

A publication of Duncan Aviation

Duncan Debrief

Fall 2015





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Fall 2015
Duncan Debrief, a customer magazine.

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Todd Duncan

Chairman

We're Proud to Be Different

2016 marks Duncan Aviation's 60th anniversary of supporting the business aviation industry. In preparation, we have had a lot of discussion about if this matters to customers and team members, whether we should boldly celebrate it and just how to pay tribute to our past while continuing to embrace our future.

After countless conversations with new and long-time customers, team members and vendor/partners, we decided that longevity in business aviation just can't be ignored. The fact that my family has supported the industry for 60 years is different. The way we have responded to customer needs is different. And the caliber and resourcefulness of our people is different.

Our ingrained culture of responsiveness has ensured a continual evolution that has allowed us to change with and sometimes push the industry. When a customer makes a comment about something that could be improved, we research it, analyze it and look for a better way. When a team member sees a process that could be completed more efficiently, we empower them to explore the options and lead the charge. And when a customer asks us to provide a new capability, we work with industry leaders and partners to make it happen. When asked, we have acted.

As we all know, though, companies don't take action. It's the people within who are responsible for the innovation. And the people who have helped make Duncan Aviation the company it is today certainly deserve the credit. Whether that person is a new or long-time team member, customer or industry partner, that catalyst for change deserves to be recognized.

So at the beginning of November, right before the annual convention for the National Business Aviation Association, we began publishing stories about how the people of Duncan Aviation have responded to requests for six decades. We will celebrate with these stories throughout 2016. Celebrate with us by subscribing to the Duncan Download blog, following us on Facebook and Twitter and visiting our anniversary website at www.DuncanAviation.aero/60.

Stop by any of our facilities or call us and make suggestions of things you would like to see in your service experience in 2016 and beyond. Together, we can continue to provide an experience, unlike any other. 🇺🇸





THE
FOUNDATION
OF ANY SOLID
RELATIONSHIP IS
TRUST.

DUNCAN AVIATION: EXPERIENCE.

UNLIKE ANY OTHER.

As a family owned company, we can't always outspend the competition, so we out-support them. Ask our customers why they return, and they'll tell you it's the attitude and experience of our team members.

Take care of your people.

The majority of businesses look to their customers to determine how they should model their processes. At Duncan Aviation, we do things a bit differently.

Most companies believe the base of their business is their customers, and that above all else, they must take care of the customer. Obviously, customers are vitally important. But we have discovered that it is even better to treat your team members as your base.

"If you do right by your people, they'll take care of their customers, and the company will flourish," says Chairman Todd Duncan.

Team members who feel respected, rewarded and secure are, by far, the most productive, innovative and responsive. That's because they genuinely enjoy their careers and their customers.

"I know the quality of our customer support will never exceed the quality of our people, which is why we invest heavily in team members who can deliver," says Todd. "We hire those we trust and trust those we hire. I'm proud of each and every team member of Duncan Aviation."

For Duncan Aviation, investing means providing continuous education, individualized training, an on-site family health center and state-of-the art hangars that offer a premium work environment—just to name a few.

There's no substitute for knowing our customers.

Listen. Hear what your customers and team members are saying. Take suggestions. Follow up.

"We engage our customers through advisory boards and day-to-day discussions. When we make changes based on their suggestions, they get the most out of our services, and they tell others," says Todd.

Even if that one change only affected one project, it was worth it because that one project gives our team members the ability to cultivate a lifelong relationship. And that relationship goes beyond the daily emails, phone calls and squawks.

"Our team members know our customers on a personal level," says Todd. "Many are close friends outside of the workplace."

Support can be a means to an end, or it can be a dynamic aspect of our business where we really connect with the customer. Duncan Aviation has chosen the latter.

Individuals matter.

Kind words are priceless and cost nothing. A hello with a smile and a genuine thank you convey how important our customers are to us.

"We're able to maintain our level of quality by taking one aircraft at a time and one customer at a time," says Todd.

Nearly 90 percent of Duncan Aviation's customers operate one aircraft. Whether they need a single part or an entire interior, team members treat them with the same level of respect.

As we grow in size and in locations, it's important to make sure our culture continues to take that individual approach.

"We're not the company we were 20 years ago, and we won't be the same company in five or 10 years," says Todd. "We will continue to evolve. But we will always be a company that shows our customers how much they matter to us and listens to their needs," says Todd. 📺

To hear Todd Duncan speak about Duncan Aviation's approach to business aviation, visit www.DuncanAviation.aero/videos/experience

DUNCAN AVIATION

PARTNERS WITH GULFSTREAM AEROSPACE CORPORATION

In March 2015, Gulfstream Aerospace Corporation named family owned Duncan Aviation as a Gulfstream authorized warranty facility. Duncan Aviation is the only Gulfstream authorized warranty facility in the United States, and this news thrilled many Duncan Aviation customers who had been asking us to look at adding these capabilities.

“I was happy to hear that Duncan Aviation is now a Gulfstream authorized warranty center,” says Sanderson Farms’ Aircraft Maintenance Manager Allen Ulmer. “I’ve been a customer of Duncan Aviation for 17 years, and we’ve been taking our three G150s to Lincoln for a year now. We’ve had work done on our interiors and engines, and we’ve also taken the aircraft in for inspections, paint and avionics modifications. I’ve been very pleased with all of the work we’ve had done.”

In addition to the Lincoln facility, Battle Creek, Michigan, and Provo, Utah, are also able to perform warranty work and provide maintenance services and repairs within our regulatory approvals on the G100, G150 and G200 aircraft.

“There is no question this is an exciting opportunity for us,” says Tech Rep Tim Garity. “And the nice thing is we’re already familiar with these models. We’ve been married to the G100/Astra for the last 30 years. It’s a really unique aircraft, with quite

a devoted following. Mechanics love to work on them because they’re easy to maintain and the parts are accessible. And pilots love to fly them.”

In order to comply with the terms of the agreement, Duncan Aviation agreed to invest in team member training. As a result, more than 20 team members from all three of our main facilities have gone through avionics and airframe training for the G100, G150 and G200 at FlightSafety in Dallas, Texas.

Other technicians are scheduled to complete further training in the coming months. Thus far, Duncan Aviation has invested more than \$250,000 in tuition alone for training and more than \$200,000 in tooling for the three models. We want our customers to be confident that Duncan Aviation’s technicians are among the most knowledgeable and skilled in the aviation industry and that our facilities are more than capable of completing the work they need.

“This partnership, which represents a new chapter in our long history with Gulfstream, is a source of great pride for all of us here at Duncan Aviation,” says Chairman Todd Duncan. “Gulfstream is recognized the world over for the exceptional quality of its business jets and its commitment to excellence. We are excited to begin providing our mutual customers with access to three additional facilities in the United States.”

“We’ve been married to the G100/Astra for the last 30 years. It’s a really unique aircraft, with quite a devoted following.”

Tim Garity, Tech Rep





WELCOMING THE

HTF 7000

MINOR MAINTENANCE AUTHORIZATION

Shawn Schmitz, Duncan Aviation's turbine engine tech rep, spent time this summer in Phoenix, Arizona, getting to know the Honeywell HTF 7000 engine. For two weeks, he worked hands-on with Honeywell instructors, tearing the engine down as far as would be possible in the field and then putting it back together again.

He did this so he could better serve customers and in preparation for Duncan Aviation's Honeywell AS907 (HTF 7000) Series Minor Maintenance Authorization, which was awarded in mid-2015.

"I understand why customers like this engine. It is very reliable and has a good reputation in the fleet," says Shawn. "It is the next generation of Honeywell products, and it will be around for a long time."

The HTF 7000 Series engines are installed on several popular business aircraft, such as the Bombardier Challenger 300 and Challenger 350, the Gulfstream 280 and the Embraer Legacy 450 and Legacy 500. The operators of these aircraft rely on Duncan Aviation to provide them with comprehensive airframe services and have asked

us to seek out the HTF authorization in order to service their engines, too. Now, we can.

Duncan Aviation and Honeywell have a long history that dates back more than 34 years when Duncan Aviation received major level authorization to work on the Honeywell (then AiResearch) TFE731 engines. And Duncan Aviation's engine technicians are just as committed to their Honeywell customers now as they were back then.

Alongside Shawn, other engine technicians were factory-trained to perform intermediate level repairs, with many more scheduled for additional training in the coming year. These technicians are located at Duncan Aviation's headquarters in Lincoln, Nebraska, and throughout the engine Rapid Response team network across the United States.

It has not been a fast or inexpensive endeavor. But developing new service offerings never is. "With the knowledge and experience we have acquired, as well as more than \$1.5 million invested in tooling and spare parts for the HTF 7000, we're ready." 🛠️

"With the knowledge and experience we have acquired, as well as more than \$1.5 million invested in tooling and spare parts for the HTF 7000, we're ready."

Shawn Schmitz, Turbine Engine Tech Rep



FALCON 900

WORKSCOPE

EVERYTHING AND THE GALLEY SINK

The best laid plans often go awry.

Business aviation's maintenance division is no exception. Most maintenance directors will tell you it's almost impossible to plan for everything that might pop up during a large inspection that is coupled

with a variety of updates and upgrades.

So how can Duncan Aviation guarantee turntimes? The answer is really pretty simple but often overlooked by those who don't have the right people and the right processes.

"We plan ahead and work hard," says Finish Team Leader Tony Houk. "We still encounter hurdles, but we work together as a team to overcome them."

Together Everyone Achieves More

Business jets are incredible assets. When they're in our hangars for months, we recognize the owners are missing a valuable resource, so we do our best to meet turntimes and set efficient schedules to get customers in, out and safely on their way.

When an 18-year-old Falcon 900 was added to the schedule at Duncan Aviation's Lincoln, Nebraska, location, promising a finite out date seemed far-fetched—because it was. A laundry list of inspections, avionics, interior upgrades and new paint packed the to-do list.

So Completion Sales Rep Tracey Boesch requested the customer bring the aircraft in for a pre-inspection.

"It's difficult to plan an accurate out date on most larger projects. Once we considered other factors that complicate the process, such as age of the aircraft

"We plan ahead and work hard. We still encounter hurdles, but we work together as a team to overcome them."

Tony Houk, Finish Team Leader

and size, our teams knew they needed to inspect the aircraft to properly plan prior to input," says Tracey.

During the inspection, the airframe, interior, install, engineering, paint and sales teams gathered data and spoke with the customers,

gaining a comprehensive understanding of their expectations before arrival.

"We took advantage of all the data we obtained from the pre-inspection, addressing any gaps in the plan prior to the aircraft's arrival," says Project Manager Tracy Hein. "It made the input much smoother because we were already on the same page."

During the inspection, a handful of corrosion squawks required extra hours, making serious teamwork mandatory in order to adhere to a tight schedule.

"Some of the teams needed access to the same areas. So teams changed their schedules to second or third shifts so we could keep progressing at the rate we needed to," says Tracy.

All the teams realized they needed to make it happen, even if that meant working in hourly blocks, or changing shifts and working weekends.

"It is always great to see how accommodating airframe, paint, interior and install teams are to one another, especially during crunch time when everyone needs to be in the same spot," explains Tracy.

And all that teamwork paid off. The aircraft delivered, the customers were ecstatic and Duncan Aviation was able to add another success story to the books. 📖



SEE THIS PROJECT IN TIME-LAPSE VIDEO, WATCH IT NOW:
www.DuncanAviation.aero/videos/f900



BRIGHT IDEA: WINGLET COVERS

At Duncan Aviation, we push our team members to think outside the hangar. If a team member or customer has a request or suggestion, we see where we can implement that process into other areas.

So far, we've saved tens of thousands of dollars and countless hours. The most recent bright idea was the implementation of winglet covers.

A customer requested the covers because he thought the additional visibility of a bright winglet cover might prevent in-hangar damage. Upholstery Master Specialist Ron Phillips created a pattern and fabricated these using a red Herculite on the outside for high visibility and lining the inside with a flannel material to protect the aircraft's finish.

"We added Velcro for easy installation and removal," explains Upholstery Team Leader Mark Grant. "We also added 'remove before flight' tags to catch the pilot's attention."

Not only does the fabric protect the winglets, but it also makes them even more visible during hangar dumps, moves and stacks. 

"It is always great to see how accommodating airframe, paint, interior and install teams are to one another, especially during crunch time when everyone needs to be in the same spot."

Tracy Hein, Project Manager





Mark Francetic, Regional Avionics Sales Manager

— NEXTGEN —

MANDATES

— THE CLOCK IS TICKING —

The Federal Aviation Association's (FAA's) Next Generation Air Transportation System (NextGen) mandates will transition civil air traffic management

from the outdated, terrestrial-based analog infrastructure to terrestrial/satellite-based, digital equipment. The goal is to improve communication and tracking, cut costs and safely and efficiently fit more aircraft in the available airspace.

"Customers ask me all the time if I think the FAA will push back the date on the ADS-B mandate," says Mark Francetic, Duncan Aviation's regional avionics sales manager and NextGen expert. "We encourage every flight department to plan ahead to ensure that there will be room for them during their next maintenance event. The FAA has repeatedly stated the deadlines are firm and will not change; therefore, we recommend prudent use of limited resources."

As the January 1, 2020, deadline approaches for Automatic Dependent Surveillance-Broadcast (ADS-B) Out, roughly 18,684 corporate aircraft owners and operators will need hangar space in facilities that are capable of procuring and installing certified equipment. Those aircraft may face delays for equipment upgrades as hangar space is occupied with aircraft that are due for inspections, paint and other scheduled maintenance events.

ADS-B Out transmits properly formatted messages with an aircraft's precise location to

"The FAA has repeatedly stated the deadlines are firm."

Mark Francetic, Regional Avionics Sales Manager


ground stations and other aircraft equipped with ADS-B In systems flying within 150 nautical miles. ADS-B Out provides highly accurate (within one mile) position reporting

to properly equipped aircraft and air traffic control (ATC) over land.

"Many of the operators I've spoken to are waiting for a low-cost solution for ADS-B," says Justin Vena, avionics sales representative for Duncan Aviation's Battle Creek, Michigan, facility. "Costs will definitely increase as the deadlines near, and nothing is going to cost less in four and a half years than it does right now. That's just not how demand works in this industry. I remind customers of the shortages with the EASy II upgrades."

There's still confusion throughout the industry, too, regarding what equipment satisfies the mandates.

"Unfortunately, there's no one-size-fits-all solution," Justin says. "What you need is entirely dependent on what equipment you currently have and where you intend to fly. My best answer to the question about what equipment you need is to call us. We're here to help and we keep current on the ever-changing solutions in work."

Visit our NextGen landing page (www.DuncanAviation.aero/nextgen) and scroll to the section for Duncan Aviation NextGen contacts. The reps are willing to answer questions and let you know what equipment is currently available for your aircraft and what will be coming out soon. 




— NEXTGEN: —

WHERE YOU FLY

DETERMINES WHAT YOU NEED

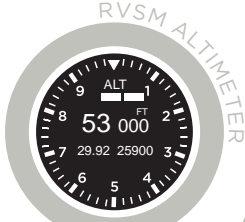
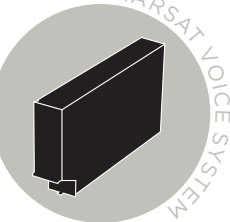
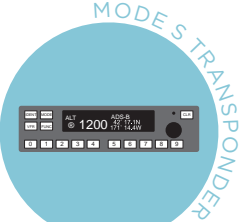

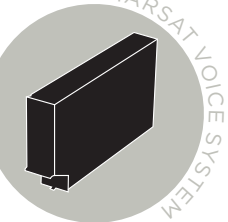

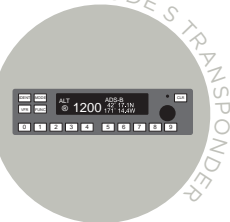
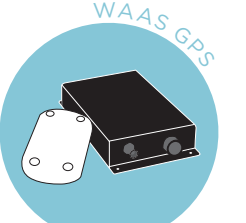
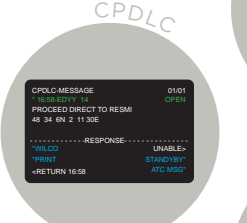
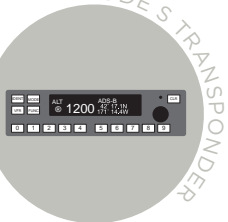
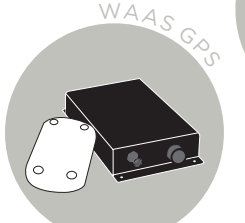
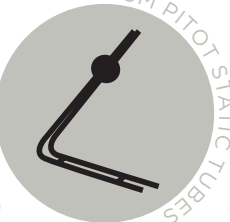

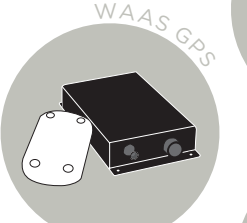
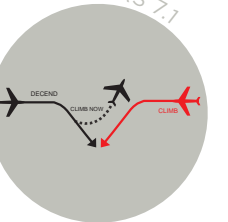


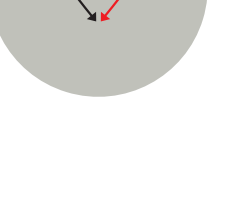
Business aircraft flying in and outside of United States airspace are affected by the NextGen mandates. Make

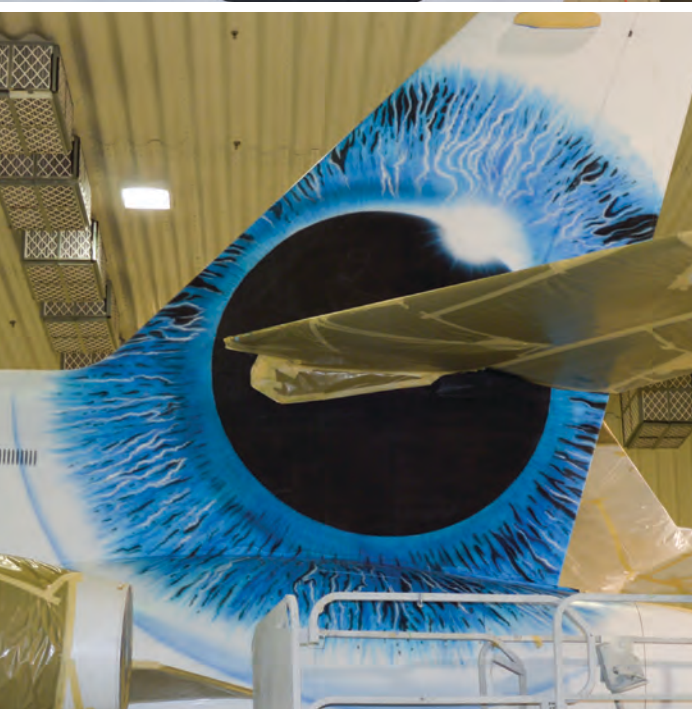
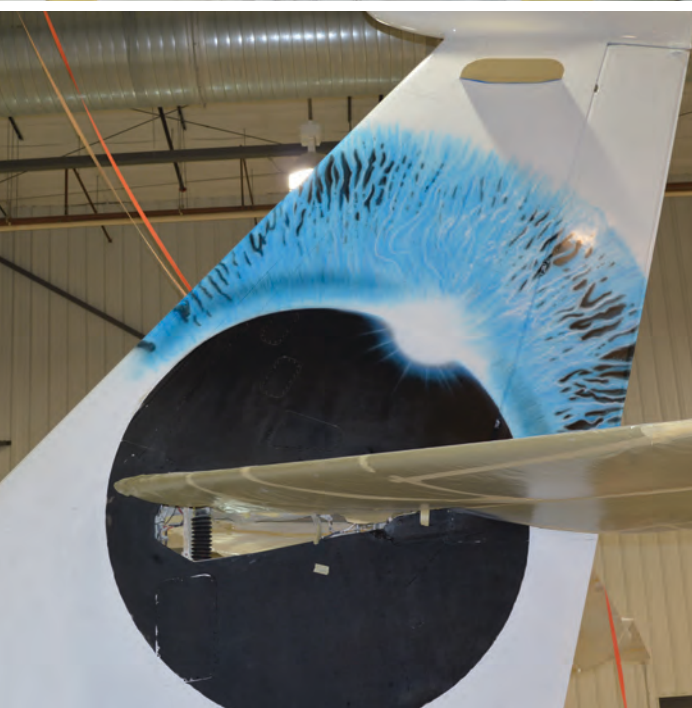
sure you have the proper avionics equipment for your planned route. Here are example routes and the equipment required. 

Maiquetia (Caracas, Venezuela) to Miami:

New York to Miami:

New York to London:

| | | | | |
|---|--|--|---|---|
|  <p>RVSM ALTIMETER</p> |  <p>INMARSAT VOICE SYSTEM</p> |  <p>MODE S TRANSPONDER</p> |  <p>ANNUNCIATOR</p> |  <p>INMARSAT VOICE SYSTEM</p> |
|  <p>ALTITUDE ENCODER</p> |  <p>MODE S TRANSPONDER</p> |  <p>WAAS GPS</p> |  <p>CPDLC</p> |  <p>MODE S TRANSPONDER</p> |
|  <p>WAAS GPS</p> |  <p>RVSM PITOT STATIC TUBES</p> |  <p>ALTITUDE ENCODER</p> |  <p>WAAS GPS</p> |  <p>MODE S TRANSPONDER</p> |
|  <p>HF COMMUNICATIONS SYSTEM</p> | | |  <p>TCAS 7.1</p> |  <p>HF COMMUNICATIONS SYSTEM</p> |



WATCH GALACTIC GIRL EVOLVE
www.DuncanAviation.aero/videos/galactic-girl



ARTISTIC COLLABORATION REQUIRED

PAINTING

VIRGIN'S GALACTIC GIRL

When aircraft owners come to Duncan Aviation with a paint idea, whether it's digital camo, Matterhorn white with a

stripe or a concept that belongs in a Jackson Pollock exhibit, our team makes it happen.

With a team full of talented artists and detail-oriented paint experts, Duncan Aviation can produce almost any paint work in-house. Sometimes, though, projects come up that, due to schedule and workloads, require collaboration with outside artists. When those extra-special projects pop up, Duncan Aviation's paint team often calls up artist John Stahr.

"When we scheduled the paint job for Virgin's Galactic Girl at our Battle Creek, Michigan, location, we knew John was the extra team member we needed to complete the paint scheme the way we envisioned it," explains Completions Sales Rep Nate Darlington.

John has 40 years of custom paint experience and can airbrush the most intricate designs. He started in the mid-1970s working on vehicles, adding vans, motorcycles, race team trucks and luxury coaches to his portfolio. In 2003, he started painting aircraft exclusively.

"Painting something unique on a business jet brings me a great deal of satisfaction, especially when I see my creation parked next to the traditional white aircraft with three stripes," explains John. "I love turning flying machines into eye candy."

While each airbrushed paint scheme is wildly different, the backend process is fairly standard. For this paint scheme:

"I love turning flying machines into eye candy."

John Stahr, Artist

1. Nate collaborated with Duncan Aviation's in-house design team to develop a detailed rendering that fit the aircraft. The customer wanted the Dassault

Falcon 900EX to mesh well with the rest of Virgin's aircraft fleet, specifically SpaceShipTwo. Duncan Aviation Designer Lori Browning collaborated with the customer to craft several interpretations that incorporated a handful of SpaceShipTwo characteristics, including the black belly and strategically placed logos.

2. John and the paint team created full-scale patterns by projecting layout sketches onto white paper.
3. The paint crew prepped a substrate surface for John to transfer the drawings, using his pattern.
4. Duncan Aviation's paint layout team constructed two graphics: one showcasing the evolution of spaceflight and another displaying the Galactic Girl herself.
5. Then, the fun began.

"I paint by hand, using spray guns and airbrush. Sometimes I'm very precise with measurements. Other times, I paint by eye. I do whatever it takes to make the final piece turn heads," says John.

Painting large aircraft like Virgin's Galactic Girl requires two sets of skills: artistic and physical.

John and the rest of the paint team do a lot of climbing and balancing. Operating a

“The people at each of Duncan Aviation’s locations...really care about their work.”

John Stahr, Artist

lift or climbing a ladder while wearing fall protection isn’t easy. Sometimes, it’s downright unnerving for an artist who needs a steady hand.

After John completed the Virgin Galactic eye logo on the aircraft’s belly, he added two more to either side of the vertical stabilizer. Duncan Aviation’s paint layout team added graphics to the forward portion of the aircraft, completing the artistic aspects of the paint design.

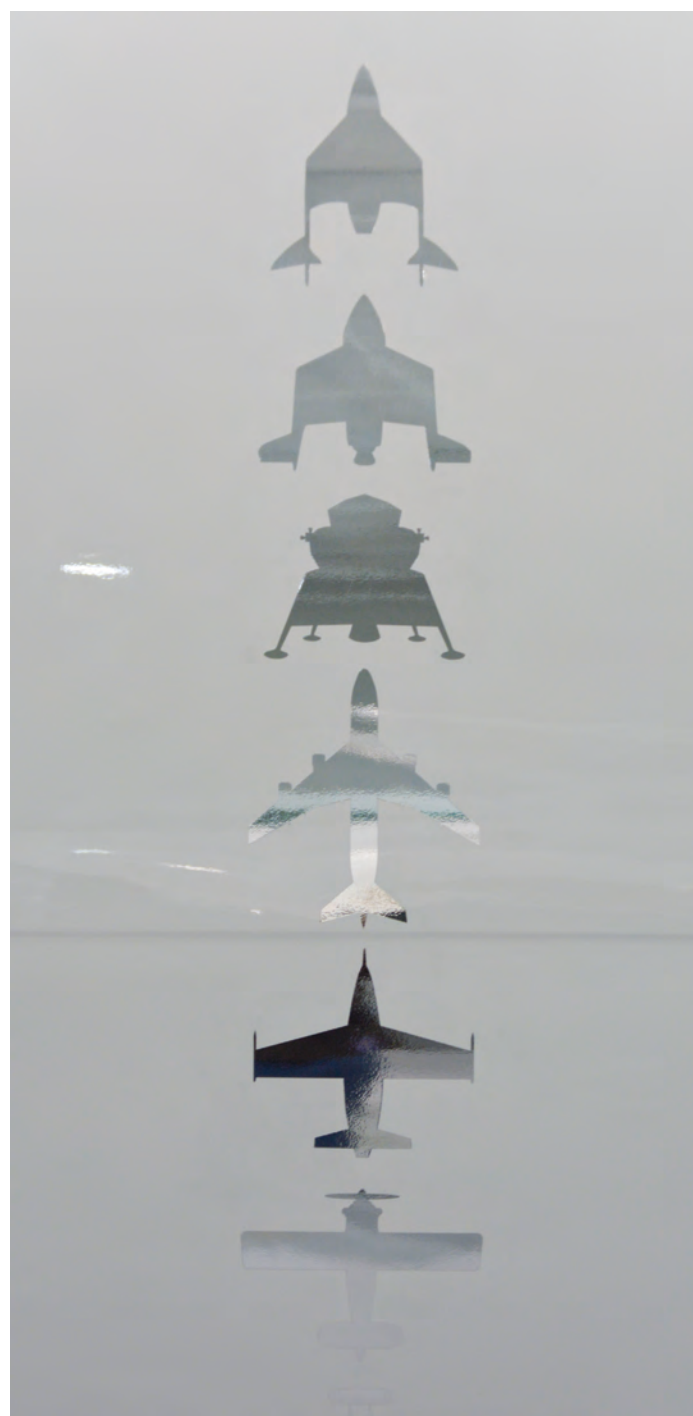
The paint team added clear coat to preserve the delicate airbrushing and graphics, as well as set off the detailed artwork. They sprayed a urethane clear coat to shield the artwork from extreme flying conditions.

Then, the aircraft entered its final step: the detailing phase. Duncan Aviation’s paint team reviewed every square inch of the aircraft, correcting any minor errors. After buffing the jet one last time, the team delivered the aircraft. With the Galactic Girl, they did so ahead of the original schedule.

“The people at each of Duncan Aviation’s locations must be from special aviation bloodlines or something,” explains John. “They all really care about their work, and they make sure every aircraft they touch has the highest level of attention to detail and quality.”

And that’s why when John and several Duncan Aviation teams collaborate, the customer wins.

Visit www.DuncanAviation.aero/videos/galactic-girl to watch a time-lapse video of Virgin’s Galactic Girl’s paint process. 



You asked. We acted.

Iowa farmer and automobile salesman Donald Duncan learned how to fly in the 1950s. As he gained aircraft experience and developed deep friendships with aviators, he heard business operators asking to utilize aircraft as business tools. In 1956, he acted, buying into the Beechcraft dealership that would become Duncan Aviation. 60 years later, we still provide aircraft sales. We also provide every service a business aircraft operator needs. And we still take our founder’s cue. Our 2,200 team members listen to customers and respond by developing and providing experience, unlike any other.

60
YEARS



www.DuncanAviation.aero/60



Experience. Unlike any other.



Conceptual watercolor of the first Duncan Aviation avionics satellite shop.

THE MAN WITH A VISION

DON FIEDLER

& OUR AVIONICS SATELLITE NETWORK

Since 1966, Don Fiedler, current manager of new business development for components, has made his work at Duncan Aviation a labor of love. "I'm part of something special. The Duncan Aviation way epitomizes excellence in the aviation industry. Duncan Aviation does everything right: we treat customers and employees with great respect and a culture and friendly environment that bring out the very best in people," says Don.

As the 17th employee hired by family owned Duncan Aviation, Don installed avionics equipment in Bonanza, King Air and Baron aircraft. And he managed the avionics shop until 1984, when then Chairman J. Robert Duncan harnessed Don's energy and vision to establish a series of external avionics shops.

Don looked for business partners who shared Duncan Aviation's ideals of exemplary service and integrity. In 1985 and 1986, Don and Gary Harpster (a new avionics hire at that time) set up four shops, including Houston, Texas, and White Plains, New York. Those seedling shops grew into the current network of 25 avionics repair shops and additional fixed locations that Duncan Aviation operates at the busiest corporate airports around the country.

Robert credits Don for the success of the program. "It was my concept, but Don ran with it," he says.

The shops give Duncan Aviation's customers access to skilled and experienced avionics technicians without necessitating travel to one of the main facilities in



Battle Creek, Michigan; Lincoln, Nebraska; or Provo, Utah.

Gary praises Don's understanding of human nature. It's rare to find people who are technically adept and great communicators, so Don envisioned two-person shops with complementary positions. As a result, Don and Gary


set up each shop with an avionics expert and a manager who could relate well to customers.

"We found some great people who bought into the satellite mission. Many of them had owned their own businesses and were used to getting things done," says Gary.

One of those people was Michael Roche. Michael, who now lives and works in Alaska, remembers feeling like he was a part of something special.

"Don was the backbone of the satellite shops; he really made it work. He listened and got things done. We spent a month in Lincoln brainstorming about how to set up the processes, wondering how to make the shops efficient and also look like Duncan Aviation shops for those customers who were already familiar with Duncan Aviation," says Michael.

Michael also says that everyone bought into Don's vision and stayed with the satellite shops for years.

"The continuity of the technical abilities has a lot to do with the success of the satellites," says Michael. "There are no gaps in service. Don's goal was for our customers to go from Texas to New York to California and get the same level of service no matter where they were. That's what Don strived for, and that's what he got." 



DUNCAN AVIATION MAKES ME — LOOK GOOD — IN FRONT OF MY CUSTOMERS

Phast Parts
Enterprise
Co-Founder

Martha Everhart had a customer call her and say “Cuida de mis negocios por favor.” That means “take care of my business please” in Spanish. He needed her assistance in getting the immediate repair of some

avionics components on his Learjet that was soon to enter the market for sale.

Several of Martha’s customers are from Latin America and they seek her out to facilitate their aviation service needs in an English-speaking industry. It’s easy to understand why. As an American citizen originally hailing from Mexico with more than 20 years of experience working for aircraft manufacturers, Martha understands aviation and is able to overcome language and cultural barriers.

She feels this sector is sorely underserved and does anything and everything she can to meet their needs. She therefore called the only other company she knew that cared about customer service as much as she does.

She called Duncan Aviation. Tyler Lauer, customer account rep for Duncan Aviation’s avionics component repair services, answered her call.

Tyler listened to Martha’s needs and took immediate action by calling in Matthews Pastor, another customer account rep, to assist. They

“Customer service is key in my business and Duncan Aviation does it better than anyone.”

Martha Everhart, owner Phast Parts Enterprise LLC

tag-teamed the project by having Tyler work directly with the OEMs on units sent out for repair while Matthews managed and coordinated all work performed internally at Duncan Aviation.

Martha was kept in the loop with daily emails, work orders and other progress reports. She was assured

the units would be delivered when promised. “I had immediate communication,” says Martha. “They understood my urgency and responded with professionalism while under pressure. It didn’t matter if I talked to Tyler or Matthews, both answered my questions about the whole project. And I talked to them many times a day.”

Martha has been in this industry a long time and says the level of customer service that Tyler and Matthews provided her is unique. “My customer called me and said, ‘I don’t know where you sent my parts for overhaul, but I am getting them back already and it’s only been three days!’ All remaining units, except for one due to a backordered part, were returned to the customer in Mexico within one week.

“When I send a quote to Duncan Aviation, I usually have my answer within 10 minutes. My customers are impressed that I am able to respond so quickly. My customers come back to me because I keep going to Duncan Aviation,” says Martha. “They make me look good.”



IN BUSINESS

— AVIATION —

THERE ARE NO WEEKENDS

The business of business aviation does not sleep, especially when you consider the size of the industry and that all of the major players conduct business across several time zones, international borders and oceans.

It comes as no surprise to anyone at Duncan Aviation when a customer contacts us over a weekend with an urgent need; in the business of business aviation, there are no weekends.

Case in point: Jewell Chambers, a senior international parts sales rep for Duncan Aviation's Parts and Rotables Sales, left work as normal on a Friday afternoon, looking forward to the weekend and her grandson's fifth birthday.

She always enjoys her time away from work, but her customers are never far from her mind. Duncan Aviation Parts and Rotables Sales has 24/7/365 coverage, even on evenings and weekends. There is always someone available to answer the phones.

But when you've been doing this as long as Jewell has, you build relationships and long-time customers contact you directly. It has become part of her routine to check her email every Saturday and Sunday morning to make sure her customers in Europe don't have pressing needs. On this particular Saturday, an email from a customer in France was tagged as urgent.

A Flight Data Recorder that was on its way to an operator in Moanda, Gabon, Africa, from Phoenix, Arizona, U.S., by way of Boulazac, France, was

"I'm on my way to the office to get you what you need."

Jewell Chambers, Parts Sales Rep

stopped at the border of Gabon, tied up in the red tape of African Customs. The paperwork was denied by the Customs agency and the unit was not allowed to enter the country.

Jewell doesn't mind helping her customers on the weekends, because if it is critical to them, then it is critical to her. She responded back with, "I'm on my way to the office to get you what you need."

Within an hour, the proper invoice was on its way to Gabon by way of her customer in France and the unit was allowed into the country.

The weekend is her time away from work, but her commitment to doing the right thing by her customers saved them more than 36 hours of waiting. In her line of work, that is too long.

Besides, she made it back home in plenty of time for the birthday party. 🎂



Jewell and her grandson, Riley, celebrating his fifth birthday.

“I listen and create a plan that leverages all resources I have at Duncan Aviation combined with my knowledge of aviation and the aircraft sales aftermarket.”

Doug Roth, Aircraft Sales and Acquisition Team Member



AIRCRAFT SALES

AND THE ART OF LISTENING

While Burwell Enterprises' 39th aircraft, a Falcon 900EX, was in prebuy at Duncan Aviation in Battle Creek, Michigan, Peter Burwell, president & CEO, sought recommendations on whom to work with in order to sell number 36, a Challenger 601. It took no time at all before he was handed the name of Doug Roth, one of Duncan Aviation's Aircraft Sales and Acquisition team members.

Burwell Enterprises has operated and flown so many aircraft over so many years that when it comes time to add to or upgrade their fleet, Peter puts his trust in the experience of his flight department to research and find the right replacement aircraft while at the same time working with a broker to handle the previous aircraft's consignment.

Unfortunately, Peter says, the consignments have not all been positive experiences. "I have had several brokers feed me a line of garbage, telling me what they think I should do in order to achieve their objectives, not mine." So he was skeptical when he picked up the phone to call Doug.

Doug Roth has been selling aircraft for customers for more than 36 years. During that time, he has learned that no two transactions

are alike. What works for one customer will not necessarily work for the next. So the first thing he does when he talks with a client is LISTEN.

Within a few minutes of speaking with Doug on the phone, Peter knew this experience would be different. "Doug was honest and upfront. He provided me with the facts without the fluff. He shot me straight and I believed him," said Peter. "I feel I can trust him."

After meeting with Peter and examining the Challenger, Doug tapped into the technical resources at Duncan Aviation. Armed with the knowledge of airframe, engine, avionics and interior experts and his personal knowledge of and experience with the preowned aircraft market, Doug told Peter exactly what he would do to best represent him and the aircraft. Then, he followed through and did what he said he would.

"Whether buying or selling, I work for my client every time, keeping their objectives in mind." says Doug. "I listen to them and create a plan that leverages all the resources I have at Duncan Aviation combined with my knowledge of aviation and the aircraft sales aftermarket."

It may be several years down the road, but Peter says he will absolutely return to Doug to sell number 39. 

“Doug was honest and upfront.
He provided me with the
facts without the fluff.”

Peter Burwell, Burwell Enterprise President & CEO



WHEN THERE ARE NO SPARES — TO SPARE — HERZOG CONTRACTING CORP.

Paul Paxton runs a tight flight operation for Herzog Contracting Corp., performing a delicate balancing act keeping their fleet operational and ready for their weekly flights. “Wherever we have business, the aircraft have to be ready to go,” says Paul.

Headquartered in St. Joseph, Missouri, their weekly flights have taken them to 46 states and six countries. Herzog supports the growth of community and state infrastructures by building commuter rail and freight systems, as well as road, highway and airport construction projects.

Their flight hours fluctuate widely from week to week and month to month. This heavy flying schedule takes a lot of planning and constant communication. As the director of maintenance, Paul follows a detailed plan to keep the aircraft and all of the hourly components up-to-date with their maintenance schedules.

But as we all know, things happen and not always according to a set schedule. And when they do, it is important to have a back-up plan to get things back on track.

Paul recently found himself in a situation where his aircraft were going to be down at the same time due to the actual hours flown being nearly double what was expected. That caused one of the starter generators to get critically near the end of its hours. It needed to come out immediately and get sent in for overhaul.

Paul doesn't keep a lot of spares on hand. Therefore, when he pulls a component for overhaul or repair, it

“When I'm told I'm going to get my unit back in three days, I get my unit back in three days, usually before.”
Paul Paxton, Director of Maintenance

essentially creates an AOG situation. “I either have to exchange it or have it expedited through the overhaul.” Preferring to have his own component back, he picked up the phone and called his back-up plan, Joy Damian. Joy is a customer account representative for Duncan

Aviation's Accessories department.

It was 4 o'clock in the afternoon on a Wednesday when Joy received Paul's call. “I'm pulling a starter and I need it back ASAP. Can you help me out?” To which she replied, “We'll work it in.”

After Paul made the two-and-a-half-hour drive to Duncan Aviation in Lincoln, Nebraska, the starter generator was entered into the work order system and on the bench by 7:30 p.m. that same night. Once the overhaul was performed with brush replacements and final inspections, the work order was signed off at 6:37 a.m. Friday morning.

It was delivered back into Paul's hands Friday afternoon and was installed and ready well ahead of the following week's busy schedule.

Paul explains why he turns to Joy and Duncan Aviation when time is critical. “When Joy tells me I'm going to get my unit back in three days, I get my unit back in three days, usually before. There's a high level of comfort knowing that I can confidently schedule future flights and other activities based on the date she promises.” Paul goes on to say the reason Joy is successful in her position is that she is backed by a team of skilled technicians who tackle the work. “I can rely upon what she says. That's huge.”

www.DuncanAviation.aero

REDESIGNED

WITH YOU IN MIND



WATCH A BRIEF OVERVIEW HERE:
www.DuncanAviation.aero/videos/website-redesign

Things change. Customer needs evolve. Technology is constantly improving, as is the way we interact with it.

Over the years, our website has grown along with the complexity of our services. The amount of information has become dense and unwieldy. So we built a new one. One that we are sure you're going to love!

But we haven't moved. You can still find us at the same address, www.DuncanAviation.aero.

New Look. Easier Navigation.

Our new design takes away the clutter, offering a clean look and a clear path to what you are looking for. It is organized around the information you need, putting the most relevant information within one or two clicks of the home page.

New Mobility


Out and about? Take us along! Whether you're using your computer, tablet or smart

phone, the site dynamically resizes to fit your screen with the same great look and feel.

Resources

Telling it like it is with the latest in industry intelligence is something we take very seriously. All in one place, you will find the latest issues and archives of our most popular publications, apps and videos, such as the *Duncan Debrief* magazine, Duncan Intelligence newsletter and mobile AOG app.

We Want You

If you want to come work for the largest family owned aircraft maintenance repair and overhaul facility in the world, it couldn't be easier to apply. Our new Careers website has simplified the process of searching available positions and submitting applications. 

Want to see news and messages related to NBAA and EBACE? Visit these microsites created for your convenience.
www.DuncanAviation.aero/nbaa | www.DuncanAviation.aero/ebace

News & Tech Updates

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

We Gave Them 20!

One in four Duncan Aviation team members is an active member of the military or a military veteran. That's 546 team members with thousands of years of military experience—and counting.

Recently, we had the opportunity to shed some light on the sometimes difficult transition from the military to private sector employment when we were challenged to participate in the American Corporate Partners (ACP) #GiveThem20 challenge. The ACP is a national non-profit focused on assisting our returning veterans in building their next careers. The challenge is to dedicate 20 sit-ups or push-ups to our veterans,



videotape their completion and share the video on social media.

To see Duncan Aviation's challenge video, go to www.youtube.com/watch?v=Jqt90tv0mWQ.

To learn more about our military recruitment, go to

www.duncanaviation.aero/careers/military.php.

In addition to veterans, Duncan Aviation supports our Reserve and Guard members, who continue to sacrifice for our country. We owe them so much more than 20. 🇺🇸

NBAA Maintenance TRACS Helps Industry and Technicians

At a recent Duncan Aviation customer dinner in Lincoln, Nebraska, a customer praised the work the National Business Aviation Association's Maintenance Committee is doing through its Technical Reward and Career Scholarships (TRACS). The committee is dedicated to promoting technical education and training and provides current and aspiring maintenance technicians the opportunity to receive training scholarships.

Duncan Aviation recently had a technician chosen for one of these scholarships. Airframe Technician Reece Pedersen received a TRACS scholarship for Bombardier Learjet 60 training. TRACS covered the cost of the course, and Duncan Aviation picked up his travel costs.

"The TRACS scholarship was a great way for me to obtain some additional training," Reece says. "The training was excellent and

has given me an even better understanding of the aircraft. The TRACS scholarship is a great way to improve yourself and add to your experience. I encourage not only those in college but those working as aircraft technicians to apply. There are technical classes that appeal to a wide range of individuals."

The NBAA MA TRACS application for 2016 will be online at NBAA's website, nbaa.org, in late 2015. 🇺🇸



Karen and Robert Duncan aboard Pitch, Roll & Yaw.

Duncan Aviation Shares Metal Airplane Sculpture with Lincoln Community

Near the entrance to the Lincoln Airport in Lincoln, Nebraska, there is a 14,000-pound, 23-foot-tall metal paper airplane sculpture titled Pitch, Roll & Yaw.

Created by Lincoln artist Shannon Hansen, the sculpture was commissioned by the Duncan Family Trust Foundation. The foundation was created by Robert and Karen Duncan to give back to the communities that support Duncan Aviation. Robert is the former chairman of Duncan Aviation, and Robert and

Karen are the parents of Todd Duncan, Duncan Aviation's current chairman.

The sculpture was donated to the city as part of Lincoln's Entryway Project and only local talent was hired to create its permanent installation.

Hansen says, "The sculpture is not meant to be a deep abstract work. It's a unique and playful piece that everyone can relate to."

Lincoln's Rivers Metals Products fabricated the massive sculpture, boasting a 20-foot wingspan, and

delivered it to Duncan Aviation's paint department in May for a top-notch aircraft paint job prior to its installation.

"The paper airplane has been around for more than 2,100 years, in one form or another. This iconic image signifies the joy and wonder that attracts many to aviation," says Connie Duncan, Duncan Family Trust Foundation trustee and wife of Todd Duncan. "We are so honored to take part in this project and provide the city with a piece of aviation everyone can enjoy." 🇺🇸

No More AOG Fees for Parts and Exchange Orders

We are pleased to announce that we no longer charge AOG fees for aircraft parts and exchange orders, including parts shipped directly from Rockwell Collins or Honeywell.

"Our customers know they can contact Duncan Aviation Parts and Rotables Sales and receive emergency parts and exchange services 24 hours a day, including after hours, on weekends and even on holidays," says Chris Gress, Duncan

Aviation Parts and Rotables Sales manager. "Now they can get these parts without added AOG fees."

After examining the market and listening to customer requests and needs, Chris says the decision was made to drop the added AOG fees. "It eases the customer burden in an already stressful situation," he says.

This change applies to all units shipped directly to the customer from Duncan Aviation, Rockwell

Collins and Honeywell.

"Even without these fees," Chris continues, "our customers can expect to receive the great quality and responsive service to which they are accustomed. Duncan Aviation's Parts and Rotables Sales team plans to continue to find and provide great parts and exchange solutions that customers can trust."

For more information about Duncan Aviation Parts and Rotables Sales, call +1 402.475.4125 or 800.228.1836. 🇺🇸

The Duncan Family Trust Gives Back

For more than a decade, the Duncan Family Trust has been committed to giving back to the communities that have contributed to Duncan Aviation's prosperity. The trust distributes funds and empowers people to work toward a collaborative vision of lifelong learning by exposure to different ideas and cultures. Funds are also dispersed through the Karen K. Duncan Scholarship Program and Community Relations Committee.

The Karen K. Duncan Scholarship Program was started in 1999 to help Duncan Aviation team members fund post-secondary education expenses for their children. Since then, 221 scholarships totaling \$1.4 million have been awarded through the program.

The Community Relations Committee disperses funds throughout the community

with a goal to best represent Duncan Aviation and our team members. Over the past several years, we have had the opportunity to partner with many local organizations. Most recently, these have included the following:

- Aircraft Electronics Association
- Boys & Girls Club of Lincoln/ Lancaster County
- Boys & Girls Club of Battle Creek
- Boy Scouts of America
- Community Crops, Lincoln
- Food Bank of Lincoln
- Friendship Home
- Habitat for Humanity, Battle Creek
- Indian Hills Community College
- Junior Achievement
- Lincoln Children's Museum
- Nebraska Children and Families Foundation

- Nebraska Wesleyan University
- NET Foundation for Radio
- Provo City Foundation
- Salt Lake Community College
- Southeast Community College
- The Career Academy, Lincoln
- United Way of Lincoln and Lancaster County
- United Way of Battle Creek
- Western Michigan Public Radio
- Western Michigan University
- Women in Aviation
- YMCA of Lincoln - Camp Kitaki

A few years ago, we recognized an increased need for volunteer support in addition to financial assistance and established the Soaring to Serve Committee. This committee is made up of team members from across



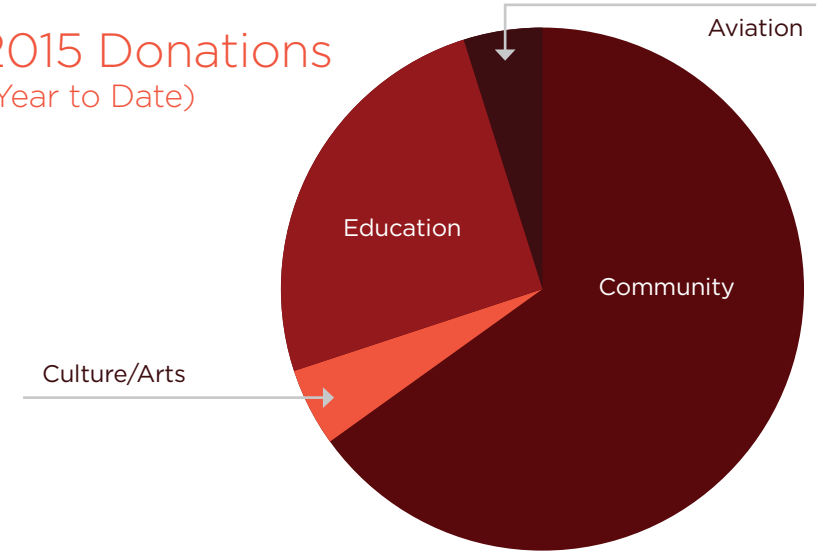
Hunger Rally

the company and seeks to align the interests and needs of our team members with those of our community.

Since this time, we have partnered with the American Red Cross, Charitable Union, Food Bank of Lincoln and South Central Michigan, Kids Against Hunger, Lancaster Manor, Lincoln Children's Zoo, Lincoln Children's Museum, Men with Dreams, Nebraska Community Blood Bank, Provo Parks and Recreation, Ronald McDonald House of Omaha, Samaritan's Purse-Operation Christmas Child, and several other organizations.

The mission of the Duncan Family Trust is to enhance the quality of education, create positive change in the community, increase awareness and interest in the aviation industry and support the arts.

2015 Donations (Year to Date)



Visit the Duncan Family Trust website to learn more: www.duncanfamilytrust.org.



Kids Against Hunger



Boo at the Zoo



Battle Creek Food Bank



Lincoln Children's Museum

Aircraft Listings

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




We Still Honor Cessna ProParts Coverage

As a Factory Authorized Service Center for 41 years, Duncan Aviation provided inspection and maintenance support to thousands of Cessna model aircraft that landed at our maintenance, repair and overhaul (MRO) facilities in Battle Creek, Michigan, and Lincoln, Nebraska. And when Cessna launched the

ProParts program, we were there providing countless parts and consumables for line, scheduled and unscheduled maintenance.

Although Duncan Aviation is no longer a Cessna Authorized Service Center (as of Dec. 31, 2014), we continue to provide all Cessna customers with the same great

service and support they have come to expect. This Cessna customer support includes coverage and support for Cessna ProParts at all of the Duncan Aviation facilities.

For all future Cessna services, Duncan Aviation will continue to process ProParts coverage at all of its facilities. 

We Are Now an ARTEX ELT ASC

ACR Electronics, Inc. recently announced that Duncan Aviation in Lincoln, Nebraska, is now offering Emergency Locator Transmitter (ELT) support services on ARTEX ELTs and parts. This partnership brings together two reputable brands in avionics and strengthens the geographic availability of ARTEX aviation services.

The partnership agreement included factory training to enable Duncan Aviation technicians to provide services that include battery replacement, programming and board level repairs.

Duncan Aviation has been supporting ARTEX ELT customers for years with reprogramming and

battery replacements. “We look forward to expanding our capabilities into the repair of ARTEX ELTs for ACR customers, providing the same high-quality service they have come to expect from Duncan Aviation,” says Kevin Miesbach, Duncan Aviation’s avionics and instruments shop manager. 

20 Students Earn Karen K. Duncan Scholarship

Supporting local communities is one of Duncan Aviation’s core values. One way we invest in our communities is through the children of our team members. Each year, Duncan Aviation advances the futures of 20 students through the Karen K. Duncan Scholarship program. Each scholarship winner will receive up to \$4,000 for his or her college education—\$1,000 a semester for up to two years.

An independent committee reviews applicants’ essays and assigns point values to them. Students also earn points for academic achievement, leadership, citizenship, career goals and extracurricular activities.

The following students from Duncan Aviation communities will receive scholarships totaling \$80,000:

Battle Creek, Michigan, area students:

- Nicholas Busby, son of Shawn and Jill Busby
- Kathryn Shaffer, daughter of Donald and Valerie Shaffer
- Leah Snyder, daughter of Steve and Lori Snyder
- Cameron Stauffer, son of Jared and Kimberly Stauffer

Lincoln, Nebraska, area students:

- Cole Brady, son of Bruce and Annette Brady
- Caleb Burkey, son of Barry and Lisa Burkey
- Adam Caler, son of Eric and Maria Caler
- Peri Cuppens, daughter of Joep and Valerie Cuppens
- Morgan Doehring, daughter of Chad and Stacey Doehring
- Dallas Drapal, son of

Craig and Kimberly Drapal

- Marissa Fuchser, daughter of John and Marna Fuchser
- Elizabeth Homes, daughter of Daniel and Deanne Homes
- Cara Houk, daughter of Tony and Shelly Houk
- Lauren Kirkland, daughter of Jack and Sandy Kirkland
- Ashlee Lennemann, daughter of Brad and Amy Lennemann
- Joshua Leymaster, son of Kenneth and Barbara Leymaster
- Erik Pawlowski, son of Mark and Kristi Pawlowski
- Kayla Prater, daughter of James and Patricia Prater
- Bailey Sweeney, daughter of Dennis and Raquel Sweeney
- Eric Ullman, son of Allen and Kristin Ullman 



You asked. We acted.

In the early 1960s, Donald Duncan was operating a Beechcraft distributorship in Omaha, Nebraska. Business airplanes at the time couldn’t fly nonstop from one coast to the other. Donald’s customers expressed the desire to have an executive lounge and meeting spaces available at a centrally located fuel stop.

In 1963, the city of Lincoln, Nebraska, was developing a new Municipal Airport for general aviation. Donald acted and built a first-class facility with a warm reception area, a plush executive lounge, a flight planning room, and catering services. In addition, the facility boasted hangar space for complete, certified aircraft maintenance and repair.

Decades later, Duncan Aviation provides every service a business aircraft needs. And we still take our founder’s cue. Our 2,200 team members listen to customers and respond by developing and providing experience, unlike any other.

60 YEARS



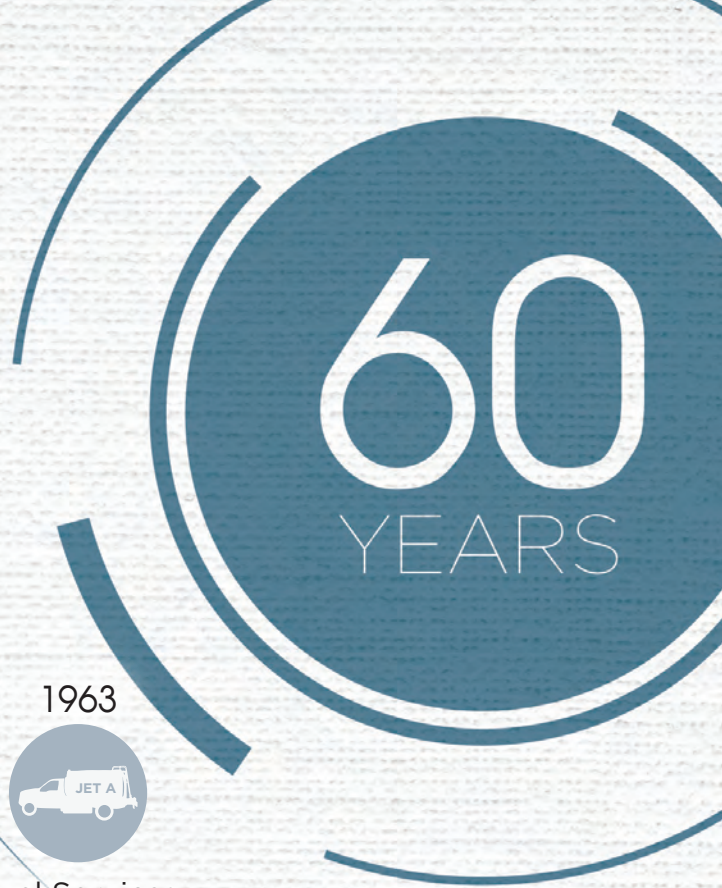
www.DuncanAviation.aero/60



Experience. Unlike any other.

You asked. We acted.

2016 is a special year. It is Duncan Aviation's 60th year of helping business aircraft operators be safe, efficient and productive. For six decades, customers have asked us for solutions and services. We have listened and acted. Together, we have accomplished much, transforming from an aircraft sales business to a world-renowned, full-service company with dozens of locations. We provide every service a business aircraft operator needs. Our 2,200 team members listen to customers and respond by developing and providing experience, unlike any other.



1956



Aircraft Sales

1963



Lincoln, Nebraska

1963



Fuel Services

1966



Avionics & Instruments

1978



Accessories

1979



Paint

1981



Engines

1981



Interiors

1984



Parts Consignment

1985



Avionics Satellites

1992



Aircraft Acquisition

1998



Battle Creek, Michigan

2000



Engine RRT

2010



Provo, Utah

2017, 2025, 2040...



Future innovations to be determined by your requests.

