [www.aviationpros.com/12274535](http://www.aviationpros.com/12274535)

### TRU SIMULATION + TRAINING'S AVIATION MAINTENANCE TRAINING ACADEMY IS NOW EASA-CERTIFIED

TRU Simulation + Training's Aviation Maintenance Training Academy has received EASA Part 147 approval and is now able to train European-based maintenance technicians on the Beechcraft King Air 300 series courses. In addition, the center con-

tinues to expand its maintenance training capability with new maintenance and avionics programs being added rapidly.

Opened in November of 2015, TRU's Aviation Maintenance Training Academy is located on the Textron Aviation Mid-Continent campus in Wichita, KS. Aircraft technicians receive a combination of classroom instruction featuring 3-D modeling and animation and hands-on training on both maintenance task trainers and actual aircraft housed in the academy's adjacent 35,000-square-foot, climate-controlled hangar. Instruction is provided by individuals who not only are experienced in maintaining the type of aircraft they are teaching, but who also have direct interaction with the people who make the aircraft.

### AMT MAGAZINE LIVE IA REFRESHER TRAINING EVENTS

AMT Magazine has scheduled Inspection Authorization (IA) refresher training events for 2017. Registration is now open.

Each seminar meets the requirements contained in FAR 65.93(a)(4) for eight hours of FAA accepted Inspection Authorization (IA) renewal training.

#### Atlanta, GA, Friday Jan. 6, 2017

Hilton Garden Inn - Atlanta Airport, 2031 Sullivan Rd., College Park, GA 30337

#### Denver, CO, Friday, Jan. 20, 2017

The Summit Conference and Event Center, 411 Sable Blvd. N., Aurora, CO 80011

#### Kansas City, MO, Friday, Feb. 24, 2017

Holiday Inn KCI Airport and Expo Center, 11728 N.W. Ambassador Dr., Kansas City, MO 64153

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## BELL HELICOPTER EXPANDS CUSTOMER SUPPORT NETWORK IN CHINA

Zhenjiang Aerochine Aviation Limited, located in Zhenjiang City, Jiangsu Province,

has been announced as Bell Helicopter's newest authorized customer service facility (CSF).

Established in October 2015, Zhenjiang Aerochine Aviation Limited is a wholly

owned subsidiary of Aerochine Aviation Limited. Aerochine has a 5,200-square-foot facility offering non-specialized maintenance capabilities for Bell 407 aircraft. It is also a certified Part 145 repair station approved by the Civil Aviation Administration of China (CAAC).

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## SATCOM DIRECT TO ACQUIRE TRUENORTH AVIONICS

With the purchase of TrueNorth, SD significantly expands its ability to provide advanced communications systems for business aviation aircraft.

Founded in 2006, TrueNorth Avionics designs, develops, and manufactures satellite communications solutions for business jets and avionics OEMs. TrueNorth will become a business unit within the SD family of companies focused on advanced avionics development.



## WEST STAR'S MASTER PLAN FOR CHATTANOOGA EXPANSION

The expansion will consist of a new maintenance hangar with over 65,300 square feet incorporating 40,000 square feet of hangar and 25,300 square feet of office and support space. Additionally, the expansion will include a state-of-the-art paint facility with 41,519 square feet consisting of crossdraft prep bay, downdraft paint bay, office and support space. This expansion is set for completion during fourth quarter of 2017.

## PACIFIC AEROSPACE ANNOUNCES CHINESE MAINTENANCE PARTNER RELATIONSHIP

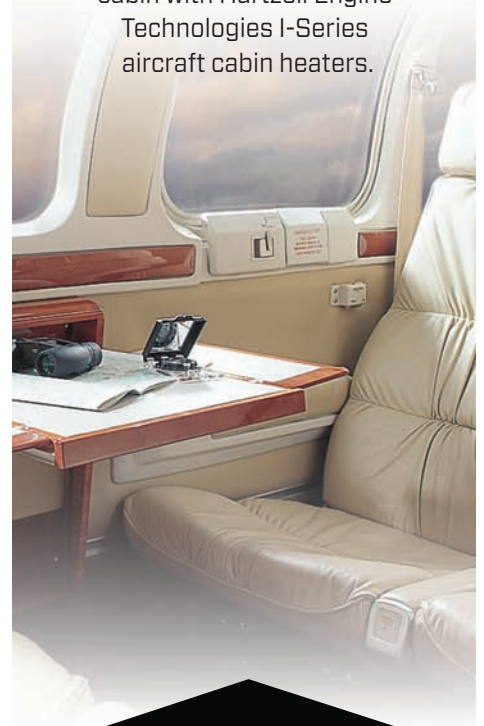
Utility aircraft maker Pacific Aerospace has taken the first step to providing China-wide maintenance support for the growing number of buyers of its world-leading extreme capability aircraft the P-750XL.

Pacific Aerospace will partner with Chinese company Chengdu Huatai Aviation

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Technology to develop engine and airframe maintenance capability, even in China's most remote locations, for the P-750XL, recognized as the world's most versatile utility aircraft.

The two companies signed a memorandum of understanding at Airshow China at Zhuhai in Guangdong, in November.

### **ATR FORESEES DEMAND FOR 300 NEW TURBOPROPS IN CHINA OVER NEXT TWO DECADES**

According to the July 2016 ATR Market Forecast, demand for new turboprops in China is expected to reach 300 units by 2035. ATR also anticipates that regional network development is the next big opportunity in China, with some 800 new regional routes expected to be created by turboprops over the next 20 years.

Of the 300 deliveries of new turboprops forecast within the next 20 years, 270 would be in the 61-80-seat segment and 30 in the 40-60-seat segment. Nearly 80 percent of the turboprops expected for delivery in China will be used to create new routes.

### **DALLAS AIRMOTIVE EXPANDS ASIA-PACIFIC REGION REPAIR CAPABILITIES**

Dallas Airmotive recently began offering additional engine support and services to business and general aviation operators in the Asia-Pacific region after receiving India's Directorate General of Civil Aviation (DGCA) and the FAA Repair Station approvals for its Singapore repair facility.

The Singapore facility provides approved hot section inspections and repairs on Pratt & Whitney Canada PT6A, PT6T and

PW100 engines and Honeywell 36-100/150 APUs, as well as major periodic inspections for the Honeywell TFE731. Additionally, the Singapore team provides line maintenance support for the GE CF34 and Honeywell RE100/220 APUs and borescope inspections for the Rolls-Royce TAY 611 and BR710 engines.

### **MARK JOHNSTONE APPOINTED PRESIDENT & COO OF BBA AVIATION GLOBAL ENGINE SERVICES**



Dallas Airmotive and H+S Aviation, BBA Aviation Global Engine Services (GES) companies, announce the recent appointment of Mark Johnstone as president and COO of

Global Engine Services. Johnstone joined BBA Aviation in 2008 as group corporate development director and has served as the chief financial officer of Signature Flight Support, managing director of APPH, as well as managing director of Flight Support EMEA prior to his appointment.

Johnstone plans to initially focus the engine repair and overhaul companies' efforts in two key areas: optimizing the GES cost base and renewing the focus on delivering an industry-leading customer experience.

### **EAA 'SPIRIT OF AVIATION' MOBILE EXPERIENCE DEBUTS AT NBAA**

The Experimental Aircraft Association is unveiling its new Spirit of Aviation mobile experience trailer as it brings EAA's mission and passion to aviation and non-aviation events throughout the country, with its debut at the National Business Aviation Association (NBAA) Business Aviation Convention & Exhibition in Orlando.

"We want to promote EAA, our passion for flight, and our mission of growing participation in aviation in a way that's fun and engaging," says Dave Chaimson, EAA's vice president of marketing and business development. "The Spirit of Aviation mobile



marketing unit brings EAA to life through immersive activities and virtual reality experiences, giving visitors a glimpse into the world of aviation, as well as inviting them to be part of EAA's dynamic, growing, and innovative member community."

Visitor experiences include flight time in two Redbird TD flight simulators, a "Welcome to EAA" 360-degree virtual reality video, and two hands-on EAA-branded activities: a sheet metal cookie cutter project sponsored by Aircraft Spruce & Specialty, and an FT Venture foam glider, sponsored by Flitetest.

**LIEBHERR-AEROSPACE EXTENDS ITS CENTER FOR LIAISON AND CUSTOMER SERVICE IN SHANGHAI**

The center has doubled its size to 3,700 m<sup>2</sup> (40,000 square feet).

It has added more maintenance, repair and overhaul capabilities, for example, the maintenance of bleed and air conditioning systems including air cycle machines. In addition, dynamic testing of ATA 21/36 components for Airbus single-aisle and long-range aircraft, Bombardier and Embraer aircraft as well as COMAC's ARJ21-700 will be offered. Liebherr-Aerospace China is also able to service ATA 27/29 components and Liebherr-Aerospace's OEM inventory is available for exchange as a rotatable pool asset.

The facility occupies three floors and features, alongside work benches, a storage area for piece parts and line replaceable units as well as areas with state-of-the-art equipment for planning, receiving, cleaning, rework, testing, inspection, and shipping.

**MTU MAINTENANCE ZHUHAI COMPLETES 2,000TH ENGINE SHOP VISIT**

MTU Maintenance Zhuhai, a 50/50 joint venture between Germany's leading engine manufacturer MTU Aero Engines and China Southern Air Holding Company, has completed its 2,000th engine shop visit, a V2500-A5 owned by China Southern Airlines.



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Set up just 15 years ago, MTU Maintenance Zhuhai has become China's largest maintenance shop and is well positioned to become the leading engine services provider in Asia. MTU Maintenance Zhuhai is the Chinese market leader and specialized in servicing the CFM56 and V2500 narrow-body engine families.

### GE AVIATION AND JVS RECEIVE \$3 BILLION PLUS IN ORDERS/ COMMITMENTS

GE Aviation and CFM International, a 50/50 joint company between GE and Safran Aircraft Engines, announced more than \$3 billion (USD) in orders and commitments at Zhuhai Air Show. The orders and commitments included more than 200 GE and CFM engines as well as agreements for TrueChoice suite of engine maintenance offerings.

CDB Leasing selected CFM LEAP-1A engines to power its first batch of next generation single aisle aircraft orders. The order is valued at \$1.26 billion U.S. at list price.

Xiamen Airlines signed an agreement to select GEnx-1B engine to power its additional six Boeing 787-9 Dreamliner aircraft. Xiamen Airlines also expanded a TrueChoice Material agreement for the new GEnx-1B fleet for the new and used material and advance repairs needed for engine MRO services. The engine order and TrueChoice Material agreement are valued at more than \$630 million (USD) at list price and over the life of the contract.

COMAC (Commercial Aircraft Corporation of China, Ltd.) held a signing ceremony with China Aerospace Leasing Co., Ltd. (CASLC)

for 20 firm and 20 options of ARJ21-700 aircraft powered by GE's CF34-10A engines. The engine order for the 20 firm aircraft is valued at \$155 million USD at list price.

China Southern signed a Memorandum of Understanding (MOU) with GE Aviation to select GE's GEnx-1B engines to power its 12 newly purchased and eight leased Boeing 787-9 Dreamliner aircraft. The engine order is valued at \$1.1 billion USD at list price.

### JSSI EXPANDS INTO AIRLINE MARKET

Jet Support Services Inc. (JSSI) has expanded its business into the regional airline market, enrolling three airlines year to date, including its launch customer, Denmark-based SUN-AIR and its fleet of Fairchild Dornier 328 Jets.

Neil Book, president, and CEO for JSSI commented, "Our move into the airline market is a natural progression. We are encouraged by the early results and are excited to deliver value to small and mid-size regional airlines that are looking for more service, cost savings, and support from their maintenance program provider."

### LUFTHANSA TECHNIK OPENS NEW WAREHOUSE SPACE IN MUNICH

Lufthansa Technik Logistik Services (LTLS) has extended the warehouse building for the supply of spare parts for Airbus A350 at the Munich site. The existing spare parts warehouse has been enlarged by an area of 3,200 square meters. The extension was necessitated by the material supply for the Airbus A350, providing some 700 different components.

In addition to the components for the new aircraft type, parts for 15 other aircraft types are also stored here. Following the commissioning of the extended warehouse, local storage areas at the airport can now be released promptly, as the new main warehouse will be home to the materials in future. The reduction in intra-company transports will lead to optimal material flows and transport routes as well as synergy effects through the centralization of the operative business. **AMT**

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# HONOR ROLLING AHEAD

2016 *AMT* Next Gen Award Winners represent the best in the aviation maintenance community. From diverse backgrounds, with different experiences and performing a wide range of needed tasks, each one keeps the world safely in flight.

**A** *MT* MAGAZINE IS PROUDLY HONORING ITS second year of Next Gen Award winners. The annual tradition of celebrating these young men and women is a vital showcase for the talent we will depend on for decades.

This year's winners represent an honor roll of high performance across ARSA's membership: Eight winners from seven different member organizations:

- Kevin Easley, Maintenance Supervisor, AAR Aircraft Services
- Hilary Kerkstra, Turbine Engine Technician, Pratt & Whitney Engine Services
- Carolyn Rena Kincaid, Manager of Training and Records Dept., AAR Aircraft Services
- Joshua Krotec, Senior Vice President, First Aviation Services
- Tony Oggs, Field Service Lead Technician, StandardAero
- Josh Riehle, Director of Quality, HAECO Cabin Solutions
- John Wing, Program Manager, PEMCO World Air Services
- Xiang Yao, Lead Aviation Maintenance Technician, FedEx

Taking pride in this group is easy. Every person — yes, even those whose employers aren't ARSA members — represents the best in the aviation maintenance community. From diverse backgrounds, with different experiences and performing a wide range of needed tasks, each one keeps the world safely in flight. We can't fly without them and we wouldn't want to.

While celebrating their hard work, let's consider how to help them move ahead: Nurture their careers while attracting new applicants to work and learn alongside them.

Finding and retaining talent is the single greatest challenge facing the global maintenance community. Retirements are looming and markets are growing. To meet new demand and uphold the highest safety standards, this generation of workers will have to step into roles of greater responsibility and hundreds of

thousands of new bodies will be needed to support what is projected to be a \$100 billion global industry by 2026.

The mechanic may be the icon of the maintenance shop, but hands-on technical work is only one piece of the puzzle. To fill the other roles that repair stations depend on — quality, engineering, business development, sales, leadership — we need not only to bring in top quality talent but also to nurture the development of those already on the payroll...regardless of where they started.

How can ARSA help? Celebrating this year's Next Gen winners is a small step. The association also provides tools for finding and developing the right people:

- 1. Aerojobs.org.** The web-based recruitment tool specifically targets individuals with the skills needed to maintain aircraft (regardless of what industry they're in now).
- 2. AVMRO.arsa.org.** The industry's information portal introduces the world of maintenance, repair and overhaul. The site has information useful to everyone from job seekers to the media to elected officials to nervous fliers.
- 3. Propaganda.** "You Can't Fly Without Us," a seven-minute documentary on the maintenance industry produced for public television. ARSA provides license for use of the film as an informational or recruitment tool. (Visit [arsa.org/documentary](http://arsa.org/documentary) to see how you can use the video.)
- 4. Training.** In addition to a growing library of on-demand recordings, live sessions are hosted weekly on regulatory compliance, government affairs, legal and business development topics. Everything you need to get better at your job and get ready for the next one. (Visit [arsa.org/training](http://arsa.org/training) for course information and to register.)

As this larger work continues, it's nice to stop and celebrate a group of special individuals. Kevin, Hilary, Carolyn, Joshua, Tony, Josh, John, and Yao, congratulations. Keep up the good work — we'll be working for you. **AMT**



**BRETT LEVANTO**, a 2015 *AMT* Next Gen Award winner, is vice president of operations of Obadal, Filler, MacLeod & Klein, P.L.C. managing firm and client communications in conjunction with regulatory and legislative policy initiatives. He provides strategic and logistical support for the Aeronautical Repair Station Association and Associated Equipment Distributors.

# AMT NEXT GEN AWARDS 40 UNDER 40

CELEBRATING THE NEXT GENERATION  
OF MAINTENANCE PROFESSIONALS

Welcome to the second year of AMT's 40 Under 40 Next Gen Awards. We designed this program to highlight the benefits of a career in aircraft maintenance and to encourage the next generation of professionals that this industry needs.

And the response has increased this year, the nominations more than doubled, thank you. It's great to read how you got into this profession, the training and education that you've achieved, what you've accomplished, to see how far you want to go in learning more about the industry and the latest technology, and increasing your impact on the industry.

This year's winners are another exciting group of individuals that have taken the training, used the available resources, whether military training, internships or specialized training, and moved into positions that have allowed them to continue learning, make contributions to the industry, make it easier for the next round of individuals to step up when it's time to choose a career path, and make the industry safer by maintaining aircraft to the highest standards.

The winners come from all segments of the industry, general aviation, military, business aviation, education, airline, MRO, and rotorcraft, just like the segments we feature in each issue of *Aircraft Maintenance Technology*.

As you read the descriptions, we hope you are encouraged to promote the industry as well, and give back to tomorrow's leaders either through speaking to students, hands-on training, mentoring, or promoting the importance of aircraft maintenance as the aviation sector continues to grow around the world. And keep AMT's Next Gen Awards in mind when it comes time to nominate for next year's winners.

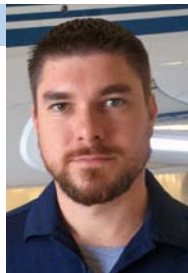
## Ryan Wade Eichholtz, 33, Atlanta, GA

RYAN WADE EICHHOLTZ' FATHER WAS AN AIRCRAFT technician for a corporate flight department and often took Ryan to the hangar on nights and weekends, motivating him at an early age to follow in his aviation footsteps.

As his mentor Harold Ike Eichholtz allowed Ryan to "help him with all of the fix-it projects around the house and on the family vehicles. "He taught me everything from wrench sizes to rebuilding the motor in my 1968 Ford Mustang when I was 16 years old. He taught me to measure twice and cut once, to have a reliable work ethic, and to be responsible not only in each job I do but also in my personal life as a husband, father, and son."

During high school and early college he worked at Metro Mustang, restoring classic Mustang aircraft. He also worked at Falcon Field and Hill Aircraft before landing at Cox Flight Department.

He received his training at Clayton College & State University and his A&P training at CCSU Aviation. He has received the FlightSafety Master Technician Award on Gulfstream G-V and Hawker 800-850XP. And he has attended FlightSafety, Honeywell, and Rolls-Royce aviation specific training. He has completed National Center for Aerospace & Transportation Technologies' (NCATT) Aircraft Electronic Technician (AET) and FlightSafety's Cabin Emergency Evacuation Specialist Training. He has an Inspection Authorization certificate.



Senior Aircraft  
Technician  
Cox Enterprises  
Flight  
Department

## Years in Aviation: 14.5

James Lee Bradshaw, assistant maintenance manager at Cox Enterprises, says, "Ryan has certainly earned the respect of his co-workers for his aeronautical expertise, and it has been interesting to watch him grow as a mechanic. His technical credentials include being an A&P with an Inspector Authorization (IA) endorsement. In addition, he has met the training requirements prescribed by FlightSafety International to earn the Master Technician title for both the G-V and Hawker aircraft models, and he needs only one more course to be considered a Master Technician on the G280. Ryan also has the Aircraft Electronics Technician (AET) certification from NCATT.

Technical qualifications aside, he is most beloved for his positive attitude, his work ethic, and his willingness to tackle difficult tasks. For his boundless energy, we gave him the nickname of the "worker bee" many years ago and he has lived up to this fitting moniker every time the flight schedule demands more elbow grease."

Cox Enterprises has an internship program for mechanics and pilots and Eichholtz works alongside interns to share his knowledge and experience.

As for the future, he plans on finishing his G280 and G650 Master Technician training and would like to earn a bachelor's degree in aviation maintenance. He would like to see what other opportunities are presented to him in the Cox Enterprises Flight Department.

**Robert Bertram, 38, PEI, Canada**

ROBERT BERTRAM'S MECHANICAL-ORIENTED INTERESTS and the opportunity to pursue a career in Prince Edward Island lead him to aviation. He received a mechanical engineering degree from Dalhousie University, Nova Scotia, Canada and on the job training from his technical mentor Rod Herbert and customer service skills mentor Dr. Kent Ellis.

Bertram started as a technical support engineer in 2001 with Vector Aerospace and moved into a management role in 2008 as director of technical services. His current position includes the responsibility of overseeing engine disassembly and inspection, managing 110 employees, direct and indirect.

Alex Youngs, vice president, strategy and analysis, Vector Aerospace, says, "Robert joined the Atlantic Turbines International (ATI) team in Summerside, PEI, Canada, shortly after the company had been appointed as a designated overhaul facility (DOF) by Pratt & Whitney Canada (P&WC) for the JT15D turbofan and PT6A turboprop. As such, Robert was closely involved in the establishment of Vector's capabilities for these two engines, working with ATI's technicians and customer service team to ensure a seamless introduction of MRO capabilities for JT15D and PT6A operators worldwide. Robert's



*Director of Operations and Technical Services*  
**Vector Aerospace Engine Services Atlantic**

**Years in Aviation: 15**

commitment to quality excellence was readily apparent from day one, his early contributions including support of both the successful stand-up of ATI's first service center, in Dallas, TX, and of the introduction of the company's JT15D test cell in 2002.

"In 2013, Robert was appointed as director of technical services and operations, this role embracing Engine Services Atlantic's 'Cycle 1' operations including disassembly, repairline, mainline, and reduce to spare. This latest promotion has enabled Vector to benefit from the further application of Robert's engineering excellence within its operations teams, matched with his overarching focus on customer service and operational safety.

During his 15-year career with Vector Aerospace, Robert has earned a reputation for customer service, technical innovation and operational safety."

To give back to the industry, Bertram supports local university students by providing work experience within the Vector engineering department and offers site tours and information sessions to individuals and groups of engineering students seeking industry information.

As for the future Bertram wants to continue to expand both his technical and regulatory knowledge on other aerospace products.

**Christophe Luce, 39, Paris, France**

CHRISTOPHE LUCE WAS BORN IN ALBERT, A COMMUNITY in northern France, and grew up with a connection both to the events of World War 1, as well as to the nearby town of Méaulte, the birthplace of famed French airplane pioneer Henry Potez. Potez established a factory in Méaulte to build aircraft in 1924 (this factory today operates under the name Stelia Aerospace, as part of the Airbus group). "My grandfather worked at the Méaulte factory as an adjuster, first on Potez' planes, then on German planes during World War 2, and later on components for both the Sud Aviation Caravelle and the famed Concorde. It was through this deep family connection with aviation that I developed a passion for the industry."

He was hired as a full-time engine technician at SECA (now Vector Aerospace France), and now is mobile repair team leader for the PT6A and PW100 lines, and also head of Vector Aerospace France's PW100 hot section inspection (HSI) repair area. He has supported 399 MRT events worldwide to date (spanning from Guinea on the west coast of Africa to Laos in Southeast Asia).

Luce has had training on PT6A (PT6A-27/28, PT6A-41/42 and PT6A-64) and PW100 (PW118, PW120, PW121, PW124B, and PW127 series).

Alex Youngs, Vector Aerospace vice president strategy and analysis, says, "The Mobile Repair Team is truly the face of the company 'in the field,' and is called on at all times of the day, and on every



*Mobile Repair Team Manager*  
**Vector Aerospace France**

**Years in Aviation: 24**

day of the week, to get operators with an aircraft on the ground (AOG) flying again. Christophe quickly became an invaluable member of the MRT team: after acquiring the necessary certification approvals required to sign-off engines in the field, he soon demonstrated the flexibility and availability central to the MRT role, with customer satisfaction always being his priority. Christophe has developed a reputation as a highly regarded manager, bringing to the role deep technical insight, an overarching focus on operational safety, and an innate passion for customer service. In 2016, Vector Aerospace France nominated Christophe for its "Employé Référent Distinction,"

recognizing him for his deep expertise and exemplary behavior. The values displayed daily by Christophe — communication, sharing, respect, sense of service, loyalty, and trust — truly reflect Vector's core principles."

Luce says, "I commit myself to provide a quality finished product, meeting customers' requirements, and ensuring full satisfaction. I always meet the deadlines promised to customers, and provide reliable troubleshooting services to operators in AOG situations, no matter where or when."

As for future goals, Luce plans to give the best of himself, share his knowledge, inspire new colleagues, and to continue to improve himself and evolve.

SETTING THE STANDARD OF CUSTOMER SERVICE



ENGINES • DYNAMIC COMPONENTS • AIRFRAMES • AVIONICS

Vector Aerospace is proud to recognize two of its employees, **Robert Bertram** and **Christophe Luce**, as recipients of Aircraft Maintenance Technology magazine's 2016 AMT Next Gen award. Robert and Christophe embody the job commitment and professionalism which the AMT's Next Gen award celebrates, and we are delighted to see them acknowledged alongside their peers as leaders within the next generation of maintenance professionals.

Robert and Christophe exemplify the qualities demonstrated daily by Vector's 2,300 employees worldwide, such as quality workmanship and responsiveness, enabling us to *Set the Standard of Customer Service*.

We wish Robert and Christophe, along with all of this year's winners, the very best success in their future careers within the industry.

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**Travis Collins, 36, Fargo, ND**

IN TRAVIS COLLINS' CURRENT ROLE HE MANAGES THE maintenance department which includes avionics and aircraft detailing. He is directly responsible for developing and maintaining working relationships with customers, including the charter department (he is the director of maintenance), flight school, and the weather modification aircraft fleet. Between Fargo Jet Center's ever growing customer base and company aircraft, it services a little over 300 aircraft per year.

Collins has been mechanically inclined from a young age and always liked fixing things. To him the aviation industry is the gateway that lets him use those skills anywhere in the world.

He received his A&P training at Lake Area Technical Institute in Watertown, SD. He has taken FlightSafety King Air 300 Series, Cessna Citation CJ4, and Pilatus PC-12 factory training; Cirrus Perspective by Garmin Service Center Training; Essentials in Leadership Training (NDCS – Fargo); and achieved his Inspection Authorization rating in 2006. He is a NBAA member and attends both the annual North Dakota and Minnesota aviation maintenance conferences. He attended the Textron Aviation Customer Conference and Pilatus Owners and Pilots Association (POPA) conference in 2016.

He has received multiple FAA AMT awards (Silver and Bronze) and



*Maintenance  
 Manager*  
**Fargo Jet Center**

**Years in Aviation: 18**

an NBAA Three-Year Maintenance Safety Award in 2014.

Rod Brekken, aircraft maintenance training coordinator at Fargo Jet Center, says, "Mr. Collins has committed himself to outstanding management of the 30+ technicians at our facility. He is committed to awareness and application of changing industry standards and trends, safety in the workplace applications, and encourages AMT training for the betterment of service to our customers. This commitment to training has led to national training awards from NATA and the FAA."

Fargo Jet Center has developed a summer maintenance internship program with two technical schools in the area. Collins likes to pick at least one intern from each school every year. "In the last few years we have had good luck with the internships turning into full-time employment. I give local high school students that will be going to college in an aviation field a summer job helping detail aircraft, to give them early exposure to aviation life. These are opportunities that didn't exist when I was in school so I like to give back where I can."

Collins' goal is to be someone that is highly renowned in the aviation career field, by continuing to exceed expectations and drive growth in the aviation industry.

**Tim Carter, 27, Chesapeake, VA**

TIM CARTER MONITORS SHOP AND FACILITY MAINTENANCE ensuring a safe and effective learning outcome is achieved in the aviation environment. Carter maintains a wide variety of programs; tool inspection and inventory, safety, hazardous waste, calibration, building maintenance, and training equipment. Responsibilities include ensuring compliance with all FAA and regulatory bodies. He helps source and purchase products in support of class functions and events, and develops annual and monthly budgets resulting in reduced expenditures and overall increased performance levels.

Carter's passion for aviation first developed turning wrenches on the Boeing EA-18G. "The complexity of each system and engineering design sparked an interest that I won't forget very easily. Appreciation of the job and new technological advancements with increasing safety measures so easily carried over to lifelong measures."

His grandfather was his mentor. "He was a man of many talents, but education wasn't his strong suit. As an entrepreneur and business owner he put in the work to create a successful career path for him and his family for generations to follow. His encouragement helped shape and define my desire to continue education and follow my career path in aviation."

He received his training from four years in the U.S. Navy and servicing the aircraft. He has completed the United Services



*Shop Supervisor*  
**Aviation Institute  
 of Maintenance**

**Years in Aviation: 8**

Military Apprenticeship Program, Airframe Mechanic Journeyman, Hydraulic and Structural Systems "C" School and the Airframe Mechanic Common Core "A" School. Currently, Carter is in the United States Navy Reserves. He completed a bachelor's of science degree in aeronautics in 2016 (cum laude) while working full time and raising a family, from Embry-Riddle Aeronautical University. He has achieved the Bronze Award from the FAA AMT Awards for 2014 and 2015. He received the Employee of the Quarter Award from AIM for increasing

shop efficiency and safety.

Besides the Navy he worked at Aerotek as an airframe mechanic specializing in deconstruction of Boeing 737's for Aircraft Demolition.

Brad Groom, director of education, Aviation Institute of Maintenance, says, "Tim has a knack for seeing a problem, arriving at a solution and then acting upon it to resolve the issue with a high degree of professionalism. He is the epitome of a top performer in our highly competitive industry, applying previously learned knowledge while incorporating new technologies to achieve success."

As for future goals, he plans on completing his master's in aeronautics from Embry-Riddle before 2018. And while attending school part time he is looking to receive his A&P certificate and remote pilot certification with an sUAS rating. He looks forward to higher levels of responsibility in an organization that poses more challenges for him.

## Trevor Budge, 28, Hayden, ID

TREVOR BUDGE TEACHES COMPOSITES FABRICATION and repair, aircraft ground operations, aircraft auxiliary systems, aircraft composites, aircraft welding, and magnetic particle inspection.

He has designed and developed a one-year composites (fabrication and repair) program from the ground up. Duties include composites curriculum writing and approval (university and state). Budge worked with architects on the design of the Aerospace Center of Excellence in Hayden and designed and developed the composites classrooms and workshop areas. He also assisted with the development of the FAA aircraft maintenance program.

Budge was always interested in building things: model rockets, planes, just about anything that shoots fire and makes noise. So a friend who was an inspector for an airline at Boeing's 717 plant took him on a tour and after that he knew he wanted to pursue aviation.

He received his A&P from Redstone College in Inglewood, CA. Budge is an American Composites Manufacturers Association (ACMA) certified composites instructor and composites technician. He has attended ASNT TC-1A magnetic particle testing and dye penetrant testing. He is currently enrolled in SolidWorks and Mastercam.

His mentor is Burt Rutan, whom he met through work. He has been working with Rutan on his SkiGull project for about a year and four



*Aircraft  
Maintenance  
Instructor*  
**North Idaho  
College**

## Years in Aviation: 8

months. His main duties included composite tooling and fabrication, trimming, fitting, and assembly. Other duties include rigging, operations checkout and modification, water testing, and flight testing.

He is an R&D technician at Continuous Composites 3D and a contract sUAS pilot for Aerial Resources Group.

Patrick O'Halloran, aerospace director, North Idaho College, says, "Trevor was an engineering student at North Idaho College (NIC) when this college began adding aerospace and advanced manufacturing to their catalog. Trevor chose to forego his acceptance in the University of Southern California's engineering program to accept a

position at NIC Aerospace. He has been key to continued expansion of that program into an associate degree path. Since 2013 this former Eagle Scout has been teaching full-time, including summers, to ensure the success of his students and these new programs."

Budge volunteers with the Aviation Club at the Coeur d' Alene airport. He has also been in charge of NIC's AeroCamp for high school students for the past two summers.

His goal is to finish his engineering degree and become a chief technical officer of a private space company, or start his own company in aviation.



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**CONGRATULATIONS**  
to our graduate  
**Trevor Budge**

for receiving the NextGen 40 under 40 Award

He is currently an Instructor  
at North Idaho College.

**Joshua C. Williamson, 35, Robins AFB, GA**

UTILIZING HIS 20 YEARS OF EXPERIENCE COUPLED WITH the ability to administer the proper combination of direction and encouragement, Joshua C. Williamson quickly distinguished himself as a true leader when he began his career at Robins Air Force Base in 2009.

He says, "I started my career in the federal services and aviation industry as a metal structure mechanic, supporting all types of aviation-related workloads and have since been promoted to a shop leader to better use my skills and exuberance for supporting aviation-related workloads."

He received his technical training and a lot of field experience through the Mechanical Trades Institute in Atlanta, GA. In addition he has completed several types of advanced training in multiple disciplines throughout his career, some of which were various types of leadership and management training.

A mentor who has set an example worthy of following for Williamson has been William J. Dean.

Cayatana Palumbo, Robins Air Force Base, says, "His commendable efforts in driving greater efficiency and cost effectiveness while preventing slips in production resulted in his promotion to work leader in the 402d Maintenance Support Group, Warner Robins Air Logistics Complex. Williamson led the way in overcoming training shortfalls and streamlining initial and recurring training requirements by developing and implementing a new mass training program. The



*Pipefitter Leader*  
**Warner Robins  
 Air Logistics  
 Complex**

**Years in Aviation: 7**

revised process slashed overdue training and certified newly assigned apprentices on all core tasks 50 percent faster. This training provided a 100 percent on-time completion rate and a unit fully staffed for continuous 24-hour operations."

Williamson changed the day-to-day operations in his organization and integrated continuous improvement for maximum support of Air Force operations. His shop alone successfully completed 28 aircraft maintenance group (AMXG) projects this fiscal year saving the Air Force approximately \$10,000. He was instrumental in the dock

renovations for the C-5 workload. This level of support enabled AMXG to celebrate a 57-month production schedule of 34 programmed depot maintenance aircraft with a 100 percent due date performance, the highest rating in five years.

He says, "The main way I try and give back to the industry is by setting the example to those around me. I feel that the more people who hold themselves to a higher standard the aviation industry has, soon we'll be in a class of our own." He was awarded the 402 MXSS Spirit Award for his enthusiasm and customer support efforts.

He says, "My career goals are to go where the industry needs me, to be the best I can be at whatever I'm tasked with, and to try to set the same example for others that William J. Dean has so graciously set for me."

**Chad Shaver, 33, Dallas, TX**

"I'VE ALWAYS HAD A FASCINATION WITH WORKING ON anything mechanical," Chad Shaver says. "I was the kid who would take apart the toaster or alarm clock to see how it worked. My brothers and I started rebuilding engines as kids, we would work on anything that would burn gas. Starting with mini bikes, go-karts and working up to cars, trucks, and airplanes." Today, Shaver is the owner of Dallas Executive Aircraft Service in Dallas, TX.

Shaver began his aircraft maintenance training at the Skyline High School Aviation program in Dallas from his freshman year through his senior year. He went on to attend the Airframe and Powerplant program at Tarrant County College, and acquired his Inspection Authorization in 2010. He worked at several general and business aviation companies around the Dallas, TX, area, including a couple summer intern programs with an airline. In 2010 Shaver took the initiative to start his own aircraft maintenance and repair company. He's completed advanced training courses at FlightSafety International including the King Air 200/B200 and the Hawker 800/800XP.



*Owner*  
**Dallas Executive  
 Aircraft Service**

**Years in Aviation: 19**

According to William Caton, one of several people who nominated Shaver, "Chad is a professional in every sense of the word because he is a server. He has four tests that he follows:

1. Is it the truth;
2. Is it fair to all concerned;
3. Will it build goodwill and better friendships;
4. Will it be beneficial to all concerned.

"These four-way tests epitomize all the transactions and interactions I have experienced with Chad. Safety is No. 1 in his book and all decisions flow from that unshakeable, non-negotiable premise."

Shaver says, "I had many great teachers through the years who had a passion for aviation that they passed on to me." This passion continues as he has hosted a Skyline High School Aviation intern program and organizes an end of the year party for The Aces, an aviation club at Skyline High School for students and their families.

As for his career goals he says, "To become a certified repair station and grow a multifaceted business that promotes general aviation interest and safety."

## John Wing, 37, Tampa, FL

"I WAS BORN INTO THE AVIATION INDUSTRY AS THE SON of an air traffic controller, that held a commercial pilot's license," John Wing says. "My father worked for 28 years as an ATC, working at both Fort Lauderdale and Tampa airports. After high school, I decided to go to A&P school, because I knew I wanted to work with planes. I thought of becoming an air traffic controller or pilot like my father, but just felt the drive to work in the maintenance industry."

As a program manager at PEMCO World Air Services Wing oversees all aircraft in the program, a major U.S.

air carrier. He establishes the manpower, makes sure the appropriate people are where they need to be, plans for upcoming jobs and upcoming aircraft, makes sure everything stays on budget, and all work is in compliance with company policy, customer policy, and the FAA requirements.

Wing attended National Aviation Academy in Tampa, FL, where he received his A&P certificate, an associate's degree in aviation maintenance, and attended Influential Leadership Training at Hillsborough Community College in Tampa, FL.



Program Manager  
PEMCO World Air  
Services

## Years in Aviation: 16

From the beginning Wing has worked in the airline industry working for Midway Airlines, Mesa Airlines, and JetBlue before starting his MRO career with PEMCO. He's worked his way up from student, to A&P technician, then supervisor, to his current position of program manager at a leading MRO.

Wing says of a mentor, "Over the last six years of my career, Mr. Shane King (vice president of maintenance at PEMCO) has been instrumental in the knowledge I have received of the MRO aviation industry." He feels that he

knows how to mentor his team members to become better leaders and technicians, by instilling safety, quality, and reliability into their final product. Wing says, "I have always believed you get what you put into it. You are only as successful as your team."

Dan Teters, Wing's supervisor says, "John has an outstanding ability to direct complex projects from concept to fully operational status. He is highly motivated, goal oriented, and a detailed problem-solving leader."

## WE ARE THE ONES CREATING THE NEXTGEN OF AVIATION PROS.

Congratulations John Wing,  
PEMCO program manager, for  
being recognized as one of  
AMT's NextGen Award Winners!

We appreciate your hard work  
and dedication. Cheers to you!



We Are The Ones

**Angel L. Green, 33, Sellersburg, IN**

THE SUMMER BETWEEN HER JUNIOR AND SENIOR YEAR, Angel Green had her first flight and realized she wanted to do something with aviation. Her uncle was her main motivator to pursue aviation maintenance, he was an avionics technician in the Marine Corp.

Green received her training at Michigan Institute of Aeronautics (now Michigan Institute of Aviation & Technology). She started her career at a heavy maintenance facility in Goodyear, AZ. She spent 10 years first as a mechanic and then later as a lead mechanic doing everything from storage checks and C-checks to teardown and line maintenance. She learned how to remove panels, perform lubes, read maintenance manuals and IPC, change engines and flight controls, and weigh airplanes. She worked on everything from MD-80s to B777s. Later she was a working lead where she set up work packages and managed a crew of eight to 12 technicians. Her current job is now at UPS where she is a line maintenance supervisor. She manages 13 maintenance technicians providing coverage for turning aircraft.

"I like to say I don't have a mentor but rather a panel of directors," Green says. "There have been a multitude of people that have helped guide me in my career. I have learned more from my multitude than I ever would have from just one person."

Green has taken general familiarization courses on the B757, B767, B747, MD-11, and Airbus A300 as well as completed her bachelor



*Line Maintenance Supervisor*  
**UPS**

**Years in Aviation: 13**

of science in aviation maintenance management from Embry-Riddle Aeronautical University. She has also taken several leadership style workshops and classes.

Stacey Rudser, lead A&P mechanic at Fast Aviation, says, "Angel is amazing, she is a UPS next day air maintenance supervisor. She completed the 12-month UPS maintenance management internship in nine months and has blown everyone away there. She was a maintenance lead at AeroTurbine, in Arizona back when it was TIMCO, completed her BS in aviation maintenance management

with Embry-Riddle all while being a mother to three. She is active in volunteering in the community and fostering the next generation of aviation. Angel mentors countless mechanics, male and female, including me. Her leadership is second to none!"

Green is a member and director of Association of Women in Aviation Maintenance (AWAM) and a member of Women in Aviation International (WAI) and attends the annual conference.

She is actively involved in community outreach for aviation, every year she participates in a Girl Scout Aviation Day talking to the girls about aviation careers and maintenance. She has also participated in numerous career fairs and community aviation events.

Her career aspirations include moving up the ranks at UPS and inspiring future young women to pursue aviation maintenance careers.

**Anna Romer, 31, Madison, WI**

"I DID NOT COME FROM AN AVIATION BACKGROUND," Anna Romer says. "I did however grow up in the garage with my Dad working on everything but aircraft. So in 11th grade I had to make the decision of what path I wanted to start down. Aircraft and what makes them work and fly always fascinated me so I decided to become an aircraft mechanic. Now I could not imagine myself doing anything outside of aviation."

Romer started in aviation maintenance as the first female A&P technician at Elliott Aviation in Moline, IL. From there she transferred to Elliott Aviation in Eden Prairie, MN, and later went to work for Mesaba Airlines in Minneapolis as a third shift line maintenance technician.

During this time she pursued her Inspection Authorization which led to her next job as a Jet Engine BX Inspector for Pratt & Whitney's Engine Center in Columbus, GA. Being in Georgia she took a position as a Final Line Mechanic II at Gulfstream in Savannah on the G650 production line. Six months after starting there she was promoted to an aircraft assembly inspector, then to a quality engineer on the G650 audit group for Gulfstream. This led her to her current job as a flight mechanic on a Gulfstream G450 where she serves as an aircraft maintenance technician, avionics technician, inspector, aircraft project manager, and onboard the aircraft as a cabin safety attendant.

Romer received her FAA Airframe and Powerplant certificate and



*Flight Mechanic/  
 Senior Aircraft Maintenance Technician*  
**American Family Insurance**

**Years in Aviation: 10**

associates of applied science degree in aviation maintenance from Minneapolis Community and Technical College in 2006, her Inspection Authorization in 2011, and will be receiving her bachelor's degree in aviation maintenance management with a minor in aviation safety from Embry-Riddle Aeronautical University in December 2016.

In 2015 she took the necessary flight safety and ASQ courses and earned her IS-BAH Auditor certification, and in March of 2016 she completed the advanced training through FlightSafety International to become a Master Technician on the Gulfstream 450; the first female to do so.

She has been a member of the Association for Women in Aviation Maintenance (AWAM) for a total of 10 years.

Of those 10 years she's served on its board of directors for nine years and for eight years the chair of the Scholarship Committee, she belongs to Women in Aviation International (WAI), and several other organizations.

She now mentors women and men working toward a career in the field of aviation maintenance, and speaks to youth about aviation maintenance at events such as the WAI Girls in Aviation Day.

Romer says, "My next career goal within a five-year time span is to become a maintenance supervisor for a corporate flight department or reputable aviation company, and within 10 years my goal is to become the director of maintenance for a maintenance operation."

## Hilary Kerkstra, 24, Battle Creek, MI

WHILE ATTENDING WESTERN MICHIGAN UNIVERSITY Hilary Kerkstra wanted to take flight lessons but the cost made her reassess options and she focused on maintenance which she loves. "It was the right choice and I love what I do," she says. While in college Kerkstra was awarded a scholarship for a King Air maintenance training course. The award was sponsored by CAE Simuflite, and awarded by the Frank P. Macartney Foundation.

Kerkstra was hired at Pratt & Whitney right out of college. She has been employed there for a little over two years. The company mainly performs hot section inspections on PW500 and PW300 series engines, although it occasionally does PT6 and JT15D work, too. She travels around the country to support customers' AOG requirements, perform borescope inspections, or anything else required. Her responsibilities include disassembling, inspecting, and assembling engines. She is also certified to build and balance disks/rotors. She has a commercial single engine pilot's license, with tailwheel and complex endorsements.

Kerkstra was nominated by Jeremy Hierholzer, faculty specialist at Western Michigan University: "Hilary was a model student and continues to be a model alumni who gives back to her school. When



*Turbine Engine Technician*  
**Pratt & Whitney Engine Services**

## Years in Aviation: 6

Hilary was a student at Western Michigan University, she was elected to the position of secretary in SkillsUSA, a new student group in the College of Aviation. She attacked the position with her usual enthusiasm and was a driving force in developing a new student organization. As an alumni, Hilary has come back each year in the spring to judge the turbine engine parts competition at the SkillsUSA state competition. Hilary provides the parts and manuals for the contest as well as her time. Hilary spends extra time before the contest speaking with current students about aviation maintenance and her role at Pratt & Whitney."

To give back to the industry Kerkstra participates in events at her alma mater. Western Michigan University sponsors a SkillsUSA chapter, and every year it holds a competition. She volunteers to judge these competitions and has also been a guest speaker for SkillsUSA and for various maintenance classes.

She is currently working toward her master's degree in aviation. Kerkstra wants to work somewhere in the space sector, "because I would love to travel to space someday. My goal is that the master's degree I am pursuing will qualify me for the astronaut program."

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## *Angel Green and Anna Romer*

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Angel Green,  
WAI 30568



Anna Romer,  
WAI 16853



**Chuck Zahnow, 39, Battle Creek, MI**

CHUCK ZAHNOW'S GREAT UNCLE WORKED ON AIRCRAFT during WWII and he thought that would be a good path to follow.

After high school he attended American Flight and Technology Center, a one-year trade school that has since closed due to low attendance. He has continued his education with aircraft specific training on most of the Citations, Hawker, and Falcon 50 EX and 20 at FlightSafety.

Zahnow has also been fortunate in having many people guide him along the way. "I adopted early on that people are always willing to teach, you just have to make yourself available to learn. I have learned from so many I could not begin to list them."

Zahnow started at Zantop Airlines, then went to American International Airways, and from there to Duncan Aviation. He currently works as liaison between the techs on the floor to Textron Aviation (Citation and Hawker) for all facets of maintenance. He is also responsible for managing the tooling needs as it pertains to Textron aircraft and provides additional technical support to technicians on the floor as well as external customers. This may mean a phone call, but could also include on-site support.

Mark S. Chaney, senior director, aviation at Coca Cola Bottling Company, says, "Chuck Zahnow has shown a strong commitment to business/general aviation through his incredible work ethic and



*Airframe  
 Technical  
 Representative*  
**Duncan Aviation**

**Years in Aviation: 19**

support of Duncan Aviation customers. I have seen evidence in his support of my company's aircraft as a Duncan customer and reports from other customers. Chuck also serves the industry through his membership on the NBAA Citation 500 Series Technical Committee. I have the pleasure of serving with him as a current committee member and former chairman. He represents his company and Citation operators through a strong personal and professional commitment to safety and product/process improvement. He exceeds all of the qualifications for this award. I expect to see great things for our industry from Chuck in the coming years."

Zahnow is a member of NBAA and its Technical Committee for both the large cabin and small cabin Citation aircraft which helps to better the aircraft for the owners and operators. Duncan Aviation has also given him the opportunity to speak with high school students that are considering aviation as a career either by tours or by visiting with them at a local vocational center.

As for the future, "I have never put a ceiling on my career. I have always considered each opportunity and made a decision that would best serve myself and my family. I have been fortunate to be at a company that has recognized and promoted me along the way to get where I am."

**Benjamin Stevens, 35, Findlay, OH**

BENJAMIN STEVENS SAYS HIS FATHER STARTED LEARNING to fly when Ben was about 5 years old. He started hanging out at the airport reading aviation magazines. His dad then taught him to fly as a teenager, and he didn't want to get away from aviation. He says, "being a pilot as a career didn't suit me, so I went into maintenance and I never looked back."

His aviation employment history started at Brookville Airpark in Brookville, OH, waiting for his dad to finish with a flight student. The manager mentioned that they needed one more line service person for the fall. He was only 15, but could still work evenings during the school year. He worked at Brookville through high school and then attended Embry-Riddle Aeronautical University to get his Airframe and Powerplant certificate and later transferred to Bowling Green State University in Ohio to finish his bachelor's degree.

Bowling Green State University required co-op work experiences so he managed to get a summer job at TAS aviation in Defiance. It was a three-month whirlwind experience of twin Cessnas. Needing longer term employment closer to home and school he went to Tiffin Aire in Tiffin, OH, and began working there. His first day was Sept. 11, 2001.

Stevens says, "I learned most of what I know about light aircraft from working in Tiffin. I ended up writing the MEL for our charter fleet, and creating an approved aircraft inspection program for our



*Senior Aircraft  
 Maintenance  
 Technician*  
**Marathon  
 Petroleum  
 Company**

**Years in Aviation: 20**

Piper Cheyennes. I helped add several capabilities to the repair station certificate, implemented the repair station training program, and helped create a major revision to the repair station manual."

In 2011 an opportunity closer to home opened up with Marathon Petroleum Company in Findlay, OH. He started as an aircraft maintenance technician maintaining a fleet of corporate transport aircraft as part of a team of five. His primary duties are squawk rectification, troubleshooting, aircraft servicing, and inspection program oversight. Ancillary duties include hangar upgrade project management and fuel farm and truck work.

Stevens has attended advanced training on the Hawker 800XP initial at FlightSafety International, Challenger 300 Initial and recurrent, Rockwell Collins Pro-line 21, Honeywell HTF7000 line maintenance, and Aviation Interpersonal Maintenance Management at Global Jet Services. He also holds an Inspection Authorization, FCC GROL, and his AET through self-study.

Stevens gives back to the industry by providing aviation education and tours to interested groups including Boy Scouts, Girl Scouts, American Heritage Girls, and a company program for at-risk high school students.

His career goal is to become a maintenance director for a corporate flight department or charter operator.



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**Otis A. Oggs, 36, Maryville, TN**

OTIS (TONY) OGGs SAYS, “MY MOTIVATION FOR GETTING into the aviation industry was having a fascination of how something so huge could fly across the sky.”

Oggs attended A&P School in Memphis, TN. His first aviation job was with Technical Aviation Services in Alcoa, TN. He became the night lead tech and managed parts, scheduling of maintenance, and supervised up to 12 technicians. During this period he was awarded the FAA Ruby Award for the training he accomplished.

Oggs’ next aviation role was on the field service team with Aircraft Technicians Inc. that traveled all over the United States and performed engine QEC buildup and engine R&R for the Embraer 145/AE3007 Rolls-Royce Turbofan engine. On this team he was directly involved in over 200 engine R&R’s and he became the engine change lead tech and managed a four- to five-man crew performing engine changes for corporate and commercial customers all over the U.S.

In 2010 Oggs arrived at StandardAero and was hired into the Field Service Team. Oggs performed MRO services on various engine types like the AE3007 and CF34 for multiple customers doing hot section checks, engine removals, and engine installations. As a result of his unwavering customer focus and contributions every day, he rapidly rose to lead technician in November 2014. As lead technician, Oggs



*Field Service  
 Lead Technician/  
 Manager*  
**StandardAero**

**Years in Aviation: 13**

fields multiple requests for scheduled and unscheduled maintenance and ensures all resources and all maintenance tasks are completed in a safe, high integrity manner for StandardAero’s customers. He is also the first responder for engine troubleshooting service.

Leon Dodd, StandardAero (Alliance) Inc., engine MRO director of quality, says, “When Tony stepped up to assume the product lead responsibilities, he knew that this would be a good opportunity to develop his leadership capabilities and he also knew that he would be expected to play a leadership role to field service technicians who had more tenure and experience than he did.

“Tony’s enthusiasm and keen customer focus were instrumental in building the effective team required to service the on-demand requirements of aviation field service. Tony also models the walk the talk leadership style. When demand is greater than resources available, Tony is quick to grab his toolbox and jump on a flight to help service an AOG situation. Tony has gained the respect of his customers, direct reports, and management team as an aviation leader.”

Oggs also attended the University of Tennessee Haslam College of Business Leadership Development Program. His future career goals are to continue to learn the business aspect of aviation and to continue on his path in aviation maintenance management.

**Trevor S. Naismith, 34, Japan**

TREVOR S. NAISMITH IS RESPONSIBLE FOR TRAINING 983 maintenance personnel assigned to the 718 AMXS. He teaches KC-135 Advanced Troubleshooting, F108 Engine Run, and Isochronal Inspection.

He enlisted the United States Air Force in 2011. He was assigned to the KC-135 as a crew chief upon graduation of basic military training. Naismith was then assigned to Kadena Air Base, Japan. Over the past five years, he has moved up the ranks from E-3 to E-5. He was the only airman dedicated crew chief on aircraft 57-3498 and 58-0093.

His mentor, Technical Sergeant Abraham Almonte, has been influential in his development as a mechanic, and as a professional. Under his guidance Naismith was conferred one of 20 coveted flying crew chief billets. In that capacity, he was the sole technician responsible for all maintenance on a KC-135 that would leave Kadena and travel around the Pacific Area of Responsibility.

Abraham Almonte, U.S. Air Force C-135 maintenance instructor (and a 2015 AMT Next Gen Award winner), says, “SSgt Trevor Naismith has developed into the go-to subject matter expert for the C-135 airframe at Kadena AB, Japan. He began his career as an aircraft mechanic with the 909th Aircraft Maintenance Unit. During his time at the 909th, SSgt Naismith was hand selected to escort the KC-135 aircraft throughout the Pacific theatre. As he developed into an elite maintainer, his passion for training was hard to not notice.



*Staff Sergeant,  
 KC-135 Crew Chief  
 and Maintenance  
 Instructor*  
**U.S. Air Force**

**Years in Aviation: 5**

SSgt Naismith is directly responsible for the qualification and training of 965 technicians. SSgt Naismith has gone above and beyond in seeking opportunities to improve the aging KC-135 airframe. This past year he was certified as a Six Sigma Green Belt. With this certification he was nominated to serve as the chairperson for the C-135 Maintenance Improvement Team. As the chairperson he has overseen/led over 20 aircraft improvements which have saved the Air Force over \$10M and ensured that the KC-135 continues to stay airborne until its replacement, the KC-46A, can come online.”

Naismith belongs to the local Air Force Association Keystone Chapter and serves as vice president. The chapter is committed to advocating STEM education to military children through Kadena Air Base’s multitude of host aircraft. The chapter has arranged for the children to have up close and personal walk-arounds with the aircraft and time to talk with the pilots and the maintainers. He has also organized two week-long aerospace education camps, as well as organized Kadena’s first LEGO MasterBuilder league.

Naismith plans to complete 20 years of service in the USAF. Upon retirement he would like to enter the commercial aerospace industry in a training capacity. “I want to continue supporting the aerospace industry and ensure that the future remains bright and exciting for the next generation.”

## Chris Solomon, 39, Fairhope, AL

CHRIS SOLOMON SAYS, "I WAS 6 YEARS OLD WHEN MY parents took me to watch a NASA Boeing 747, ferrying the Space Shuttle Enterprise on its back, land at a local airport while it was en route to be displayed in New Orleans for the World's Fair. I remember thinking, "How in the world could that plane possibly fly through the air with that huge shuttle on its back?" He found out when he enrolled in an aircraft mechanic vocational program during his junior and senior year in high school.

After high school, Solomon enlisted in the U.S. Navy for four years. He then enrolled in a four-year college. After a few years, he realized that he was a "hands-on" type of guy and enrolled at Enterprise State Community College and returned to aviation in 2003. During A&P school, he was employed by AIRINC as a mechanic's assistant. He held various positions including lead positions in the Hydraulic, Pneumatic and Avionic Departments, training coordinator, quality inspector, and product manager until the company closed in late 2011. Since 2012, he has been employed by CAS Components. His main focus is to maintain the flow of work, ensuring that the quality and turn-around-time provided exceeds the customer's needs.

Larrie Zimmer was an instructor in the aircraft mechanic vocational program at his high school and Solomon considers him a mentor. Larrie went on to become the director of the A&P school that Solomon



*Director of  
Operations*  
**CAS Components**

## Years in Aviation: 13

attended. He says, "A recipient of the Charles Taylor Master Mechanic Award, Larrie was a great example of a level-headed technical expert who had a way of transferring information and experience to others that has gone unparalleled. He still serves as the DME for our region."

Solomon stays active within the aerospace sector of SAWDC. With the new Airbus Assembly Plant and its associated support companies coming online locally, this workforce council has become busy trying to help satisfy the personnel demands along the Gulf Coast. He has been

assigned by his company to be the "Subject Matter Expert" pertaining to input on workforce training, regulatory issues, and technical requirements above and beyond the regulations in regards to aircraft maintenance, repair, and overhaul.

He gives back to the industry by serving as a part-time instructor at Enterprise State Community College in Mobile. "Helping these students get their start in aviation, whether they are just out of high school or starting their third career, is one of the most rewarding things that I have been involved with at this point in my career."

Solomon says his career goal is to be instrumental in making CAS Components the most cost-effective and timely solution for all of its industry partners while maintaining the highest level of safety culture and awareness possible at a Part 145 repair station.

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**Frank M. Atria, 37, Farmington, NY**

AFTER COLLEGE FRANK M. ATRIA DECIDED TO GO BACK to his first passion, aviation. His passion was nurtured by his uncle, Frank “Spin” Spingola, who served in the Air Force during WWII as an aircraft mechanic on B-17s stationed in England. Spingola later worked for American Airlines as an A&P mechanic.

While attending Wilson Technological Center’s Republic Airport campus in Farmingdale, NY, Atria stopped at Skytyper’s hangar and found a mentor in director of maintenance, Randy Kreutzer. He volunteered to help out around the shop after classes which resulted in a part-time position as a mechanic’s helper. When he finished school he joined the team in a full-time capacity. He worked alongside Kreutzer for the next couple years, learning from a lifetime of experience. After Randy passed away in 2012, flight leader Larry Arken became his mentor.

As director of maintenance for the GEICO Skytypers airshow team Atria’s responsibilities include all aspects of maintaining and budgeting for the aircraft. He works with a staff of mechanics and pilots who operate the six North American SNJ aircraft circa 1940. Responsibilities also include the scheduling of personnel, inspections, routine maintenance, and modifications. Many upgrades have been made to bring the fleet of WWII trainers into the 21st century.

Brenda Little, public affairs officer, GEICO Skytypers, says: Frank is an avid learner and continues his education through formal classes



*Director of Maintenance*  
**GEICO Skytypers**

**Years in Aviation: 8**

and certification programs, but always appreciates the opportunity to hone his skills through hands-on learning from others. Recently, I witnessed Frank complete an incredibly difficult repair requiring around-the-clock work to avoid issues with the airshow schedule. While maintenance and repairs are critical, it’s a completely different dynamic to facilitate a major repair from a remote facility while traveling to and from airshows. Long hours, perseverance, and tenacity resulted in repairing the damaged plane in time to perform in the show’s final performance.”

Larry Arken, squadron commander, GEICO Skytypers, says: Atria is smart! He has instituted policies and procedures that make the maintainers more efficient and enhance the quality of their work. Originally the student, Frank is now the teacher and has trained several line mechanics for our team.”

Along with his A&P he also holds an IA. His goal for his first year as director of maintenance is to obtain the Diamond Certificate of Excellence award for the shop.

He gives back to the industry by speaking each year to the upcoming class of aircraft maintenance technicians at Wilson Tech. He has also set up an internship program with Wilson Tech. “Being part of an airshow team provides me the opportunity to promote the industry across the country hopefully inspiring others to follow their dreams of aviation,” he claims.

**Lewis H. Caplan III, 37, Wichita, Kansas**

GROWING UP IN AN AVIATION FAMILY LEWIS H. CAPLAN III always loved anything that could fly and after his brother passed away he finally decided it was time to start doing something he loved to do. He received help from his mother and step dad to go for his A&P. He attended Wichita Area Technical College.

Caplan says, “I would have to say my father was and still is my mentor; he was an amazing A&P mechanic with an IA rating and also had multiple pilot ratings. He was an aerial firefighter while I was young before he passed away. I have always been told how great of a man and a father he was and that is what I strive to be every day.”

Since being at Bombardier he has attended three different factory certified classes: the Global 5000/6000 training, the Challenger 300/350 training, and the Learjet 70/75 training.

Kara Finn, operations manager, Wichita Service Center, says, “Above and beyond” is Lewis Caplan’s default setting. Known for his can-do attitude, Lewis has helped some of the Wichita Service Center’s most challenging projects succeed, never taking no for an answer, and using every part of his work as an opportunity to continuously improve.”

Says Bob Ortman, operations manager, “Lewis consistently goes above and beyond to support the needs of the customers and the



*Lead A&P Technician*  
**Bombardier Business Aircraft**

**Years in Aviation: 4**

company. He is willing to work, whenever, wherever, doing whatever it takes to make the team successful. He is supportive of his management team and of his coworkers.”

Lewis takes his passion for aviation into the community, and recently volunteered to participate in KidVenture, an initiative allowing young people to explore aviation. KidVenture is part of the Experimental Aircraft Association’s (EAA) AirVenture annual event in Oshkosh, WI. Bombardier Business Aircraft’s Service Center Network team participates each year by hosting a booth to engage, inspire, and teach youth about aircraft maintenance via hands-on workshops. Participating students earned FAA credit toward an A&P certificate through hands-on avionics projects.

“The way I give back to the industry is upholding high morals for what I do everyday,” Caplan says. “The cheesy saying ‘work on it like your family is going to fly in it’ is how not only I, but also my whole crew looks at every aircraft we touch and the correct training of the new technicians coming straight out of school like I did is another thing we do.”

His career goal is to be one of the old guys in the hangar everyone looks up to and respects because of the knowledge and experience they have gained by dedicating themselves to this career path.

## Bryan Abbott, 36, Tulsa, OK

BRYAN ABBOTT WANTED A HANDS-ON CAREER THAT WAS also highly technical and that would benefit mankind; aviation was a perfect fit. "I've had the opportunity to travel the world. I've worked on aircraft that provide disaster relief and humanitarian aid, as well as Medivac, fire fighting, and agricultural aircraft. I'm married and I have four kids and my family is the reason I don't spend every waking hour working on airplanes."

Abbott started his career in aviation as an apprentice mechanic working at a flight school in Tulsa, called Alpha Aviation. Randy Baumann and Paul Willson (both A&Ps) were his mentors for the 30 months of on-the-job training and Paul Willson remains a friend and mentor. He worked at a small flight school, then corporate and air ambulance aircraft (King Airs and Lear Jets). Then he joined New Tribes Mission Aviation and transitioned into helicopters. He spent four-plus years maintaining a Bell 206 used for humanitarian and mission work in Southeast Asia. After that he got a job at Covington Aircraft (Okmulgee, OK) maintaining PT6 turboprop engines and assisting in their training department. He currently works at Tulsa Technology Center in Tulsa, OK, where he teaches aviation maintenance.

He is a member of the Experimental Aircraft Association and



*Instructor  
of Aviation  
Maintenance*  
**Tulsa Tech**

## Years in Aviation: 16

the Association of Career and Technical Education. He attended this year's Aviation Technician Education Council annual conference in Atlanta.

Bryan Abbott is an airframe and powerplant mechanic with over 15 years experience on fixed wing aircraft and helicopters with additional experience in classroom lecture and hands-on instruction in the field and in a Part 147 AMTS, says Sheryl Oxley, AMT program coordinator at Tulsa Tech. He has taken his role of educator and mentor a step further by embarking on a full-time teaching career for Tulsa Tech's Part 147 AMTs in Tulsa, OK. His education

includes a bachelor of intercultural ministries, Bible certificate program as well as several field and factory engine and aircraft training courses.

He hopes to give back to the industry by having a part in training the next generation of aircraft technicians. "My goal as an instructor is to prepare my students for their future career in aviation but also to help the students realize how critical their job in the industry will be. They will be maintaining the aircraft that our friends and family will be flying on and they need to understand how important it is that they do their job well."

As for the future he hopes to have his IA by the end of the year and is also working toward finishing his bachelor's degree.



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Bryan Abbott**

*Tulsa Tech Instructor,  
Aviation Maintenance Technology*



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**Xiang Yao, 34, Shanghai, China**

XIANG YAO (HUTH) THOUGHT ABOUT BEING A PILOT AS A child. At university one day, an airline came to recruit pilot students, but he didn't pass the physical exam. However, a doctor said why not look into aviation maintenance as a career. He says, "I agreed and have been working for aviation maintenance since I graduated from the university."

Richard Ugarte, FedEx Express managing director, says, "Some team members hit the ground running and excel early in their career. Their dedication, achievement, and commitment cause them to stand out from the rest. We have found that to be true in Xiang Yao."

Huth began his aviation career at Shanghai Airlines after graduation where he spent seven years going from an aircraft mechanic to a project engineer of line maintenance. After Shanghai Airlines was merged by China Eastern, he started to work for FedEx Express in Shanghai, China. His current job as Lead AMT includes keeping the daily operation running smoothly, improving the PVG station airplane dispatch reliability, and making sure everything is safe.

He was trained by CAAC (Civil Aviation Administration of China) for his CAAC certificates, and has attended advanced training at Shanghai Airlines and FedEx Express including the FedEx "GOLD" manager course and Lean/CI/QDM course. Huth holds both CAAC-66 AV and FAA A&P certificates.

Huth is a student of lean manufacturing and has been certified by



*Lead AMT  
 FedEx Express  
 - Shanghai  
 (PVG) Line  
 Maintenance*

**Years in Aviation: 12**

FedEx as a Lean Green Belt. The utilization of lean concepts is firmly ingrained in Huth's work ethic. He uses his lean skills daily to support the Shanghai operation and to promote safety on the job. Recently, Huth led Shanghai aircraft maintenance technicians utilizing lean processes on a project to prevent aircraft damage caused by maintenance high lift equipment. The team modified all of the lift trucks with anti-collision bumpers. Huth also used lean practices to set up maintenance kits for all of the aircraft types in Shanghai and rearranged the station tool room to allow AMTs more efficient access to the tooling they need. This effort resulted in a decrease in the amount

of time required to find the required tooling to troubleshoot aircraft which, in turn, contributed to minimizing aircraft departure delays and aircraft departing on time. In yet another project, Huth organized the station office supplies area by utilizing Lean 5S and a Kanban system.

Xiang says, "My mentor was my master (Shifu)-Jun Dai, he put me in the right direction at the very beginning and helped me to grow up in Shanghai Airlines."

No stranger to recognition, Xiang was awarded the Shanghai Airlines "Top 20 Outstanding Young Employee" in 2007, and at FedEx Express the "FY14 Q4 Quarterly Employee Star Award" in 2014 and "Purple Wing Award" in 2015.

**Michael J. Cataldo, 36, Atlanta, GA**

A FRIEND'S FATHER WHO WAS IN THE AVIATION maintenance industry encouraged Michael J. Cataldo to go to A&P school and provided him with the necessary information and resources to get enrolled at Atlanta Technical College in its aviation maintenance technology program. "Harold Tenbrink was an inspector with Delta Airlines, a seasoned professional, and good at relating to the youth in the neighborhood in which I grew up."

Cataldo started his career at Raytheon Aircraft Services as an A&P technician and an electrical troubleshooting apprentice. He was hired on at Cox Enterprises in 2002 as an A&P technician, promoted to senior technician in 2007, and safety officer in 2009. His responsibilities include safety committee co-chair, internal ISBAO audit and compliance, OSHA compliance, aid in maintenance planning and budgeting for corporate flight department, and maintenance and repair of light jet aircraft. He specializes in avionics and electrical troubleshooting and software applications.

He has an Inspector Authorization certificate along with Aircraft Electronics Technician (AET) and the Nav/Comm endorsements from the National Center for Aerospace & Transportation Technologies (NCATT). He has two associate degrees, one from Eastern New Mexico University in aircraft maintenance technology and the other from Embry-Riddle Aeronautical University in business management.



*Senior  
 Maintenance  
 Technician/Safety  
 Officer  
 Cox Enterprises*

**Years in Aviation: 16**

He is working on a master's in accounting from Georgia Southern University. He has earned the FlightSafety International Master Technician title for the Hawker and G-V aircraft models, and he is only one course away from earning the same rating on the G-IV and G-280 platforms.

James Lee Bradshaw, assistant maintenance manager at Cox Enterprises, says, "Michael possesses all of the tools necessary to lead and motivate others. He is a highly effective communicator with strong organization skills and his professional demeanor sets a positive example for all those who interact with him. His eternally upbeat attitude allows him to establish rapport almost immediately and he never misses an opportunity to share his knowledge and he loves to mentor those who are looking to better themselves."

To give back to the industry he is involved as a mentor for Cox's annual internship program. He also belongs to NBAA and Georgia Business Aviation Association (GBAA) and attends various GBAA events (Safety Day, annual meetings) as well as the NBAA Maintenance Managers Conference and Bombardier Safety Standdown.

His future goals include a leadership/management role within the Cox Flight Department, and possibly at Cox's headquarters. In post-retirement from Cox, he would like to create a business which aids corporate flight departments with their SMS implementation, ISBAO compliance, and other operational audits.

**Zachary Thompson, 37, Grand Island, NE**

37-YEAR-OLD ZACHARY THOMPSON SAYS, "I HAVE BEEN intrigued with aviation for as long as I can remember. I played with toy airplanes instead of toy tractors or cars when I was young. I didn't have a mentor per se, but I did have a place that inspired me. Hershey Flying Service sat along the highway in my home town. They restored Schweizer Ag Cats. There were always any number of aircraft outside the hangar when we drove by. Some days when I was especially lucky with my eyes glued to the window of the car I would get to see one take off or land on the grass strip that paralleled the highway. As soon as I was old enough I started working there."

Thompson attended Spartan College of Aeronautics and earned his A&P certificate and has a bachelor's degree of business management from Bellevue University. During A&P school he worked at International Business Aircraft which operated 30+ MU-2 aircraft and he did cargo conversions and general maintenance and repair. He also holds his Inspection Authorization and a Private Pilot certificate.

After school he moved back to Nebraska and went to work for Great Lakes Airlines until 9/11, and then Duncan Aviation. In 2005 he moved back to his home town and worked for Trego Dugan Aviation on its fleet of jets. In 2009 he was promoted to director of maintenance. He then moved to Trego Dugan's largest base in Grand Island in 2010.



*Vice President*  
**Trego Dugan**  
**Aviation**

**Years in Aviation: 20**

As a vice president he oversees all aspects of the FBO and maintenance at the Grand Island location. Thompson says, "My success at Trego Dugan Aviation is definitely due to Vince Dugan and Gary Trego who have trusted and guided me to where I am today, and I thank them for that!"

Vince Dugan says of Thompson, "Zach has been dedicated to aviation his entire professional life. At 16 he started working on agricultural aircraft in his home town. Now he is 36 and has worked in aviation for 20 years. He helped develop and implement a SMS system and was

able to earn an ARGUS platinum rating for our company's efforts. He is the accountable manager for our 145 avionics repair station."

He is currently on the board of directors for the Nebraska Business Aviation Association (NeBAA) and is also active in his community volunteering for various local organizations. Thompson has attended several advanced training courses with FlightSafety International.

Thompson says, "Giving back to the industry is something I enjoy. My work with NeBAA helps give back offering scholarships to students in aviation. We work with the local college on their summer workshops on transportation industry careers. We offer summer internships in our avionics and maintenance departments. I also take any chance I can get to take my four children flying and hopefully spark a lifelong love for aviation like I have."



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to our graduate  
**Zachary Thompson**

for receiving the NextGen 40 under 40 Award

He is currently the Vice President at Trego Dugan Aviation of Grand Island.

**Michael Steinbaugh, 34, Cahokia, IL**

"I WAS INTRODUCED INTO AVIATION BY FATE, SAYS Michael Steinbaugh. "I was working my way through community college in my hometown of Danville, IL, deciding what I wanted to do with life when I was approached by a friend who had a friend that restored WWII aircraft. I had never entertained the idea of anything aviation but had nothing to lose. I began working with Mike Vadeboncoeur at Midwest Aero Restorations and was immediately bitten by the aviation bug. After working for a couple of years restoring P-51 Mustangs, I made the decision to pursue my A&P. My career has been steadily advancing since completion of my A&P and bachelor's degree in aviation maintenance from Southern Illinois University in Carbondale, IL."

He began his career at Jet Aviation, then Midcoast, in 2005 as a technician on second shift. He earned a lead position on second shift after three years working primarily on Bombardier Challenger CL-600 series aircraft. From there he was awarded a position as aircraft lead, making the long-awaited move to dayshift, and has worked his way up to his current position of Customer Account Representative in September of 2014. He has attended factory training for the Challenger 604, 605, and 300 series aircraft, as well as



*Customer Account Representative  
 Jet Aviation  
 St. Louis*

**Years in Aviation: 16**

participated in the Advisory Board for Challenger 600 series in Montreal.

Matthew Harter, instructor at Southwestern Illinois College, says, "Mike's rise in positions occurred as rapidly as the company changed names, from Midcoast, to Midcoast, a Jet Aviation company, to just Jet Aviation. Customer satisfaction and quality work are two of his top goals and it always showed through his commitment to the company and the job at hand. Recently he moved off of the floor and into the position of customer account representative. Mike has always been a leader in whatever

position he held, and more than that a mentor for new technicians. On-time deliveries of an excellent product to satisfied customers is a constant result of Mike's hard work and dedication."

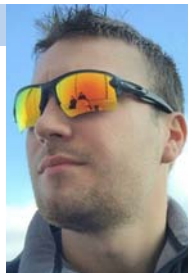
Steinbaugh says, "My current position allows me the opportunity to share what I have learned with the new workforce at Jet Aviation, as well as the customers I interact with as I manage their projects and continue to provide advice and assistance between maintenance events. Sharing my knowledge of the Challenger airframe with those looking to follow a similar path, allows me to stay in touch with the technicians on the floor, which is where my passion for aviation began."

**Jesse Moore, 24, Chicopee, MA**

JESSE MOORE STARTED HIS AIRCRAFT MAINTENANCE technician journey as a junior in high school when he began taking Tulsa Technology's aviation maintenance program for high school students. Once he moved to the adult program he quickly stepped up as a role model for all technicians, making conscious efforts to assist struggling students, practice good maintenance habits, and utilize exceptional critical thinking skills.

After graduation he joined the Tulsa Air National Guard as an aircraft armament systems specialist. For the next two years while he finished his Airframe and Powerplant certification at Tulsa Tech, he worked on Dassault Falcon Jets in Bartlesville, OK. After a deployment to Afghanistan, he became a field and airborne support team technician with Gulfstream Aerospace. His professionalism and technical abilities were quickly recognized while on a road trip to tend to a troubled aircraft and he was offered a position with a corporate flight department operating five Gulfstream aircraft. coordinating AOG troubleshooting, and helping revise policies and maintenance practices for arrival of new G650ER aircraft.

Moore credits Sheryl Oxley, one of his teachers at Tulsa Tech, as his mentor. Sheryl was also a great influence on his Air Force career.



*Aviation Maintenance Technician with a corporate aircraft flight department.*

**Years in Aviation: 6**

During A&P school he worked as a mechanic on Falcon Jets, which is when he decided that corporate aviation was the route that he wanted to take. "After I received my A&P I got a job at Gulfstream Aerospace where I moved to Massachusetts from Oklahoma. Six months later I was asked to join the Gulfstream F.A.S.T. Team; I traveled all over, never knowing where I would be dispatched to every morning."

While working at Gulfstream he was the recipient of several company awards such as the Mach 1, Mach 2, and Mach 3 award. He also has received a service award for volunteering at the EAA AirVenture Oshkosh for the past

five years and enjoys volunteering at any local airshow and aviation or community event.

Moore has attended advanced training at FlightSafety International on the GIV, G550, G650, G450/G550 Advanced Avionics/Troubleshooting, as well as G500/G550/G650 Engine Run and Taxi certifications.

Moore says his career goal is to become a maintenance director at a corporate flight department someday.

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**Benjamin Dunbar, 32, Overland, MO**

DURING HIGH SCHOOL BENJAMIN DUNBAR FOLLOWED the path of some of his friends and attended Michigan Institute of Aeronautics (MIOA). Because of this program he decided to attend Cornerstone University and its missionary bush pilot/mechanics program.

Dunbar has had several mentors in his career. "I did not begin work in this field with a mechanical background. Most of what I know now was learned on the floor with a lot of help from fellow mechanic Chris Gage. He seemed to know everything and was happy to jump in and finish a job I could not. Most everyone knows how frustrating this can be. This aggravated and pushed me into wanting to try harder and learn everything to avoid these embarrassments, and really gave me the drive that I continue to have today."

Dunbar began his aviation career as an A&P mechanic with Trans States Airlines working on J41, Embraer 145, and CRJ 700/900 aircraft, soon after he graduated from MIOA. During that time he assisted in opening maintenance line stations over several months at Chicago O'Hare and Dulles airports; and flew on several NCAA charters as the dual acting ground security coordinator and mechanic. In 2010 he was promoted to QA shift inspector and in 2011 he moved back to the hangar floor as lead mechanic. In 2013 he was hired on at Trans State's sister company, GoJet Airlines, as a maintenance controller. In 2015, GoJet promoted him to his current position.



*Fleet Support  
 Coordinator*  
**GoJet Airlines**

**Years in Aviation: 11**

He has earned three Bronze, two Gold, and one Ruby FAA maintenance technician award pins. Advanced training courses include: CRJ 700/900 Familiarization, EMB 145 Familiarization, Manager and Supervisor Leadership, and Rockwell Collins ProLine 4 CRJ 700/900 Diagnostics Training.

Amy Kienast, director of career services at MIAT College of Technology, says, "No matter where you run into Ben Dunbar, he will have a smile on his face and a great attitude. Part of his role is to travel as required to support the maintenance operations of the business and coordinate

with all required work groups or individuals to ensure that all maintenance is performed accurately and with a high degree of safety."

"Every day I come to work with an open mind, knowing I'm going to learn something, possibly teach someone, and continually help progress our company's goals," states Dunbar.

As far as giving back to the industry, he says, "The role that I'm in allows me the freedom and time to personally assist others with any work related problem they have, no matter how big or small. I really enjoy helping employees who are new to field, and hope to have the same impact on their careers as many mentors have had on me."

Dunbar says, "I'm not sure where I will be in five or 10 years. Wherever I land in the future, I hope to be in a role that gives me the opportunity to learn something new and teach others every day."

**Stephanie Lindquist, 30, Louisville, KY**

STEPHANIE LINDQUIST WAS ALWAYS INTERESTED IN LARGE machinery and enjoyed taking things apart to see how they worked. In high school she started researching career paths and found a brochure for aircraft maintenance and was instantly intrigued.

She didn't have a mentor until this year; one of the managers in her department chose her and a fellow coworker to mentor. They meet for lunch and discuss goals along with any issues they are facing or would like feedback on.

Lindquist enlisted in the Air National Guard and went through training to become a certified ejection seat mechanic. For six years she maintained the seat integrity and system explosives of the A-10's that were stationed in Battle Creek, and Detroit, MI. She worked full time for two summers at the base for more training while taking the prerequisite classes. In 2007 she was deployed to Iraq and Afghanistan to serve in Operation Enduring Freedom.

She graduated with a bachelor's in aircraft maintenance (and a minor in management) from Western Michigan University's College of Aviation. In 2009 she obtained an internship in the Aircraft Maintenance Department for the college's fleet of Cirrus SR22s, Cessna Senecas, and Seminoles. After graduation she accepted a position at UPS in its Aircraft Maintenance Division. She worked for a year in a management trainee program (rotating through different ACMX departments) and then accepted a full-time posi-



*Line Maintenance  
 Supervisor*  
**UPS Airlines**

**Years in Aviation: 11**

tion in the MD11 Maintenance Programs department. Additional training has included: B757 Familiarization, MD11 Familiarization, and FCC Radio Operators License.

Armando A. Unzueta, division manager, UPS Airlines, says, "Stephanie is a team player, eager to assist the organization wherever needed. She is a very positive individual and has great communication skills. She is never afraid of challenges and adapts very well to change. Stephanie is a quick learner and eager to gain knowledge. She is a great organizer as she manages her personal life, work, and community service. When she is asked to take on a project she is always willing to take the lead. There is a bright future ahead for Stephanie in her aviation career and future in UPS Airlines. She possesses the leadership and initiative talents to become a leader and mentor of young women in the aviation industry."

Lindquist is president of Association for Women in Aircraft Maintenance (AWAM) Chapter 18 (Louisville, KY) and attends Women in Aviation conferences. The AWAM Chapter raises money every year to award scholarships for men and women entering the aviation maintenance career field.

One of her goals is to be a part of the culture change at UPS; another is to be the director of maintenance or vice president of aircraft maintenance and engineering. "I also want to continue to bring awareness to young people about career path options in aviation."

**Kevin Easley, 32, Indianapolis, IN**

AS A YOUNG CHILD, KEVIN EASLEY WANTED TO BE A PILOT. Easley says, "There was just something about watching an airplane take off that fascinated me. My first real job was for FedEx in Indianapolis. I was on a crew that loaded the aircraft every night. I loved being on and around the aircraft. This inspired me to go to A&P school."

He received his training from the Aviation Institute of Maintenance in Indianapolis. Currently he is attending Marian University for a bachelor's degree in business administration with a focus in project management.

Starting in 2008 at AAR, Easley was a technician for about three years and then became a lead. He was a lead for about three years before becoming a project planner, where he was responsible for forming scripts for upcoming aircraft visits as well as briefing the managers and supervisors as to what to expect from their upcoming visits. Next he became a maintenance supervisor, responsible for the daily flow of current visits and communication between different departments to ensure deadlines are met. He is currently filling in as a project manager as his manager was recently promoted.

Charles Clark, project manager, AAR Aircraft Services, says, "I have had the privilege to work with Kevin throughout his career at AAR. I have witnessed his determination and willingness to work with oth-



*Maintenance Supervisor*  
**AAR Aircraft Services**

**Years in Aviation: 9**

ers as a follower, and as a leader, to reach goals at AAR Indianapolis. One example, of many, was during a difficult time period of work. Kevin assisted me during a holiday weekend where he was filling in as a project manager, but he provided a detailed plan outlining the steps for completion. Though the project wasn't a huge success, he was able to grow from the experience, and show our senior leadership team his aptitude and dedication to see the project through, while providing customer service.

"Kevin has worked his way up within the AAR Aircraft Service Indianapolis facility. He did this to understand

AAR's core values. Kevin takes the time to mentor others, and accepts criticism as coaching. Along with his high morals, and family support, his dedication to detail makes everyone around him a more productive employee and a better person. I look forward to see Kevin's growth within the organization."

His career goal is to hold a position that challenges him intellectually, while affording him the time to spend with his family. He says, "I hope, that while obtaining this goal, I can affect those with whom I interact in such a way, that their lives are affected positively through their interaction with me."



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**William Mastley, 33, Fort Worth, TX**

MASTLEY WAS INVOLVED IN AVIATION AT AN EARLY AGE. His family owned a Cessna dealer and repair station and flight school. Both his grandfathers were pilots as well as an aunt who was a pilot and also an FAA inspector in Albuquerque, NM. He credits his father as his mentor; he was a sheet metal mechanic and the owner and president of Crystal Shamrock Aviation in Crystal, MN, before becoming an FAA inspector in Scottsdale, AZ.

He started working at the age of 15 doing line service work and started shadowing mechanics at age 17. At 18, he joined the Air Force and received training on C130 Aircraft and MH-53 Pave Low Helicopters. He earned his A&P while in the USAF. After leaving the USAF in 2007 he moved to Belgium to work for Winters Aviation doing Thielert Engine conversions on Cessna 172s, Piper Warriors, and Cessna 206s. After returning to the U.S. in 2008, he worked for Landmark Aviation until he was recruited to work on a Cessna 172 Thielert training program with L3 Aerospace Vertex in Kirkuk, Iraq. During his first year with the program, he became the lead mechanic for 12 C-172s. Next he began working for ATK sustaining modified C-208 aircraft.

Besides his training in the military, he has taken classes from Aviall and FlightSafety International. He is progressing toward maintenance and avionics Master Technician certificates. He has also attended classes on the Garmin G1000, Thielert Diesel Engine, Pratt & Whitney



*Avionics/Mission Systems Lead*  
**Orbital ATK**

**Years in Aviation: 18**

Hot Section Inspection, and earned his FCC Certificate and private pilot's license.

In 2006 Mastley received the 58 Special Operations Maintenance Squadron Steel Horse Award for Maintenance Excellence. He also received recognition by the 58 Special Operations Maintenance Group Commander for 9 Zero-Defect Quality Assurance evaluations.

Brad Hayes, vice president, Orbital ATK Special Mission Aircraft, says: As the Avionics Lead for international CLS operations, Bill leads a team providing sustainment ser-

vices including all maintenance and support training for highly modified special mission aircraft, spare part management, component repair, publication updates, maintenance training, and logistics. Additionally, Bill's military experience and recognized technical prowess make him a natural ambassador to his customers in countries across the globe. As a result of his customer focus, he has been able to help customers shape their own requirements and continue improving on aircraft already fielded. His hands-on approach has produced a maintenance training curriculum that transcends language barriers. Graduates of the programs he influenced include squadrons from Columbia, Peru, Mexico, Iraq, Jordan, Lebanon, and other nations."

Future goals include completing his bachelor's degree from Embry-Riddle and pursuing opportunities in aviation-related program management or business development.

**Cory Peremsky, 27, Tucson, AZ**

CORY PEREMSKY IS STILL NEW IN THE FIELD OF AIRCRAFT maintenance with about four years of aviation experience. Peremsky is a structures technician at Bombardier Commercial Service Center in Tucson, AZ. He attended Pima Community College Aviation Technology Program in Tucson, AZ, where he obtained his A&P certificate in the AAS program. He also attended the Advanced Structural Repair (AAS) program. He is CRJ Taxi Qualified, CRJ Engine Run Qualified, and recently acquired his delegated inspector certification from Bombardier.

Peremsky wanted to do something different that involved working technically with his hands as well requiring specialized knowledge and skill sets. He says, "Overall, aviation is an interesting, ever-changing career field." His mentor was his brother-in-law, David Raymond who has many years of experience in the field as well as being a professor at the aviation school program he attended. Peremsky says, "He was a huge help and I likely wouldn't have made the move to aviation without his guidance."

During his last period of A&P school he worked for BRAND aviation services at local airports on various general aviation aircraft,



*Structures Technician*  
**Bombardier Commercial Service Center**

**Years in Aviation: 4**

until his employment at Bombardier started full time shortly after obtaining his A&P certification. As a structures technician with his A&P, Peremsky feels he's been given the chance to perform many different types of work from working on flight controls and landing gear to doing fairly complicated structural repairs. He says, "I recently obtained my delegated inspection rating so I am also learning more about the quality assurance side of the industry. Troubleshooting is a passion of mine that comes from really enjoying my work and showing it through my actions."

Peremsky attends as many industry meetings and events as possible from organizations like Aircraft Owners & Pilots Association (AOPA), Experimental Aircraft Association (EAA), and the FAA Safety Team. As for his career goals, Peremsky says first he sets high standards of quality and safety for himself and the company he works for, and plans to expand his knowledge to newer generation aircraft such as the Bombardier C-Series and is currently looking forward to obtaining his FAA Inspection Authorization.

## Gerald Marchal, 35, Carson City, NV

WHILE ATTENDING TRAINING TO BECOME A ROTORCRAFT pilot Gerald Marchal worked part time as an A&P apprentice at HAI (now Bristow Academy). "I had found myself truly loving the environment and culture that is associated with aviation. I had started to desire to know and understand both sides of aviation, how to fly them, and how they work. From there I have continued to want to push for the next thing in this industry and wish to keep doing so."

When he first came to HAI, Todd Smith was the director of maintenance and he brought Marchal on as an apprentice. He set a high standard of safety, and it drove Marchal to develop his career with the same outlook. Smith is now the director of Bristow Academy.

Since 2012 Marchal has been a Bristow Academy maintenance representative. He is responsible for three Bell 206B3 that are used in the military training program for mountain training and night vision goggle training. He has just modified one of the ships for external load operation to provide firefighting training with a Bambi Bucket. His role is to oversee the maintenance side of this operation. He schedules all maintenance with a third party, managing this around the flight schedule to minimize downtime. In between the scheduled maintenance he maintains all the squawks.



A&P Mechanic  
Bristow Academy

## Years in Aviation: 8

Marchal earned his private, instrument and commercial pilot license at HAI (Bristow Academy), in Titusville, FL; his CFI at Quantum in Chandler, AZ; and his A&P at Bristow Academy, Titusville, FL. He has received Bristow Academy's Safety Appreciation Award for extinguishing an engine fire and a Certificate of Appreciation from a major with the United Arab Emirates for the work he did with them.

Matt Pettenger, maintenance manager at El Aero Services, LLC, says "Gerald sets a very high standard of safety for the three Bell 206s he maintains with a fleet availability of approximately 95 percent with no maintenance-related incidents. If Gerald touched it I know it is safe and done by the book. He is always positive and willing to help anyone. He is the perfect example of what aviation needs and should be."

Marchal likes to share any knowledge he has as a pilot with other mechanics. He feels having a good understanding of the operations helps in a large way to aid in the maintenance of the aircraft.

His goal is to keep pushing himself as a pilot and mechanic to one day run his own branch of a company. He plans to start taking business classes to help grow in this area. He is also studying to get his IA.

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**David N. Cochran, 37, West Columbia, SC**

AS A CHILD, DAVID NICHOLAS COCHRAN ENJOYED discovering how things were made by breaking them down and fixing them. He served on a hot air balloon crew with Augusta Aviation. This experience gave him an opportunity to be around aviation and inspired him to pursue a career in this field.

Cochran received training from South Georgia Technical College. He has achieved advanced training in Liquid Penetrant Level 2 NDT and Eddy Current Level 2 NDT.

He has had two mentors, Tony Gay and Gene Grant. "Tony introduced me to aviation and has guided me through my academic and professional career. Gene was my maintenance supervisor when I joined the Bankair in 2003 and taught and guided me through many paths in the field of aviation."

Accomplishments at Bankair include: authored and submitted the repair station training program to the FAA; advanced the repair station from an avionics base to adding airframes for LR 35 and MU2 series, Honeywell TPE 331 and Honeywell TFE engines; added accessory rating to the 145 repair station; authorizes, tracks, and handles outside maintenance for company aircraft when away from home base; assists outside customer AOG and routine inspection maintenance; transitioned company from a major cargo only operation to a full jet passenger operation with international capabilities; and



*Director of Maintenance & Accountable Manager*  
**Bankair Inc.**

**Years in Aviation: 15**

assisted the former director of maintenance in obtaining the only STC for pinning the Learjet Aeronca thrust reversers for all LR 35 and 36 models.

John E. Dickerson, Bankair president, says, "Nick meets all the criteria of job commitment, industry involvement and contribution, and achievement of his personal position and innovation in the maintenance field. His initiative at Bankair goes way beyond the call of duty, coming in early and staying late to get the job done. His dedication to aviation maintenance and the industry is considerably above the average A&P I/A with his knowledge of job duties, outstanding knowledge of computers, and the theory of aircraft systems and the Learjet 35 and 60 aircraft. A company can only be as good as the people who make it their chosen profession. The entire company voices the nomination of David Nicholas Cochran for this prestigious award."

Cochran gives back to the industry by participating in Career Day at local elementary schools 2007-present. He plans to continue as director of maintenance at Bankair. While holding this title, he is able to help lead Bankair through the transition of adding new aircraft onto the certificate and providing service maintenance to new and existing customers.

**Greg B. Everett, 36, Youngstown, OH**

THE UNIQUENESS OF THE FIELD AND THE EXCLUSIVENESS of the industry drew Greg B. Everett in. "The idea of being in aviation with the great people that have made many contributions to the world, appealed to me," he says.

He graduated from Pittsburgh Institute of Aeronautics (PIA) and was hired at Constant Aviation about a week later. Early on in his career, he inspected the Embraer Legacy and Cessna Citation X aircraft. He began volunteering to be a part of Constant's DART team and has literally been able to stand on each coast.

There are many mentors, big and small, good and bad, that have helped to mold him. "I believe that everyone you encounter influences the person that you are, as long as you are open to the experience. To name a handful of mentors that have had a large impact would be Jim Rady, Shawn Ehrhart, Jason Morrow, Darren Fronk, Dan Podojil, and Kevin Dillon (all employees of Constant).

He was awarded the Golden Wrench Award while enrolled at PIA. The award is given to one individual from each graduating class that most exhibits ambition, talent, and attention to detail.

He has continued his education by attending classes on the Beechjet 400A, with four hours of simulator time at CAE and a management training course at Global Jet Services.

He was nominated by Shawn Paul Ehrhart, director of operations, nondestructive testing, Constant Aviation; Samantha Petersen, busi-



*Aircraft Supervisor, Small Cabin*  
**Constant Aviation**

**Years in Aviation: 5.5**

ness administrator, Constant Aviation; and David Noall, director of operations, Rite Lite Aviation. Noall says, "I have been working with Greg for the past two years. He has helped us a tremendous amount with our new Phenom. He has great attention to detail and he has a great ability to communicate effectively with customers. He has helped us work through several annoying problems on the aircraft and each time he has been successful in troubleshooting and problem solving."

Ehrhart states, "Greg chose aviation as a career to follow his passion, after working different non-aviation jobs in his 20s. Greg is a leader who was inspired by senior AMTs

to believe in the Mechanic's Creed and treat every task like his own family would be flying on the aircraft. I watched Greg learn these good habits, apply them dutifully, and now teach young mechanics just leaving A&P school the same professional techniques. In addition, Greg is an excellent communicator who has forged amazing relationships with both our customers and FAA representatives."

Everett would like to be a mentor to his fellow technicians, experienced and new. He says, "With future projections of technicians retiring, it looks like the industry will take a hit and need intelligent and motivated individuals to keep the torch going."

As for the future Everett would like to gain a foothold in management, possibly operations manager.

## Keith R. Fix II, 36, Luke Air Force Base, AZ

KEITH R. FIX II HAS BEEN FASCINATED WITH AIRCRAFT since he was 15 years old. He “was always curious how aircraft were able to fly and what kept them in the air. I also had an uncle who was an aircraft mechanic and he always encouraged me to pursue a career as a mechanic.”

His mentors include Mr. Rickey Radford and MSgt Jonathan Brannon. They have both pushed him hard to build a successful career at Luke AFB, and both have made time to discuss issues that he faced when starting the F-35 weight and balance program.

He enlisted in the Air Force in 1999 as a crew chief, and attended training at Sheppard AFB, TX. From there he was stationed at Shaw AFB, SC, until 2001. Then he was stationed at Kunsan AB, Korea. After that, he was sent back to Shaw where he stayed until 2009. In June of 2009, he was stationed at Sheppard AFB, TX, where he became a weight and balance instructor. In 2013 he was sent to Luke AFB, AZ, and became a flightline expeditor. He was then chosen to become the Luke AFB weight and balance manager.

Fix has received advanced training on the Automated Weight and Balance System (AWBS) from Lockheed Martin on four airframes. And he attends yearly weight and balance conferences hosted by



*Weight and Balance Manager*  
**U.S. Air Force**

## Years in Aviation: 17

the AWBS software team.

Last year he was recognized as the Maintenance Operations Squadron Crew Chief of the Year.

He was nominated by Mr. Rickey Radford, aircraft quality assurance inspector, U.S. Air Force: Keith played a major role in software development that allows weight and balance technicians to connect scales directly into the aircraft Automated Weight and Balance System (AWBS). His diligent efforts saved the Air Force \$24K by not having to purchase new equipment. Keith’s monumental

knowledge and technical experience was crucial in the development of AWBS software for the F-35 program by assisting Mass Property Engineers in streamlining the fuel burn process during flight. This concept was adopted by the Joint Strike Fighter program to include all platforms and service variations of the F-35.

To give back to the industry, for the past two years he has hosted weight and balance training sessions at Luke AFB, and also shares the newest technologies in weighing equipment with students. He mentors those who are new to weight and balance. His career goals are to someday manage his own aircraft weigh station and help those who are in need of training on weight and balance.

## Steve Goede, 32, Grand Junction, CO

STEVE GOEDE CREDITS HIS FATHER FOR HIS EARLY interest in aviation. He was a Snap-on tool dealer for over 30 years. Goede occasionally accompanied him to visit customers who would take him for rides in their single engine Cessnas. He says, “I was fortunate at a young age to have the opportunity to explore many countries during family vacations. One of the highlights was the time spent on the airplane. What young rambunctious boy doesn’t like speed and the thrust of a jet engine during takeoff!”

During his second year of college Daryl Millard, a marketing professor, told him “Your skills set is designed for a fast-paced industry, which requires attention to detail and the ability to provide customer service.” Shortly after, Goede began working for Comair Delta Connection. Current mentors include West Star Aviation CEO Bob Rasberry, COO Rodger Renaud. and GJT General Manager Dave Krogman.

At West Star Aviation for nine years, he has helped in the development and growth of the landing gear and accessory shop. Goede says, “I love being able to provide solutions for our customers’ parts and accessories needs. I like being able to tell them ‘we can do that’ or ‘we can get that to you in time,’ solutions like this are a valuable capability.”



*Director of Landing Gear and Accessory Programs*  
**West Star Aviation**

## Years in Aviation: 12

“Steve keeps our business on the cutting edge by building strong relationships with our OEMs and has helped build a solid structure with regards to our landing gear overhaul and accessory shop at all the WSA locations,” says Debi Cunningham, vice president of marketing and interior design at West Star Aviation. “He is extremely driven and is willing to take on additional responsibilities while continuing to excel within our company.”

Goede received a bachelor of business administration from University of Iowa, associate’s degree from Kirkwood Community College, and an international business certificate from Roskilde Handelsskole; Roskilde Business College in Denmark. He has had technical training on a

variety of landing gear platforms for business/corporate/executive aircraft.

He belongs to NBAA, NARA, NATA, and PAMA and attends OEM operator conferences, NBAA, and a variety of trade shows. He currently is on a local board for Hope West NextGen.

He gives back to the industry by providing aircraft operators and OEMs world-class service, which is concentrated around quality, integrity, pricing, and downtime.

Future plans include becoming an executive leader that focuses on integrity and is able to deliver higher than expected returns.

**Carolyn Rena Kincaid, 37, Indianapolis, IN**

CAROLYN RENA KINCAID DECIDED AT AN EARLY AGE THAT aviation was her career choice. “That fascination with flight has stayed with me even today.”

She started her career at 19 with AOG Tank Tigers in Greenville, SC, then moved to a position with ATA Airlines, and then AAR Indianapolis. Her current dual role requires her to oversee all aspects of new hire, compliance, and maintenance training, as well as ensure that all aircraft records meet regulatory requirements, and meet or exceed customer expectations. She previously served as a fuel tank technician, aircraft structural repair technician, structural repair lead, operations supervisor, and apprentice program supervisor.

Kincaid attended Vincennes University and holds an FAA Airframe and Powerplant license. She has completed leadership courses with Strata, attended and facilitated Franklin Covey’s 7 Habits of Highly Effective Managers, and helps develop training curricula for AAR Corporation. She is currently the MRO group training team leader, and advises departments on training programs, and StAAR (AAR’s internal computer based MRO management system).

Kelly Sauer, AAR Aircraft Services vice president of quality, says, “Rena’s first day at work was so successful she was immediately assigned to a project level 178 Bulkhead MOD. Because of the com-



*Manager of Training and Records Departments*  
**AAR Aircraft Services**  
**Indianapolis**

**Years in Aviation: 19**

plexity of this work it was only assigned to the best of the best. Rena went on to prove herself on this project and it became the launching point for her career in sheet metal at AAR. In September 2011, Rena applied for a newly created position, the apprentice program supervisor. Rena developed and implemented the program within three weeks of starting. The apprentice program has gone on to produce some of our best sheet metal technicians with some now in lead positions. Four months later Rena applied for and was awarded the training manager position and has been in the role now for 4.5 years. Additionally she was assigned management of the Records Department, and appointed the MRO group leader for the training departments. Rena has a proven

track record of succeeding at and exceeding all expectations in any role she has taken. She is well respected by her peers and I am both proud and blessed to have her as a member of my team.”

Kincaid strives to “improve operations daily by educating our technicians, streamlining our processes, and encouraging all of our technicians to pass on their knowledge via mentoring. I hope to continue to lead and inspire others here at AAR, and would like to progress in the training and quality management roles with ASI.”

**Joshua Temple Krotec, 38, Westport, CT**

JOSHUA TEMPLE KROTEC HAS BEEN INFATUATED WITH airplanes since he was a boy. He saved enough from summer jobs to take flying lessons and earned his private pilot’s license between his sophomore and junior years, followed by his instrument rating a few months later. With an internship at First Equity Development that lead to a full-time position, Krotec served as a financial analyst for mergers in the aviation industry.

He followed the adage, Do what you love, and you’ll never work a day in your life, and says, “It appears that following one’s passion drives a dedication, work-ethic, and desire to continuously learn that ultimately fuels the creativity, innovation, and leadership skills that have contributed to professional success.”

Krotec transferred to Aerospace Products International, Inc. (API) in 2003. At API, he took over the management of the company’s fledgling supply chain programs unit and grew it into a \$40 million business by signing long-term agreements with aviation companies such as Lufthansa, Honeywell, Rolls-Royce, Cirrus, and Dassault Falcon Jet. Later, after First Aviation acquired Piedmont Propulsion Systems and Aerospace Turbine Rotables in late 2009, he shifted back to the First Aviation corporate office to help incorporate these MRO businesses into First Aviation, divest API, and to take over responsibility for business development for First Aviation’s MRO companies. Krotec



*Senior Vice President*  
**First Aviation Services Inc.**

**Years in Aviation: 18**

is responsible for general management support for each of the subsidiaries, corporate mergers and acquisitions, oversight of all business development activities, and government and industry relations.

He attended the University of Pennsylvania as a member of its Management and Technology Program. He earned two bachelor’s degrees: a B.S. in engineering from Penn’s School of Engineering and Applied Science; and a B.S. in economics from The Wharton School. He returned to Penn (Wharton) to earn a MBA, with a concentration in strategic management and marketing, graduating with

Dean’s List honors.

To give back to the industry, he is involved in Aeronautical Repair Station Association (ARSA), National Business Aviation Association (NBAA), and Regional Airline Association (RAA). He attends the various shows and is a frequent guest speaker. He serves as the chairman of the Government Affairs Committee for ARSA, and as a member of the board of RAA’s Associate Member Council.

“My immediate career goals are to see (and enjoy) the fruits of First Aviation’s new product investments and advocacy efforts. Our advocacy efforts with Congress and DOD could result in hundreds of billions of dollars of aircraft MRO work being released for competition to the commercial MRO market, providing First Aviation and the entire commercial MRO industry with tremendous growth opportunities.”

## Chad Michael Lewis, 33, Birmingham, AL

AT AN EARLY AGE CHAD MICHAEL LEWIS ALWAYS HAD A fascination with the idea of how a plane flew. As he got older and graduation neared he had to decide on his future path. He reflected back on his interest in aviation and decided to join the Air Force. The more he learns about aircraft maintenance, the more he loves the industry. “There is no question that I am where I need to be and I will continue to peruse my goals and aspirations in the aviation field.”

Lewis has spent the last 15 years in the U.S. Air Force. He started off as a crew chief in Grand Forks, ND. After six years, the Air Force asked him to be a recruiter which he did for four years and then he requested to go back to being an aircraft mechanic.

Lewis feels privileged to have a few people who support him and help guide him. Steve King, senior director of maintenance with Cox Enterprises’ aviation department and Lee Bradshaw are his mentors.

He received his initial aviation training at Sheppard AFB Wichita Falls, TX. He has an AS degree in aviation maintenance technologies and an AS degree in human resources management. Lewis received his A&P license in 2013 from Baker’s School of Aeronautics. He earned a BS degree in business management from Park University. Advanced training has included Falcon 2000 MX initial, crash recovery school, repair and reclamation school, and advanced troubleshooting.



*Technical Sergeant*  
**U.S. Air Force**

## Years in Aviation: 12

James Lee Bradshaw, assistant maintenance manager at Cox Enterprises, says, “Chad is responsible for coordinating maintenance plans, meeting operational commitments, reviewing trend reports and data summaries, and performing staff and supervisory functions. All the while, he has maintained his vision for life after retirement from the Air Force. Chad has his A&P licenses, and earlier this year was awarded a Technical Reward and Career (TRAC) scholarship by the National Business Aviation Association (NBAA) for a Falcon 2000 Maintenance Initial course. Chad has an impres-

sive academic résumé with three Associate of Applied Science degrees (Aircraft Maintenance Technology, Human Resources Management, and Management). Chad Lewis is not only a true patriot, but also the perfect representative of the military’s aviation maintenance program.”

To give back to the industry Lewis serves as president of a non-profit organization that takes care of local active, retired, and reserve Air Force members and their families in Birmingham, AL. And he mentors young subordinates to help them excel outside of the service.

Besides continuing to serve in the military, Lewis would also like to continue to pursue his master’s degree and any other training opportunities that come along. He would ultimately like to find a job within the business aviation sector with a company that is as passionate about aviation as he is.

## Marcelina Plesiak, 39, Hartford, CT

“I SORT OF STUMBLED UPON THE AVIATION INDUSTRY when I was 22,” Marcelina Plesiak says. “What was supposed to be a temporary month-long work assignment at a Bombardier facility in Montreal, turned into a lifelong career.”

Plesiak began her career with with Bombardier in 2001 as an inventory analyst in Montreal and has steadily moved around within the Bombardier organization ever since. She then became a customer account manager, covering several U.S. and Canadian regions. In 2007, she transferred to Bombardier’s Hartford Service Center as a customer service account manager to support the maintenance customers on site and two years later transferred within the service center to become a material support buyer where she assisted customers and company personnel obtain the parts they required, often in AOG situations.

In 2013 she decided to pursue a technical career and started working part time as a mechanic in order to attend CT Aero Tech in Hartford, CT, during the day. When she graduated and obtained her A&P certificate in December 2015, she became a full-time A&P



*Project Manager,  
Hartford Service Center,  
Bombardier Business Aircraft*

## Years in Aviation: 15

mechanic assigned to the Global Express maintenance line. In June of this year she stepped in as project manager where she is in charge of a maintenance team and performs supervisory responsibilities for assigned employees and areas for multiple aircraft. She negotiates pricing, aircraft down times, is point of contact for maintenance customers, and ensures the aircraft are delivered on time. Plesiak has also attended the Global Express Maintenance Initial School.

Richard Dusseault, operations manager, Hartford Service Center, comments, “Marcelina’s great work ethic and overachieving qualities has allowed Marcelina to move within the company. Her unique career path and work experience enables her to bring valuable assistance to her customers and fellow team members, in order to deliver top-notch service. Her constant support and commitment are a huge factor in making the team successful.”

Plesiak says, “Now I get to mentor a new generation of A&Ps and share my passion for the industry.” As for her career goals, eventually she would like to be in charge of an aviation department.

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**Josh Riehle, 35, Greensboro, NC**

"I HAVE ALWAYS ENJOYED THE AVIATION INDUSTRY," JOSH RIEHLE SAYS. "AS A CHILD OUR HOUSE WAS NEXT TO THE HELIPAD FOR ONE OF THE LOCAL HOSPITALS. I WOULD RIDE MY BIKE UP TO THE EDGE OF THE FIELD AND WATCH THE AIRCRAFT ARRIVE AND DEPART WITH FASCINATION. WHEN IT CAME TIME FOR COLLEGE I INITIALLY WENT INTO ENGINEERING BUT FOUND IT LACKED THE HANDS-ON INTERFACE THAT I ENJOYED. I SWITCHED OVER TO THE TECHNOLOGY PROGRAM AT PURDUE UNIVERSITY AND WAS HOOKED. I WAS ABLE TO TAXI A B737 AIRCRAFT, WORK WITH VARIOUS ENGINES, AND LEARN ABOUT THE VEHICLES THAT I HAD SEARCHED OUT EVERY TIME I HEARD A NOISE IN THE SKY AS A CHILD. THAT LOVE OF AVIATION HAS TAKEN ME ALL OVER THE WORLD, ALLOWING ME TO CONTINUE TO LEARN AND GROW."

He earned an associate of science degree in 2002, bachelor's of science in 2004, and master's of science in 2009 at Purdue University. As part of his collegiate studies he obtained his Airframe & Powerplant certificate in 2004.

He credits two people as his primary mentors in aviation. Dave Latimer and Bob McClellan have been his mentors at HAECO throughout his career with the company. He says they have and continue to provide invaluable help, assistance, redirection (at times), but most importantly guidance and support. Without these two individuals he feels he would not be where he is today.

His working career in aviation began at Raisbeck Engineering in Seattle, WA, as an intern. He spent time as a teaching assistant at



Director of Quality  
 HAECO Americas

**Years in Aviation: 16**

Purdue University, and in 2005 took an intern position in the regulatory compliance group at TIMCO Aviation Services (now HAECO Americas) in Greensboro, NC. Josh has held numerous roles at HAECO.

Riehle says he tries to give back to the industry in as many ways as he can. This included setting up an internship program with Purdue. He is working with HAECO to get this program re-established for co-op and internship possibilities starting in 2017.

He has provided support to two different aviation maintenance technical schools. He has been a guest speaker, providing tours of repair facilities to classes, and advising on regulatory issues.

Riehle works close with the Aeronautical Repair Station Association, attends the ARSA annual symposium, and has worked with Senate and Congressional representatives on the needs of the industry and impact of proposed regulations to ensure actions taken promote the safety of the flying public, don't negatively impact aircraft maintenance, and are supportive of the continued growth and prosperity of the people working in the industry.

As for career goals, Riehle says, "Never stop learning, ever. Take advantage of all the opportunities that I can to learn, and give back to the industry, in some manner, in at least two different ways each year."

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# WORDS OF CAREER WISDOM FROM GAMA'S EXPERT ENGINEERS

Two of GAMA's engineers also got their start working in the maintenance field. Their careers show the value of perseverance, hard work, and a passion for aviation that makes our industry truly unique.

**R**ECOGNIZING YOUNG PEOPLE for their accomplishments always gives me encouragement as I think about the future of our industry. The 2016 *AMT* Next Gen Award Winners featured in this issue are no exception.

The young men and women profiled here are already impacting our industry today and are poised to be the leaders of tomorrow. I'm delighted that many of them come from GAMA member companies, including Bombardier Business Aircraft's Marcelina Plesiak and Lewis H. Caplan III; Pratt & Whitney Engine Service's Hilary Kerkstra; StandardAero's Tony Oggs; Jet Aviation's Michael Steinbaugh; and Duncan Aviation's Chuck Zahnow. Several other winners received their education at Embry-Riddle Aeronautical University and FlightSafety International, both GAMA members.

Two of GAMA's engineers also got their start working in the field. Their careers show the value of perseverance, hard work, and a passion for aviation that makes our industry truly unique.

Like many young people, **Walter Desrosier, GAMA's vice president of engineering and maintenance**, was fascinated by seeing airplanes overhead. In high school, he wanted a job — any job — where he could be near airplanes, and began sweeping the warehouse docks for a cargo company at night at Bradley International Airport. By age 15 (although the company thought he was 17), he was promoted to loadmaster. Since he couldn't leave until the airplanes cleared the airport, he started assisting the mechanics, thinking that would be his career path. He earned his Airframe and Powerplant license while in college.

After receiving his bachelor and master's degrees from Embry-Riddle, Walter assumed he'd work for a major airline. But as he interviewed for jobs, he realized he wouldn't be spending time at the airport but instead be doing tasks such as conducting revenue analyses of routes. Edward Stimpson, who was GAMA's president at the time, was also chairman of the board at Embry-Riddle, where he had helped select Walter for a prestigious fellowship at the university. Walter came to GAMA, and was soon hooked.

Instead of focusing on a single company, Walter found

himself working closely with executives from numerous general aviation manufacturers, industry technical experts, and FAA officials to improve the process of certifying new aircraft and technologies, always with safety in mind. His boss and mentor, Bill Schultz, took him to airports to show him how the policy and regulatory work they were doing in Washington, D.C., affected actual airplane designs. "I feel like I'm making a difference here," says Walter, now in his 19th year at GAMA.

**Joe Sambiasi, GAMA's director of maintenance and airworthiness**, began his career at US Airways doing utility and ramp work on the midnight shift. A few months into the job, he began taking classes for his Airframe and Powerplant license at the Pittsburgh Institute of Aeronautics. For the next 21 months, he worked from 11 p.m. to 7 a.m., then took classes from 8 a.m. to 2:30 p.m.

Joe's hard work paid off. After US Airways went through layoffs, he found work as a mechanic for Independence Air at Dulles International Airport. He performed inspections, changed engines or landing gears, and did other jobs that couldn't be solved on the flight line. "As a mechanic, don't assume you know a certain process, and always reference the latest instructional manuals," Joe advises. "At the same time, don't be afraid to ask questions or point out discrepancies. And always be willing to help those who are learning the ropes; put yourself in their shoes."

A few years later, Joe landed at Compass Airlines, where he helped the new airline get its air carrier certificate, helped write the air carrier's manuals, and traveled to Brazil to inspect the company's new aircraft. From there, he came to GAMA, where he leads its maintenance and airworthiness efforts and recently earned his bachelor's degree from Embry-Riddle.

Walter advises young people to find work that allows them to follow their passion, as he did, so "you'll enjoy going to work every day." Joe adds, "Don't be afraid to pursue new opportunities. Aviation is a constantly evolving industry that offers plenty of avenues for a satisfying and rewarding career."

Sound advice from two of GAMA's engineering experts today for *AMT*'s leaders of tomorrow. **AMT**



**PETE BUNCE** is president and CEO of the General Aviation Manufacturers Association (GAMA), which represents more than 85 of the world's leading manufacturers of general aviation airplanes and rotorcraft, engines, avionics, components, and related services. GAMA's members also operate repair stations, FBOs, pilot and maintenance training facilities and manage fleets of aircraft. For more info: [www.gama.aero](http://www.gama.aero).

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