

**DUNCAN**  
AVIATION



For OEMs in aviation and other demanding industries, DMS (Duncan Manufacturing Solutions) offers precision fabrication solutions and strategic partnerships. DMS Manager Scott Stenka, Team Leader Dustin Blaser, and other team members stand in the state-of-the-art parts manufacturing shop at Duncan Aviation in Lincoln, Nebraska. With 40 years of experience and FAA PMA authorization, DMS provides tailored results that enhance supply chain efficiency, reduce manufacturing costs, and ensure strict adherence to quality standards.

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

A publication of Duncan Aviation

# Duncan Debrief

Spring 2025





# Table of Contents

Senior Leadership Moves  
Ensure Continuity

The Gold Standard  
A Tale Of Three MROs

Why OEMs Turn To Duncan  
Manufacturing Solutions

Buying With Confidence

Satellites Celebrate  
40 Years

A Briefcase-Inspired  
Masterpiece

Topography Takes Flight

Intentional Details

CMS Systems

Stay Connected  
& Productive

Veterans Are Valued

News & Tech Updates

01

03

07

11

13

15

19

21

23

25

27

29

Copyright 2025 by Duncan Aviation.  
Nothing shown may be reproduced  
in any form without obtaining the  
permission of the creators and any  
other person or company who may  
have copyright ownership.

#### SUBSCRIBER SERVICES

Direct all inquiries, address changes,  
subscription orders, etc., to:  
Debrief@DuncanAviation.com  
800.228.4277 or +1 402.475.2611

CHIEF EDITOR & MANAGER  
Lori Johnson

CIRCULATION DIRECTOR  
Brian Ryba

CONTRIBUTING WRITERS  
Eric Anderson  
Kate Dolan  
Grace Farrall  
Diane Heiserman  
Lori Johnson

CREATIVE DIRECTOR:  
Kaela Paseka

GRAPHIC DESIGNER:  
Joe Vavrina

VIDEO PRODUCERS:  
Cade Fisher  
Jared Petr

WEBMASTER:  
Jennifer Williams

PRESIDENT:  
Mike Minchow

CEO:  
Jeff Lake

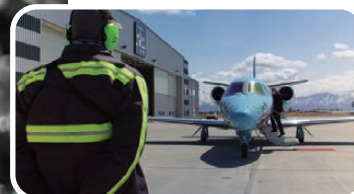
BOARD OF DIRECTORS CHAIRMAN:  
Todd Duncan

CHAIRMAN EMERITUS:  
Robert Duncan

COMPANY FOUNDER:  
Donald Duncan (1922-1981)

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

DMS (Duncan Manufacturing Solutions) recycles all the  
metal filings created as parts are being manufactured.  
The filings are sent off to be recycled back into billet.  
(Aluminum bricks pictured on the back cover.)



## VIDEO BRIEFS EXPLORE SERVICES

Duncan Aviation is committed to  
providing our customers with clear,  
concise, and insightful information on  
business aviation trends and our service  
offerings. We understand how valuable  
your time is. Our new Video Briefs series  
shares the latest advancements and  
services we have to offer in under three  
minutes. Watch and learn about how  
you can get the most out of your aircraft  
ownership with our help.

Each brief serves as a resource,  
helping viewers make informed  
decisions about their aircraft's needs  
while showcasing our dedication to  
quality, safety, and innovation. Whether  
you are considering an avionics  
upgrade, exploring aircraft acquisition  
options, or planning a custom interior  
transformation, we're here to help.

Thank you for your continued trust in  
Duncan Aviation. ✈️

Todd Duncan  
Board of Directors Chairman

[www.DuncanAviation.aero/resources/video-briefings](http://www.DuncanAviation.aero/resources/video-briefings)





# SENIOR LEADERSHIP MOVES ENSURE CONTINUITY

CEO JEFF LAKE, COO KASEY HARWICK, AND PRESIDENT MIKE MINCHOW (L TO R)

As Duncan Aviation looks to the future and prepares for some key retirements, we want to ensure stability, maintain operational excellence, and retain our tradition of strong leadership. To ensure this, Duncan Aviation’s senior leadership saw some changes early this year.

Jeff Lake, former President and Chief Executive Officer, will take a small step back while continuing as CEO, providing strategic guidance and leadership for the enterprise. He has chosen Mike Minchow to help guide the company vision, naming him President of Duncan Aviation.

## LEADERSHIP EXPERIENCE

Mike is a 31-year team member, beginning his career in 1993 as a Designer while pursuing his Master’s degree in Architecture at the University of Nebraska-Lincoln. Over the years, he progressed through multiple leadership roles, including Team Leader of Design, Paint and Interior Sales Representative, Sales Team Leader, and Program Manager. His experience continued to grow as he became the Sales Manager for Modifications (Paint, Interior, and Avionics Installations) and the Vice President of Sales for all locations. Mike also served as Vice President of Modifications and Engineering before moving to Chief Operating Officer for the Lincoln, Nebraska, facility in July 2020.

**“THIS YEAR IS A TRANSITION YEAR AND JEFF AND I ARE WORKING TOGETHER TO ENSURE THE STRATEGIC MOVES ON THE SENIOR LEADERSHIP LEVEL ARE SMOOTH AND SEAMLESS FOR CUSTOMERS AND TEAM MEMBERS ALIKE.”**

**PRESIDENT MIKE MINCHOW**

As President of Duncan Aviation, Mike is responsible for the day-to-day guidance and development of the company. He provides direction and leadership for all locations and personnel, and leads the Senior Management Team.

Beyond his contributions to Duncan Aviation, Mike has been deeply involved in the aviation industry and local business community, serving on various boards. These boards include the Gogo Dealer Advisory Board, Honeywell Channel Partner Advisory Board, Aircraft Electronic Association (AEA) Board, NBAA Certified Aviation Manager Governing Board, and the Lincoln Chamber of Commerce Board. His extensive experience, deep industry connections, and leadership capabilities position him well to lead Duncan Aviation into our next phase of growth.

“This year is a transition year, and Jeff and I are working together to ensure the strategic moves on the

senior leadership level are smooth and seamless for customers and team members alike,” Mike says. “Succession planning is something that as a company we take seriously on all levels, from Chairman and President to mid-level managers, team leaders, and technicians. We always have an eye on the future, externally and

internally, and we work to innovate and grow capabilities and services when it makes sense. In addition, the senior team is composed of individuals with diversity of thought, experiences, and knowledge who are engaged and collaborate together to make crucial decisions.”

## Lincoln COO Kasey Harwick

Kasey Harwick was promoted from Vice President of Quality to Executive Vice President and Chief Operating Officer of Duncan Aviation’s Lincoln facility.

Kasey joined Duncan Aviation in 1999, where he initially worked in aircraft completions for Astra SPX aircraft before transitioning

to the Airframe team. There he gained hands-on experience with Astras, Learjets, and Challengers. His career progression included more than seven years as a Lead Technician, followed by his promotion to Team Leader and then Program Manager for a fleet customer program. In 2017, Kasey

moved from Lincoln to Battle Creek, Michigan, to be the Director of Maintenance at that facility. In 2018, he was promoted to Vice President of Maintenance, and in 2019, he returned to Lincoln as Vice President of Aircraft Services.

Kasey’s educational background is equally impressive, with

degrees including an Associate of Applied Science in Nondestructive Testing, a Bachelor of Science in Business with a minor in Marketing, a Master’s in Business Administration, and a Master’s in Organizational Leadership. He is currently pursuing a Doctorate in Interdisciplinary Leadership, further demonstrating his commitment to growth and leadership excellence.

“I am thrilled to step into the role of Chief Operating Officer at Duncan Aviation-LNK during such an exciting time for our company and the industry,” Kasey says. “With our recent maintenance hangar expansion, the ongoing construction of our state-of-the-art engine overhaul facility, and the building of two new cross-draft paint booths, we are poised for significant growth. By fostering

meaningful relationships with our clients and industry partners, we ensure their needs are met with the utmost care and attention. My role is to carry forward our unwavering commitment to excellence, infusing cutting-edge innovations into our work, and assuring every product we deliver not only meets the highest industry standards but also sets new benchmarks.”



# THE GOLD

# STANDARD

# A TALE OF THREE MROS



In the demanding world of aircraft maintenance, where precision and reliability are critical, the quality of service and customer experience can vary widely between MRO (Maintenance, Repair, and Overhaul) facilities. While FAA regulations and OEM maintenance manuals attempt to standardize processes, the reality is that airframe inspections are not created equal, and there's nothing the same about maintenance facilities and the quality of work performed.

Jared, an aircraft maintenance manager, experienced this first-hand last year when he and his team oversaw major maintenance for three mid-sized jets at three different MROs, including one at Duncan Aviation's Lincoln facility. Their unique experience highlighted

the critical differences at the three companies in communication, customer service, and quality, revealing the hallmarks of a truly exceptional MRO.

The three aircraft, two Embraer Legacy 500s and a Praetor, all came due for major maintenance events in rapid succession. The worksopes included 5-year, 60-month, and 12-month inspections, service bulletins, and paint touch-up.

## COMMUNICATION

Managing multiple aircraft demands meticulous planning, often months in advance. Time was spent gathering quotes, scrutinizing service capabilities, and coordinating schedules to ensure the smooth execution of complex maintenance events.

Communication issues surfaced well before the aircraft reached the hangars. Jared's experience began with quote requests. Brad Lennemann, Duncan Aviation's Airframe Service Sales Rep, provided a prompt quote, initially securing an early schedule slot for the Legacy 500. However, lengthy delays in receiving comparable quotes from two other MROs forced Duncan Aviation to release the slot. Consequently, Jared had to schedule with another facility to meet the aircraft's timeline.

The contrast was immediate. Unlike Brad's proactive and attentive service, Jared says communication with the new MRO's sales representative was slow and harried. This lack of responsiveness, a stark departure





from the smooth professionalism of Duncan Aviation, created significant stress, a common challenge for maintenance managers operating under tight schedules and facing unexpected problems. Fortunately, when seeking quotes for the Praeter, Jared was able to secure a time slot in Lincoln later in the schedule.

## CUSTOMER SERVICE

Jared takes a hands-on approach when it comes to his management style. He makes it a point to spend significant time on-site during maintenance events, particularly during critical phases of the inspections. This allows him to make immediate decisions and ensure that any issues are addressed promptly.

Jared's Project Manager, Darrel Miller, was very responsive when

needed, even though Jared knew he was simultaneously giving other customers the same level of service. "I could rely on him for straight talk and direct answers, even if it wasn't what I wanted to hear. And if he didn't know something, he researched it and got back to me quickly."

While at Duncan Aviation, Jared appreciated the open access he had to his aircraft and technicians on the hangar floor. "I want to be in the hangar, talking to the lead technicians," he says. "Having the freedom to walk on the floor and see the work in progress first-hand is invaluable." This open-door policy fostered a sense of collaboration and transparency, essential ingredients for a successful maintenance event. In contrast, one of the other facilities restricted access to the aircraft, requiring an appointment and an escort to be in the hangar

and talk to the teams. This made the communication feel impersonal, hindered the collaborative effort, and made it more difficult to address issues efficiently. Duncan Aviation's customer-centric approach is a differentiator.

Jared also appreciated the efficient tools, like the myDuncan project tracking system, which he found far superior to other MRO platforms that still relied heavily on paper and faxing documentation. myDuncan provides real-time updates and facilitated seamless communication between Jared, Darrel, and the rest of the Duncan Aviation team.

## QUALITY

The delivery day for each aircraft served as the ultimate test of the MRO's capabilities. While the other

facilities delivered the aircraft late, albeit within expected or slightly exceeded delays, Jared says Duncan Aviation delivered the Praeter 600 on the promised date despite a last-minute scramble to meet the deadline.

"There's always a lot of pressure and push at the end," Jared acknowledges, "but what matters is how the teams respond. Duncan Aviation consistently delivers the whole package."

Duncan Aviation's collaborative approach to investigating and resolving last-minute issues underscores our commitment to transparency and accountability. Jared understands that maintenance can reveal hidden issues but highlights the importance of planning for contingencies and addressing issues head-on. Duncan Aviation's

comprehensive, skilled backshops are not only capable of handling all the known squawks, but are also prepared to handle any others that may be discovered along the way.

Reflecting on his experiences with three separate MROs performing the same basic maintenance events, Jared gives Duncan Aviation high marks. From the intuitive myDuncan project tracking system to the thoroughness of pre-planning meetings, Jared says Duncan Aviation distinguished itself through a customer-centric approach. "Duncan Aviation is the Gold Standard, delivering the whole package. The communication, organization, and quality of work make all the difference," he says.

Jared's experience provides valuable takeaways for aircraft

operators and maintenance managers. Proactive communication, open access to technicians, transparency about challenges, and prioritizing quality are not just desirable traits; they are essential for success in the demanding world of aviation maintenance. While cost is always a factor, Jared's experience demonstrates that downtime can be even more critical. Choosing an MRO that prioritizes communication, collaboration, and quality can ultimately save time and money in the long run, ensuring the safety and operational readiness of the aircraft. In the end, it's not just about completing an inspection; it's about building a partnership based on trust, integrity, and a shared commitment to excellence. ✈️



Streamline  
Your Fabrication  
Processes

Maintain  
Operational  
Efficiency

Stay Focused  
On Your  
Core Strengths

# WHY OEMs TURN TO

# DMS

Duncan Manufacturing Solutions

In the demanding world of aviation, OEMs face constant pressure to innovate, maintain quality, and control costs. Increasingly, they are finding a valuable partner in job shop operations like what we have in Duncan Manufacturing Solutions, or DMS. DMS was started to support Duncan Aviation's internal needs while providing service to business aircraft owners and operators. However, DMS is rapidly expanding to offer compelling solutions to aviation OEMs and other industries with complex fabrication requirements.

These solutions are critical for OEMs seeking specialized expertise, flexibility, cost-effectiveness, and a commitment to quality. By partnering with DMS, OEMs can streamline their fabrication processes, maintain operational efficiency, and focus on their core strengths, ultimately driving innovation and success.

## Specialized Expertise

DMS, with 40 years of experience and FAA PMA (Parts Manufacturing Approval) authorization, brings a wealth of expertise to the table. This is particularly crucial in aviation, where stringent regulations and complex materials demand specialized knowledge. The ability to fabricate anything from support structures to interior aesthetic components demonstrates the versatility of DMS.

## Flexibility And Customization

DMS is committed to innovation and problem-solving. This proactive approach is invaluable, especially when dealing with aging aircraft requiring out-of-production parts. DMS can handle projects from prototype to finished assembly, complete with customer data. This flexibility and customization extends beyond

aging aircraft, assisting OEMs in creating unique, custom parts for new projects.

## Cost Effective

When outsourcing to job shop operations, OEMs avoid the significant capital investment associated with establishing and maintaining fabrication capabilities. This, along with the ability to provide faster turnaround times, helps OEMs meet tight deadlines and manage budgets.

## Quality And Industry Standards

DMS holds both AS 9100D and ISO 9001:2015 certifications. These certifications are the international standard for Quality Management Systems for aviation manufacturing organizations. They dictate system requirements with the challenges of the aviation industry





in mind and are required for government and aviation parts manufacturing support contracts. The scope of these certifications are for sheet metal, composite, and precision-machined components, as well as specialized processes like welding and finishing, which allows DMS to meet the requirements of government and aviation parts manufacturing support contracts.

Gogo: A Prime Example of OEM Partnership

Gogo, a leader in inflight connectivity and entertainment systems, turned to DMS as a resource to build the Gogo AVANCE L5 Broadband Internet and Wi-Fi kits. These kits support Duncan Aviation-developed STCs and installation packages for the following business aircraft models, showcasing our ability to support complex, integrated systems:

- Gulfstream G-IV, GIV-X
- CL600 Series
- CL300/CL350
- Dassault Falcon 2000/2000EX
- Dassault Falcon 900/900EX
- GLEX, GLEX XRS, GL6000, GL5000, GL5000 GVFD
- Cessna Sovereign

Nearly all the advanced manufacturing equipment and capabilities in DMS were put to use fabricating the kits to support Gogo.



CNC Milling

CNC milling was used to create the contour plates for all model kits, often requiring multiple passes for parts with intricate specifications.

Haas VF5, Haas VF6, and Haas UMC750 Five-Axis mills, along with an Epilog Fusion Pro 48 Dual Laser Engraver and a Haas ST-30Y Lathe, allow for the precise machining of complex parts.



Sheet Metal Fabrication

All flat sheet metal components of varying thicknesses were cut using an Omax 60120 Waterjet, while an Accurpress 7606 Press Brake forms sheet metal into desired shapes and angles.

Composite Manufacturing

For the Gogo AVANCE L5 kits, DMS bonds the components to the aircraft belly with composite materials, reinforcing the antenna’s installations. A state-of-the-art, positive airflow composite shop, complete with a clean room and paint booth, supports prepreg composite repairs and manufacturing.



Additive Manufacturing

A Stratasys Fortus 450MC 3D Printer is used to create tooling and drill fixtures to ensure accuracy when drilling panel holes for mounting contour plates and doublers. It is also used to create a mold for the press form beams for the CL300/CL350 kits.

Forming

A John Shaw Rubber Pad Press, utilizing molds printed with the 3D printer, press forms beams for the Gogo CL300/CL350 kits.

These aluminum parts are pressed in O condition, allowing for complex shapes and geometries. They are then heat-treated to final temperature.

Heat Treating

Two Delta H Heat Treat Ovens provide ample capacity for heat-treating components like the press form beams for the Gogo CL300/CL350 kits, ensuring maximum strength through controlled tempering, conductivity, and rock hardness testing.

Quality Control

With the use of precision equipment like the Zeiss Contura 12/18/10 Coordinate Measuring Machine with Vast XXT TL3 articulating sensor for multi-axis measurements, DMS ensures part accuracy, like the complex contoured parts associated with Gogo kit installs.

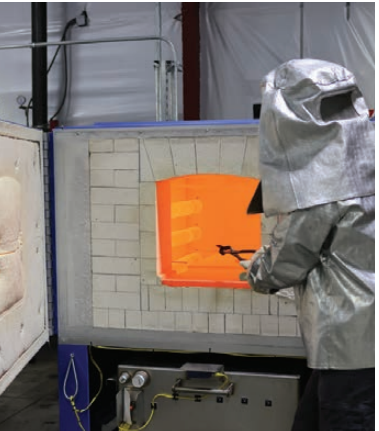
Beyond Manufacturing: Building Relationships

From prototype to production, DMS excels in job shop work, delivering high-quality precision parts tailored to complex specifications.

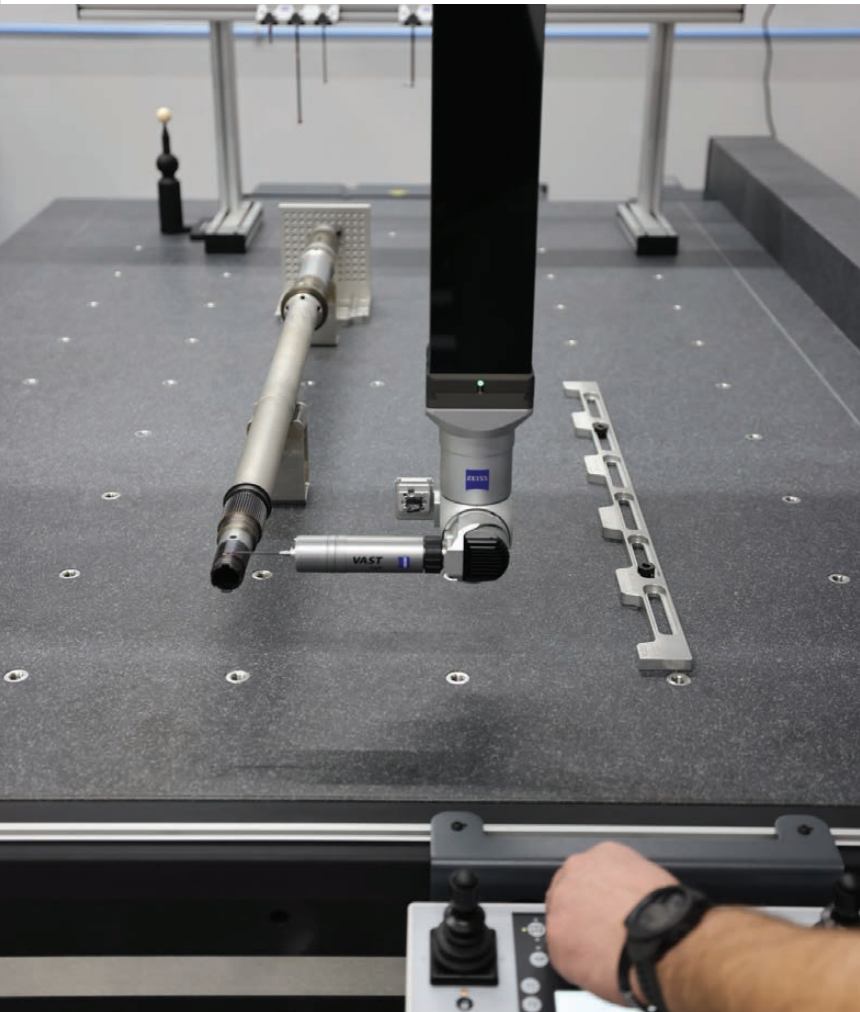
DMS is more than just a parts fabricator. We are a partner, building reciprocal relationships with customers and vendors alike. Whether the need is for a single part or a large production run, DMS is equipped to handle the challenge with a focus on quality, precision, and collaborative problem-solving. Our commitment to the aviation industry, combined with versatile capabilities, positions DMS as a unique and valuable resource for OEMs across various sectors.



^ John Shaw Rubber Pad Press



^ Delta H Heat Treat Oven





# Buying With Confidence



The Duncan Aviation Aircraft Sales & Acquisitions team is here to help you when you're ready. Whether you are interested in buying, selling, or learning more about the preowned jet market, call Rebekah Williams, the Aircraft Sales Market Research Team Leader at +1 402.479.8108 or email [Rebekah.Williams@DuncanAviation.com](mailto:Rebekah.Williams@DuncanAviation.com).

When a seasoned charter customer decided it was time to purchase his own aircraft, he turned to longtime Duncan Aviation Aircraft Sales & Acquisitions Sales Rep Doug Roth for guidance. What followed was a careful, well-researched acquisition process that matched the customer with the perfect aircraft.

"We were put in contact through a connection in the industry," says Doug. "He explained how his location in the country made travel challenging, and it was tough to get in front of customers. He was considering a Citation CJ3, and after assessing his needs, I confirmed it was the perfect fit for his mission. He joined our acquisition program, and we got to work."

There were plenty of CJ3 aircraft available, but it took time to properly monitor the market and find the right aircraft that offered the best value. Doug spent the first 30 days building a solid market analysis and identifying available aircraft and recent sales. He would regularly send the customer updates with evaluations and recommendations on which aircraft represented a good value.

"He wasn't in a rush, and wanted to ensure we found the best aircraft on the market," Doug explains. "In the

beginning, my role was more about educating him on the market conditions. I'd point out which aircraft I thought were good buys, and as they sold, we'd follow up to confirm their selling prices. Eventually, he felt confident and decided it was time to move forward."

One of the unique challenges in this deal was timing. In August, the owner's accountant advised him to finalize the purchase by September to maximize tax benefits. However, an issue identified before the pre-buy evaluation threatened to delay the closing.

"It wasn't a major problem—just something that needed to be addressed before delivery," Doug explains. "To keep things on schedule, I negotiated with the seller to handle the discrepancy post-closing. This allowed us to close in September while ensuring everything was taken care of afterward."

## An Industry Insider

"Doug was super helpful," the owner says. "He worked at our pace when we were just kind of curious and provided more information when we got more serious. He was always there but never pushy. He would provide us a list of all the aircraft available and explain what the

marketplace was like. He was able to easily get ahold of a broker to find out information when it wasn't published."

When asked if he'd work with Doug again, he replies, "In a heartbeat."

"Doug is just an industry insider in this whole process, and this is just everyday stuff for him," he explains. "This isn't the first aircraft I've owned, but it is the first jet. For me, the process of buying an aircraft (alone) was terrible, nothing compared to this. It was nothing new or challenging for Doug. We found the perfect aircraft."


## Behind the Scenes

Duncan Aviation's market research team plays a crucial role in aircraft sales and acquisitions, ensuring brokers have the most accurate and up-to-date data. By tracking more than 30 different aircraft markets simultaneously, they provide real-time insights into pricing trends, new listings, and sales activity, allowing brokers to act quickly and strategically. This allows the broker to focus on client relationships and strategic negotiations and successfully guide deals to completion.

Market Research Analyst Meghan Knott played a critical role in this acquisition by staying ahead of

the market, ensuring Doug had access to the best opportunities before anyone else. The moment an aircraft became available, she was on the phone, calling on listings, speaking directly with brokers, and gathering key intelligence on pricing, availability, and the seller's bottom line.

"I provided market updates nearly every day, ensuring Doug had the most current and relevant information at all times," Meghan says. "While there were occasional days without new activity, I consistently monitored the market and delivered updates as soon as there were changes—whether it was a new listing, a price adjustment, or a sale. This real-time tracking allowed us to stay ahead of market trends and move quickly on opportunities."

Our market researchers make sure our team isn't just reacting to the market—they're staying ahead of it. By combining real-time market tracking with Duncan Aviation's expertise and resources, they ensure that every aircraft acquisition and sale is based on the best possible information, giving our clients the advantage in an ever-changing industry. 



# Satellites Celebrate 40 Years

In the Spring of 1985, Duncan Aviation introduced the business aviation industry to Chairman Emeritus J. Robert Duncan's unique, visionary concept of Satellite Avionics Shops. Robert saw the shops as remote extensions of Duncan Aviation's avionics expertise, putting skilled technicians near customers to save everyone involved time and money.

In the ensuing 40 years, Duncan Aviation has expanded its Satellite network from the original four established in 1985 to today's 28 shops.

This extensive network operates as envisioned, with skilled Duncan Aviation technicians providing avionics repairs and installations at airports near our customers and often even in their own hangars.

"We have worked really hard over the years to maintain focus on Robert's original vision for the Satellite network," says Manager of Satellite Operations Matt Nelson. "Although the dynamics of the business have dramatically changed over the last decade especially, our core mission to meet the avionics needs of our customers has not."

As the Duncan Aviation Satellite network and the services provided have grown, so has the need for someone to turn to with questions about installations, schedules, available space, and quotes. In December 2024, Mark Winter, the former manager of the Satellite Shop in Houston, Texas, was named Duncan Aviation's Regional Avionics Sales Manager for the Satellites, and he serves as a single point of contact for customers.

For instance, if you're looking to install a new Wi-Fi system in mid-to-late summer, Mark knows which Satellite shops have the hangar capacity, labor, and availability to complete the work when it suits your schedule.

"We've seen the need for some dedicated sales assistance in

order to help customers with more timely solutions for their avionics obsolescence and upgrade needs," says Matt. "Sometimes, these things require a quick turnaround in order to meet schedules and match with our availability. This is Mark's passion, and we are excited to have his help in this capacity."


As with Robert Duncan's original vision, this new role was designed to save customers time and money. Instead of calling around to the various Satellites to get quotes and find out which shops have capacity, you simply pick up the phone and call Mark.

"I'm here as a resource to make clients aware of which Duncan Aviation Satellite shops are available to do the work they need at any given time," says Mark.

Mark's role also saves the Satellite Managers valuable time. Rather than taking time away from ongoing projects in order to reach out to customers about future work, Satellite Managers can remain in their shops, focused on their teams and their current projects.

Mark summarizes, "I'm here to assist customers, to help the

Satellite shops fill their schedules, and to change potential customers into lifetime clients."

Give Mark a call or send him an email to get information, a quote, or a timeline for work at one of Duncan Aviation's Satellites. 

**Mark Winter**

Office: +1 402.470.4670

Mobile: +1 713.539.7149

Mark.Winter@DuncanAviation.com



## Growth and Change at Houston Satellite

In the last 40 years, there have been only five Managers at Duncan Aviation's first-ever Satellite established at the Hobby Airport in Houston, Texas. Mark Winter, its fourth, managed the shop for the last 15 years, and Chad Sweppenhiser, its fifth, was promoted to Manager in December 2024, when Mark took on the role of Regional Avionics Sales Manager for the Satellites.


Founded in 1985, the Houston Satellite Shop, then staffed with a solo technician, has outgrown a couple of hangars, grown to more than two dozen team members, and expanded its reach well beyond Texas.

Today, the steady demands of customers keep 20 technicians, a handful of sheetmetal specialists, a couple of inspectors, a tech rep, and an admin assistant busy.

Back in the day, that solo tech worked on Learjets. Today's techs are installing CMSes (Cabin Management Systems), upgrading flight decks,

downloading data from FDRs/CVRs (Flight Data Recorders & Cockpit Voice Recorders), and installing connectivity systems on Globals and Gulfstreams.

Just as the Houston Satellite has grown, so have the others throughout the network. Staffed with qualified, experienced technicians, Duncan Aviation's customers have visited our Satellites for installations and upgrades for the following, among others:

- FDR/CVRs and Data Downloads
- Airborne Broadband with Wi-Fi
- Cabin Management Systems
- FANS-1/A (Future Air Navigation Systems)
- Flight Management Systems
- Flight Deck Upgrades 

**Chad  
Sweppenhiser**





# A BRIEFCASE- INSPIRED MASTERPIECE



*A majority of the aircraft is painted white with black highlights. The green accent stripes are a direct color match to the customer's company colors.*

Designing the interior of a private jet is no small feat. Some customers have a clear vision, and our Designers use their expertise in aircraft interiors to bring it to life. Others entrust our Designers to lead the creative process from start to finish. In this case, the customer had a vision that met some very specific design preferences. Senior Lead Designer Molly Pfeiffer used her years of experience to take the inspiration he provided to create a masterfully-designed interior.

“Molly did a great job interpreting the client’s vision and bringing it to life,” says Senior Completions Sales Representative George Bajo. “She helped guide him into what would look good

together, and in the end, created one of the most amazing interiors I’ve ever seen.”

The transformation of this Gulfstream G650 is one of many large-cabin Gulfstream interior refurbishments completed across our network of maintenance, repair, and overhaul facilities. It adds to our growing collection of world-class refurbishments for an expanding list of clients.

For this project, skilled artisans at our Provo, Utah, facility transformed the aircraft into an ultra-customized masterpiece, featuring specific colors, fully customized seats, rich Kosipo veneer, and a meticulously handcrafted carpet.

## **Inspiration From a Briefcase**

The cabin seating was a vital part of the design and was inspired by the owner’s personal briefcase.

“The owner has a briefcase that he absolutely loves,” says Molly. “He loves the color; he loves the grain, and simply everything about it. He wanted the color and grain of the seats to be an exact match, so we sent the physical briefcase to our leather vendor to ensure we nailed that color.”

There’s a calming and inviting aspect to the seats. They’re a nice shade of orange that is not too bright, but still makes a statement. The color isn’t a tangerine orange, not a burnt orange, and not that iconic deep

orange associated with high fashion. In fact, there’s not a word to describe it. It’s a truly custom color that was made specifically to meet the client’s tastes.

## **Kosipo Veneer**

Not to be outdone by the leather, another defining feature of the project was a highly custom Kosipo, an African Mahogany veneer, that was applied horizontally. This horizontal application is not the typical installation method for veneer, posing a challenge for the team. The design had to seamlessly blend the veneer’s dynamic grain pattern with the rest of the cabin.

Despite the challenges, the decision to apply the veneer

horizontally enhanced the interior’s visual flow.

“Achieving perfect alignment across bulkheads and pocket doors required extreme precision from the Cabinet team, a challenge they executed flawlessly,” says Molly.

## **A Flowing River**

The visual elements of the cabin flooring can make or break an aircraft interior’s design. The seats were truly unique, and the veneer added an impressive dynamic, but the carpet was everything to the customer. It created the cabin’s focal point.

Similar to the seat color, the owner had a very specific color for the carpet—a rich, chocolate brown.

Finalizing the carpet design proved to be the most challenging part of the process. They reviewed multiple options, but none quite captured what they saw in their mind’s-eye.

After much back and forth, Molly presented an option that simulated a flowing river down the center of the cabin. It took weeks of sampling, but the moment they saw this design, the decision was instant—“YES.” It was perfect.

With all of the colors defined and mapped out for how the river would flow through the cabin, a quick trip to visit the carpet vendor, Scott Group Studio in Grand Rapids, Michigan, resulted in final approval, and the carpet went into production.



# THE FINER DETAILS



*The stone countertops in the galleys were kept simple. A white stone countertop with beige veining throughout ensures it doesn't draw attention away from the rest of the interior.*



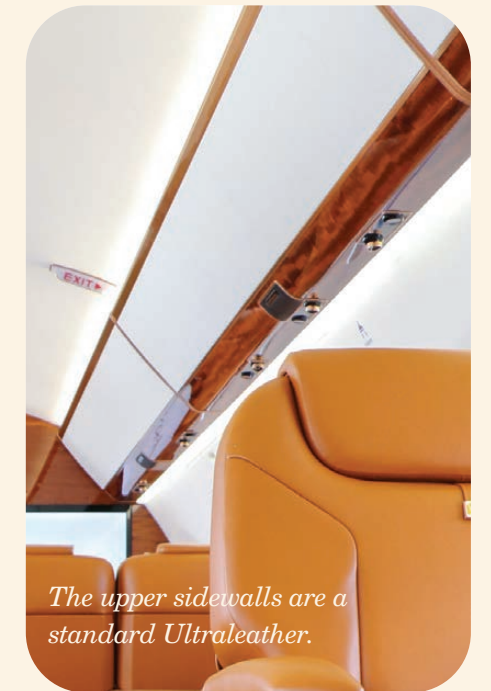
*The plating throughout the aircraft is most noticeable on the seats, specifically the metal-plated bands around the armrests.*



*The lower sidewalls are a beautiful, woven fabric that is very light and airy.*



*The divan is a suede with an extremely specific, rich saddle color that perfectly complements the seats and carpet.*



*The upper sidewalls are a standard Ultraleather.*

The result is a handmade, custom carpet that moves your eye throughout the cabin. The field is 100% wool, and the river portion is a mix of wool and silk. The river flows organically through the cabin between the seats, and is planked by orange silk that complements the seat colors.

“We were very intentional with how we wanted the river to move through the cabin” says Molly. “We looked at many different options of how the river could flow in the aisle while not getting lost under the seats.”

## A Light Built From Scratch

On incoming, the owner wanted to know if an additional reading light could be added above the right-hand #2 VIP seat. He wanted this light to match an existing style he had seen elsewhere. The challenge? A custom reading light bezel for a G650 didn't exist, and creating one required FAA certification—a lengthy process.

“We had to fabricate our own bezel housing to meet the request,” explains Engineering Crew Lead Drew Govert. “By collaborating with Sales, Quality, and Production,

Engineering developed a design and certification plan that met the vision without delaying the schedule.”

This process involved 3D scanning and slicing, SolidWorks modeling, 3D-printed prototyping, custom manufacturing through DMS (Duncan Manufacturing Solutions), and production installation.

“We were able to 3D scan the existing bezels, and slice them in DesignX,” Drew explains. “After importing the model to SolidWorks, I was able to customize the part to achieve the exact look we wanted.”

Using a 3D printer, the team printed a half-dozen prototypes, altering the trim bezel design/function and honing in on the light seating in the bezel, all while keeping in mind design for manufacturing constraints to meet DMS requirements. Using engineering data and drawings, DMS was able to fabricate the bezel. The Interior and Install teams integrated the light into the existing CMS switch panel controls, all while keeping the planned schedule.

“The final product looked just how we envisioned,” says Drew. “We were able to utilize our 3D scanning and printing technology to the fullest.”

## Exceeding Expectations

The owner's representative said that she was speechless when she saw the interior for the first time.

“The refurbishment makes the airplane feel bigger and more open,” she says. “Every small detail was completed to perfection, and it absolutely exceeded our

expectations. When I was doing my final walkthrough, I called the owner and told him I was just speechless. The airplane was everything that he had envisioned plus some, and all aspects of the design came together masterfully.”

She went on to say, “Every department within the Duncan Aviation team understood and exceeded our expectations. Their attention to detail, focus on the project, the deadline, and the small details made this refit possible.”



# TOPOGRAPHY

## Takes Flight

This custom GLEX is anything but ordinary. With a striking blue and black paint scheme and a breathtaking topographic map design adorning its tail, the aircraft is a true work of art. Completed at Duncan Aviation's full-service facility in Lincoln, Nebraska, this one-of-a-kind project showcases innovation, precision, and a deep collaboration between world-class designers and aviation experts.



Watch the paint unveiling of this stunning GLEX:  
[www.DuncanAviation.aero/videos/topographic-design](http://www.DuncanAviation.aero/videos/topographic-design)



### Collaborative Design Process

The unique design was the result of a collaborative effort between Duncan Aviation Designer Jaime Blanken and the owner's residential interior designers at Alicia Cheung Design and Eva Bradley Studio.

"They sent me pictures of various interior designs they had created for the owner, which helped me understand the colors and styles he prefers," says Jaime. "The aircraft interior was already blue, and he wanted to extend that palette to the exterior."

Alicia Cheung, principal of Alicia Cheung Design, says they've had the privilege of designing several of the owner's homes over the years, and when the opportunity to design his aircraft came about, they were beyond excited to extend their collaboration and create a space in the sky that reflects his unique style and vision.

Eva Bradley, principal of Eva Bradley Studio, says the Duncan Aviation team was an absolute pleasure to work with.

"Their expertise and professionalism were evident every step of the way," she says. "Alicia and I always felt well-supported, and no question, request, or change was ever too much for them to handle. Their 'can-do' attitude was incredibly reassuring and made for a productive and enjoyable working relationship."

### Innovative Features

The aircraft's most eye-catching feature is a gradient fade from Stone Grey on the nose to Ocean Blue Pearl down the fuselage, complemented by the topographic map on the tail, done in Regal Blue Pearl. The map represents a location of personal significance to the owner, making the design both distinctive and meaningful.

"We wanted to try something new," says Jaime. "After selecting the map, we positioned it to fit the

tail perfectly. We completed the left side first and then positioned a portion of the map on the right side of the tail to extend the map in the opposite direction, ensuring accuracy and balance. I always enjoy being as creative as possible, along with personalizing the design for the client."

The finished product allowed for an out-of-the-box design that will resonate with the owner for years to come.


### A Team Effort

The successful completion of this aircraft's custom paint scheme was a team effort. The Layout team played a crucial role in applying the map design and ensuring seamless transitions across the aircraft's complex curves, both inside and out.

"Transforming a two-dimensional design into a flawless finish on a curved aircraft surface is no easy task," says Paint Team Lead Cody Hasse. "But, their attention to detail made it look effortless."

Team Hasse applied the custom paint scheme perfectly, and sprayed the fade after collaborating closely with the Director of Maintenance to finalize the line locations, starting, and stopping points. Their precision ensured the design aligned with the aircraft's contours. Long hours were spent making sure every line was crisp and every detail flawless before the final clear coat was applied to the entire aircraft.

Once the paintwork was complete, the aircraft moved to the Detail team, where the finishing touches were applied. This phase elevated the finished product to an exceptional level.

"This project went smoothly thanks to the collaborative efforts of the Paint, Layout, Detail, and Airframe teams," says Cody. "The outstanding support enabled us to deliver a product that exceeded expectations." 





Custom quilted/perforated inserts and embroidered logos on headrests are simple upgrades that offer a higher level of intricacy to aircraft seats. The custom inserts allow for the seats to be personalized and add character unique to each project.



Design simplicity and functionality can have huge results. Duncan Aviation-designed, one-piece PSU overlay panels modernize the look while simplifying installation and removal.



Beauty, functionality, and longevity in business aircraft interiors comes from intention. Born of creativity and expertise, little things elevate the aircraft cabin experience to one of useful, personalized luxury that will last for years. With nearly six decades of experience, making details count is what Duncan Aviation does best. Our Designers and Interior Technicians have refined their skills to enhance the small, personalized touches that elevate a space from great to extraordinary. They discern how elements can increase functionality yet maintain aesthetics. These details not

only enhance the appeal of an aircraft but improve the passenger experience and increase material longevity while reflecting the owner’s personality and lifestyle.

Ranging from things like thoughtfully placed charging ports, side pockets on armrests, iPad holders, maintenance runners, and soundproofing curtains ensure every detail enhances convenience, comfort, and usability. Here we highlight some of the special Duncan Aviation touches that have been incorporated into recent interior projects.



Material choice and matching selections with anticipated usage increases longevity of design without sacrificing the aesthetics of an interior. High-quality materials will withstand wear and maintain their elegance over time.



Custom-fit cupholders are tailored to provide flexibility for preferred drinkware.



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



# TODAY'S CMSes MAXIMIZE ENTERTAINMENT & PRODUCTIVITY

CMSes (Cabin Management Systems) have undergone a virtual revolution in their look, functionality, size/weight, power draw, and controls over the years. As they allow for intuitive digital control of lighting, video, audio, and even window shades, they also help operators create the ambience they want for their cabin, often mirroring their office or their home theater.

On the productivity side, flat-panel screens support crisp, HD graphics. Passengers can participate in video conferences and watch presentations from carry-on

devices, such as laptops and smartphones, remaining productive in their cabin offices anywhere in the world.

On the entertainment side, advancements enjoyed in home theaters are now available to passengers with backlit, bulkhead-mounted LED displays that support video streamed from personal electronic devices such as iPads and smartphones, and theater-quality audio that let passengers forget they are away from home. Additionally, the thin form factors of the newer displays that are replacing older, obsolete monitors are lightweight and energy-efficient.

## OBSCOLESCENCE ISSUES

Installations of some early CMSes, such as Audio International, Honeywell Baker, Collins CES, Pacific Systems, and Collins ACMS, are now facing obsolescence, but there are retrofit options available. If you have any of those platforms in your aircraft, call a Duncan Aviation Avionics Sales Representative ([www.DuncanAviation.aero/services/avionics-installation/contacts](http://www.DuncanAviation.aero/services/avionics-installation/contacts)) to find out what's available for your

make/  
model  
aircraft.

Whether you need to upgrade older components to take advantage of newer technologies, or you want an entirely new look and feel in your cabin, today's CMSes are typically scalable, so you can buy just what you need now and add to it in the future. Most integrate with popular lighting and audio systems, so you can customize your cabin to suit your individual tastes.



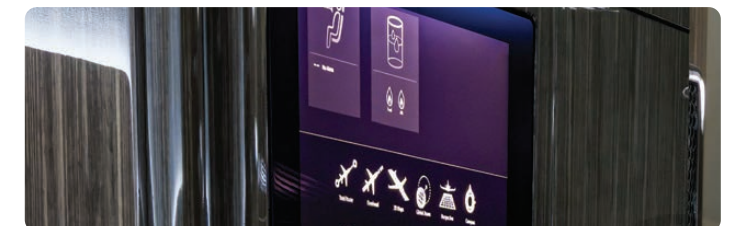
## WHICH SYSTEM?

**Alto Cadence**—This CMS provides customizable replacements and upgrades from most of the obsolete systems, and its audio components, switches, controllers, and HD monitors integrate with many existing CMSes. Duncan Aviation has installed full Alto Cadence systems and select audio components and switch panels, including the recent updating of switches on a CL605 at our Battle Creek, Michigan, facility.

**Cabin Management Solutions**—This company designed its system to take advantage of wireless communication, using intuitive digital, touch-screen




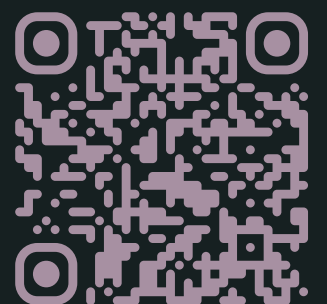
controls. Its components are modular, allowing for fully customized upgrades depending on what you want your cabin to look, sound, and feel like. Earlier this year, our teams in Battle Creek, Michigan, installed a CMS system in a Falcon 900EX.



**Collins Aerospace Venue**—For many years, Duncan Aviation has been installing versions of this reliable system. After Collins unveiled its most recent iteration, featuring smart monitors with an upgraded GUI (graphical user interface) in October 2024 at the NBAA-BACE (National Business Aviation Association Business Aviation Convention & Exhibition) in Las Vegas, Nevada, the system was installed in a Falcon 900EX at our Lincoln, Nebraska, facility in early 2025. 

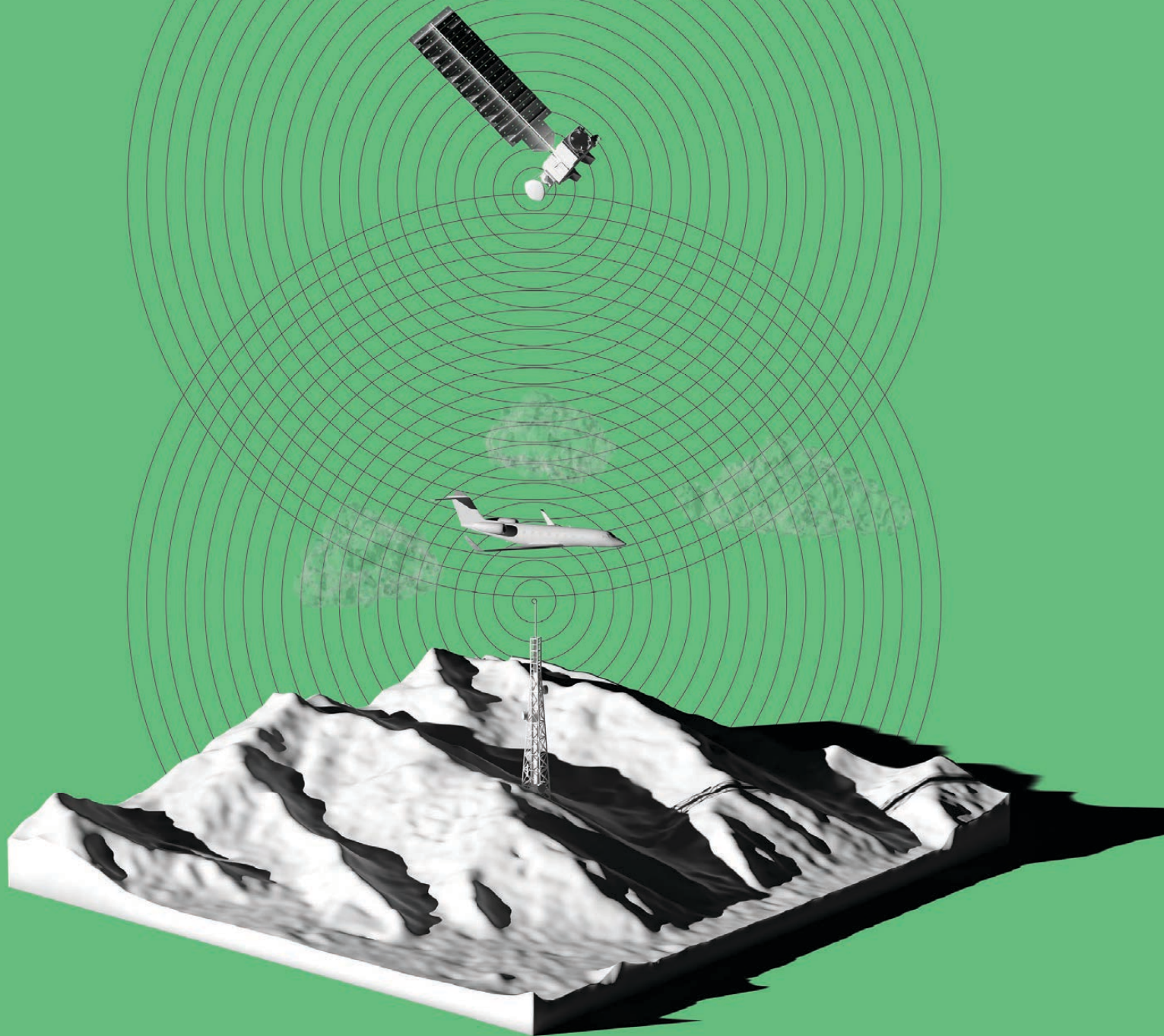
## USING THE NEW COLLINS VENUE

Earlier this year, Senior Avionics Sales Representative Steve Eloffson worked with Duncan Aviation's Video Marketing Team to update one of our popular How-To videos. As mentioned, the newest version of the Collins Venue CMS was released late last year, and we've updated our video, providing a step-by-step walk-through of the features and functions of the new system. Follow this link [www.DuncanAviation.aero/videos/cms](http://www.DuncanAviation.aero/videos/cms) or scan the QR code to view our video overview of the Collins Aerospace Venue Cabin Management System. 





# STAY CONNECTED & PRODUCTIVE



Business aviation has always been on the cutting edge of technology. In the early 2000s, Duncan Aviation's avionics technicians were installing systems that allowed passengers on business aircraft to stay connected to friends, family, and business associates on the ground. These systems were hampered by slow speeds and limited bandwidth, but they were cutting technology at the time and embraced by business travelers who needed to send text-based emails and make phone calls using wired handsets on the aircraft.

Today, crew and passengers alike enjoy systems that provide greater speeds and bandwidth with nearly worldwide coverage. Whether you need to send a few text messages or join video conferences, there are an array of connectivity systems to meet all needs.

The two internet systems for in-flight connectivity are: ATG (Air-to-Ground), bouncing signals off of terrestrial-based cell towers, and Satellite Wi-Fi, using signals from satellites orbiting Earth.

## ATG-BASED SERVICES

ATG services transmit signals among a series of terrestrial-based cell towers, providing mostly seamless coverage throughout the contiguous United States and parts of Canada. Data speeds vary, depending on the network generation and aircraft equipment. With the rollout of 5G in recent years, some business aviation internet service providers are also transitioning to 5G, which requires upgraded or entirely new equipment in aircraft that can connect to the new networks and take advantage of greater speeds.

Long-time Duncan Aviation collaborator and provider of ATG connectivity, Gogo Business Aviation, is one in-flight internet service provider that transitioned its services to 5G and will no longer support systems that operate on the 3G/4G networks after this year. Speeds for 5G networks vary, with a consistent 25Mbps (Megabits per second) and a peak of 80Mbps.

Gogo has a host of equipment options that replace legacy ATG equipment and let customers take advantage of the faster speeds and more reliable connections available with 5G or its intermediary network option, the LTE (Long-Term Evolution).

## SATELLITE-BASED SYSTEMS

Providing coverage around the world, satellite-based internet systems work well for business travelers who want to remain connected during global trips. Today,

there are two sets of satellites: LEO (Low Earth Orbit) and GEO (Geosynchronous Equatorial Orbit). GEO satellites are located 22,000 miles from Earth, and provide coverage for Ka- and Ku-band systems. There are fewer satellites covering a greater area, have a high throughput rate, and high latency. The LEO satellites, between 99 and 1,200 miles from Earth, require far more satellites to maintain coverage, but they have a lower latency, which can lead to a better user experience.

Ku-band—Ku-band provided the earliest connections for business aircraft travelers, and it's still around today, albeit with faster speeds. Occupying the 12-18 GHz radio frequency range, Ku speeds range between 10-50Mbps, allowing email, live-streaming, phone calls, and web browsing.

Ka-band—Ka-band occupies the 26.5-40 GHz range. Speeds range from 20-90Mbps, and vary with traffic volume on the network and cloud cover. Ka-band connections are fast and reliable for streaming video and audio and large data transfers.

A range of companies provide equipment and satellite service that take advantage of Ku- and Ka-band connections:

- Collins Luxstream
- Gogo (Satcom Direct)
- Iridium Certus
- Starlink
- Viasat (Inmarsat)

## CONTACT DUNCAN AVIATION

Duncan Aviation has completed hundreds of installations at its three main facilities (Battle Creek, Michigan; Lincoln, Nebraska; and Provo, Utah) and at the company's 28 Satellites located around the country. We have developed or have access to dozens of STCs (Supplemental Type Certificates) to install the equipment and antennas on most make/models of aircraft.

For more information about which system is right for your travel needs, contact a Duncan Aviation Avionics Sales Representative ([www.DuncanAviation.aero/services/avionics-installation/contacts](http://www.DuncanAviation.aero/services/avionics-installation/contacts)) or Regional Satellite Avionics Sales Manager Mark Winter (+1 402.470.4650 office or +1 713.539.7149 cell). Not only will they be able to answer questions regarding equipment upgrades available for various aircraft make/models, they'll provide a detailed, transparent quote and available scheduling. 📞



# Veterans Are Valued



**EMPLOYER  
OF THE  
YEAR**  
2024



Parts & Rotables Senior Sales Rep Tyler Lauer and Reclamation Program Coordinator Chelsea Pearse accepted the 2024 VFW National Employer of the Year Award from VFW Commander-in-Chief Duane Sarmiento (left).

**D**uncan Aviation is proud to announce that in 2024, we were recognized as the VFW (Veterans of Foreign Wars) National and Nebraska Employer of the Year. These honors highlight our commitment to hiring, supporting, and retaining Veterans. This recognition reflects our dedication to helping Veterans transition into careers while fostering a supportive and welcoming work environment.

In early 2024, Nebraska VFW Commander Chris Beaty reached out to us about being nominated for the VFW Nebraska Employer of the Year award. Recognizing our commitment to hiring and supporting Veterans, he worked with Miranda Shada, our RRT Admin Coordinator and a former SkillBridge intern, to compile the necessary information for the nomination.

In June, we received the exciting news that we had not only won the Nebraska award, but had also been selected as the VFW National Employer of the Year! This recognition at both the state and national levels is a testament to our dedication to those who have served in the military.

## Veterans Vital For Success

“It’s an honor and a pleasure to receive these awards,” says PK Duncan, a Project Manager and great-grandson of company founder Donald Duncan. “We cannot thank our Veterans enough for

what they did for our country and what they do every day for Duncan Aviation. The skills and experiences they gained from their service are beneficial to them personally and to our company. We will continue to support the Veterans at Duncan Aviation, personally and professionally, as they have and always will positively affect our success.”

We are proud to have Veterans number nearly 25% of our workforce across all facilities, contributing their skills and

leadership to various roles. Many of our Veteran team members bring technical expertise, discipline, and teamwork that align perfectly with the demands of the aviation industry. From skilled technicians to leadership positions, Veterans continue to make a meaningful impact. Their experiences in aviation, engineering, and logistics often translate into the work we do, allowing them to thrive in a dynamic and high-performance environment.

## Supporting Our Veterans

Our commitment to Veterans goes beyond simply hiring them. We strive to create an environment where

Veterans feel supported, valued, and empowered in their careers.

One way we achieve this is through our Veterans ERG (Employee Resource Group), which provides valuable resources, networking opportunities, and a sense of community for Veterans across all the locations. The ERG

serves as a support system, helping Veterans navigate benefits, connect

with local organizations, and build relationships with fellow Veterans.

We understand the unique skills and experiences that Veterans bring to the workforce. Their leadership, discipline, and technical expertise align perfectly with our company’s mission and values. By investing in programs like SkillBridge and fostering a strong Veteran community, we make sure that those who have served our country have meaningful opportunities to have success in their post-military careers.


As Parts & Rotables Senior Sales Rep and ERG co-chair Tyler

Lauer explains, our commitment extends beyond the workplace. The ERG also organizes social events, BBQs, and networking opportunities to create a space where Veterans can connect outside of work, strengthening the bond that many developed during their time in the military.

“One of the reasons Duncan Aviation was recognized for the Employer of the Year awards is because we truly care about our Veterans. We provide resources, career development, and a supportive environment where they can excel, not just as employees, but as valued members of our team,” says Tyler.

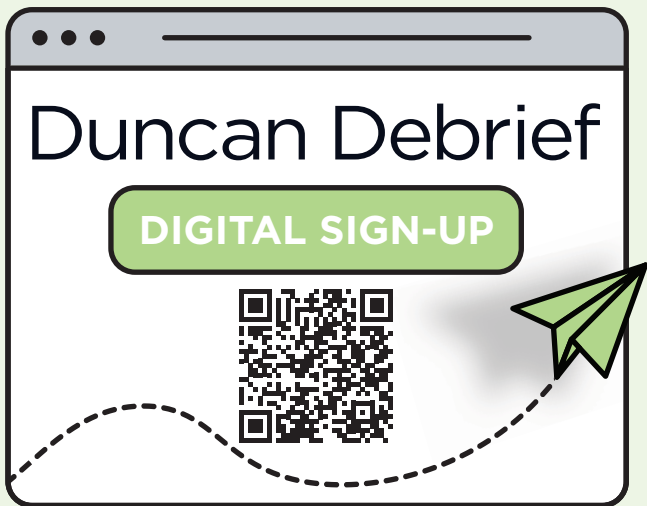
We are committed to continuing our efforts to recruit, support, and retain Veterans, making sure that they have the tools and opportunities

to succeed. Their service and dedication to our country deserves recognition, and we will always strive to create an environment where they can be successful.

Duncan Aviation is grateful for this recognition and remains dedicated to supporting our nation’s heroes—past, present, and future. 

  
**SkillBridge  
Partner**  
Since 2019





SUBSCRIBE NOW

As part of our sustainability efforts, we are encouraging clients and *Duncan Debrief* readers to sign up to receive the magazine electronically.

[www.DuncanAviation.aero/digital-debrief](http://www.DuncanAviation.aero/digital-debrief)



## Striving for a More Sustainable Future

**Duncan Aviation is committed to becoming a progressive leader in environmental management through quality and efficiency.**



myDuncan  
paperless  
project  
tracking  
system



Electronic sign-offs



Single  
stream  
recycling

LED upgrades for  
interior and exterior  
lighting; Motion sensor  
lighting installed in  
storage areas, restrooms  
and offices



Electric car  
charging  
stations at  
all three  
full-service  
facilities

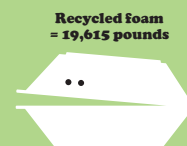
**Active  
recycling  
program  
enterprise-  
wide. 2024  
efforts  
include the  
following:**



Recycled misc. metal  
= 27,300 pounds



Reclaimed  
Acetone  
= 2,721  
gallons



Recycled foam  
= 19,615 pounds

Silver, Ni-  
Cad, Lithium,  
and Lead Acid  
batteries  
recycled  
= 20,527  
pounds



Reclaimed  
SupraSolv  
= 3,358  
gallons



Recycled 4- &  
8-foot lamps  
= 1,492



Recycled metal and  
plastic 55-gallon  
drums = 804



Recycled tires  
= 859



Recycled  
E-waste  
= 4,416 pounds



Recycled oil  
= 10,293 gallons



Recycled  
textiles  
= 10,292  
pounds



Recycled  
Jet A fuel  
= 4,941  
gallons

## News & Tech Updates

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

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



Initiatives include things like roadside cleanups and coat drives.

### Tier 2 NATA Sustainability Standard Achieved


Duncan Aviation was recently recognized by the NATA (National Air Transportation Association) as a Tier 2 Green Aviation Business, which means we are lowering our carbon footprint by following the Basic, Tier 1 and Tier 2 requirements of NATA's tiered Sustainability Standards.

Basic and Tier 1 requirements encourage measurement of a company's carbon footprint, increased use of more environmentally friendly energy sources, and reduction of waste throughout the company. Tier 2 requirements include the adoption of recycling programs, implementation of a sustainable sourcing/procurement policy, adopting electric vehicles in business operations, and promoting rideshare, electric vehicles and public transportation for team members when possible.

"Sustainability is much more than a current business buzz word," says Jeff Lake, CEO of Duncan Aviation. "We are committed as a business and as individuals to leave less of a footprint, making a positive impact on the environment we will leave


our children, grandchildren, and future generations. Sustainability is a core value that Duncan Aviation team members identified years ago as something the company should focus on and improve."

There are many ways Duncan Aviation strives to be a better steward of resources and to work toward environmentally friendlier processes and facilities. Concrete examples can be found in recent construction that includes technology and processes to eliminate airborne waste products connected to aircraft painting, that effectively treat waste water, and that responsibly dispose of remaining hazardous waste. We also use daylight harvesting and natural light wherever possible, have installed efficient radiant floor heating systems and LED lighting, and constantly weigh the costs and benefits of adopting greener processes and products.

Duncan Aviation has Environmental Supervisors at its full-service facilities who create sustainability goals every year. These initiatives include using products that are environmentally friendly, supporting vendors who also value sustainability, and encouraging recycling and re-use wherever possible. 

About Duncan Aviation: [www.DuncanAviation.aero/company](http://www.DuncanAviation.aero/company)





**HIGH SCHOOL RELATIONSHIPS**  
Duncan Aviation partnered with Lincoln Public Schools and Lincoln North Star High School to create an Aviation and Technical Education Focus Program to expose students to the endless opportunities in aviation.

**\$3.34M DONATED BY DUNCAN AVIATION**

**THE AVIATION INDUSTRY FACES A SHORTAGE OF QUALIFIED AIRCRAFT TECHNICIANS AS RETIREMENTS OUTPACE NEW INTEREST IN THE FIELD. TO ADDRESS THIS, DUNCAN AVIATION IS EDUCATING YOUNG ADULTS ABOUT BUSINESS AVIATION CAREERS AND EXPLORING NEW WAYS TO ATTRACT SKILLED INDIVIDUALS.**

# WHERE AMBITION TAKES FLIGHT



**TECHNICAL EDUCATION CENTERS**  
Duncan Aviation maintains three Technical Education Centers, or TECs, one at each of our full-service facilities in Lincoln, Nebraska; Battle Creek, Michigan; and Provo, Utah. The Lincoln TEC is the base of operations for our DOL-approved (Department of Labor) Airframe and Powerplant Apprenticeship programs and serves as an enterprise-wide resource to help team members navigate their pathways to AMT (Aviation Maintenance Technician) certification.

**195 TEAM MEMBERS RECEIVED A OR P**

**INTERNSHIPS**  
Duncan Aviation offers internships to students and recent graduates, providing hands-on experience in various aviation fields while fostering future talent for the industry. These programs give participants real-world exposure, mentorship, and potential career opportunities within the company.

**56 AVG INTERNS PER YEAR**



**SKILLBRIDGE PROGRAM**  
The Department of Defense SkillBridge program is an opportunity for transitioning service members to gain valuable civilian work experience through specific industry training, apprenticeships, or internships during the last 180 days of service. The program helps service members bridge the gap between the end of service and the beginning of their civilian careers.



**DEPARTMENT OF LABOR APPRENTICESHIP PROGRAM**  
The DOL Apprenticeship Program is a 24-month program that provides a structured approach to on-the-job training and classroom instruction. Those accepted into the program work under the supervision of experienced Duncan Aviation technicians and assist with daily technical tasks while gaining the hands-on experience necessary to fulfill the FAA's experience requirements outlined in the current FAA Airman Certification Standards.

**WWW.DA.AERO/CAREERS**



The highly skilled technicians throughout Duncan Aviation's network of 28 Satellites are ready to replace Securaplane SD Cameras in Gulfstream G350, G450, G500, and G550 model aircraft.



Duncan Aviation Parts & Rotables Sales leads sales and distribution efforts for critical JET/L3 components including, piece parts, emergency power supplies, emergency lighting, and LRUs, among many others.

## Receive the Duncan Debrief Digitally

As part of our sustainability efforts, we are encouraging clients and Duncan Debrief readers who read publications online to sign up to receive the magazine electronically. Although we will still print and mail the Debrief in the United States to those who don't sign up for digital-only issues, we will only publish it electronically for those located outside the United States.

To ensure the quickest and most reliable delivery of the Duncan Debrief magazine, sign up for your digital copy here: [www.DuncanAviation.aero/digital-debrief](http://www.DuncanAviation.aero/digital-debrief) 📄

## Upgrade Securaplane SD Cameras Now

Our network of 28 Satellites is ready to replace Securaplane SD cameras in Gulfstream G350, G450, G500, and G550 model aircraft. Meggitt Technologies, the parent company of Securaplane, announced in 2023 that it is retiring all of its SD camera systems that were installed during manufacture of the previously mentioned aircraft models.

The company has developed a CMX-HD camera series to replace the SD cameras, which are no longer available because of obsolete components. The new HD cameras feature a lightweight design with heated sapphire glass for enhanced imaging in harsh environments during the flight, and they offer multiple attributes such as situational awareness, gear position viewing, HD-SDI 1080p resolution, and security applications.

The installation of the CMX-HD camera series is covered by an STC (Supplemental Type Certificate) on GIV-X (G350/G450) and GV-SP (G500 and G550) aircraft, allowing owner/operators to retrofit their existing systems without significant structural work. Because these external HD cameras and HD-VCUs (High-Definition Video Control Units) have the same footprint as the obsolete SD camera system, this is a streamlined installation that provides direct mechanical replacement. 🛩️

## Ongoing Support for JET/L3 Legacy Components

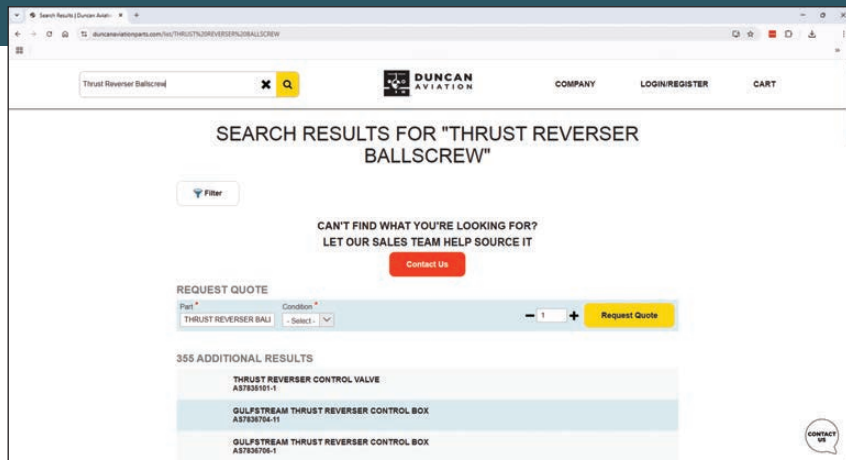
We are pleased to work with Extant Aerospace to provide critical support for legacy aircraft components. Extant Aerospace recently acquired an older JET/L3 product line and is dedicated to ensuring the continued availability and functionality of these essential parts for legacy aircraft.

This product line includes critical components for EPS (emergency power supplies), emergency lighting, stick pusher, static inverter, static converter, and LRUs (line-replaceable units) on various aircraft, including popular models from Embraer, Gulfstream, Beechcraft, Sikorsky, and others.

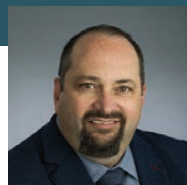
Understanding the significant role these parts play in operational safety and compliance, Extant Aerospace enlisted Duncan Aviation's Parts & Rotables Sales team to lead sales and distribution efforts.

Duncan Aviation's Support Network: [www.DuncanAviation.aero/locations](http://www.DuncanAviation.aero/locations)





Bill Otte



Cory Kolman



Corey Clark



Holly Bauman

“We sought a partnership with Duncan Aviation to support the established customer base for the JET/L3 stick pusher and emergency power supply products we acquired in 2022,” says Madison Blake, Extant Aerospace Business Unit Manager. “This came with the need to serve dozens of new customers across hundreds of unique part numbers. Duncan Aviation has provided valuable insight into customer needs and solutions to ensure the best service to the end users. The partnership has been successful in serving the market and providing more support to meet customer needs all over the world.”

Recognizing that many operators rely on these parts to keep their aging aircraft operational, Duncan Aviation is committed to stocking parts and making them readily available on [DuncanAviationParts.com](https://www.DuncanAviationParts.com). 

### Factory Authorization From Ontic

In September 2024, Duncan Aviation was granted a licensing agreement with Ontic to service, support, exchange, and sell certain part numbers of their TRAS (Thrust Reverser Actuation System) product line. Ontic acquired this product line from Honeywell in 2023 for production and repair.

To ensure these legacy product lines remain accessible and operational, Ontic teamed with Duncan Aviation’s Component Accessories to support the TRAS part numbers on the Honeywell CF6 and CF34 engines installed on over 3,000 aircraft. Many of the Ontic TRAS parts are available for purchase at [DuncanAviationParts.com](https://www.DuncanAviationParts.com). 

### Parts Exchange on DuncanAviationParts.com

We are pleased to announce the launch of online aircraft parts exchange capabilities on our popular e-commerce platform, [DuncanAviationParts.com](https://www.DuncanAviationParts.com). This new feature allows aircraft owners, operators, and parts brokers to conveniently complete exchange parts transactions entirely online, further streamlining the parts procurement process.

The [DuncanAviationParts.com](https://www.DuncanAviationParts.com) platform has experienced significant growth in sales and traffic, reflecting the increasing demand for online parts purchasing.

“With this latest enhancement, customers can now complete exchange transactions entirely online, including submitting core return details easily,” says Crystal Osmera, Business Development Coordinator for Parts & Rotables Sales/E-Commerce. “In addition, we’re working on exciting new features that will offer even more convenience and value, including ways to reward our loyal customers.”

[DuncanAviationParts.com](https://www.DuncanAviationParts.com) offers a comprehensive resource for aircraft parts and in-house repair capabilities. Users can easily search more than 723,000 line items of available inventory, view high-resolution photos of popular parts, check stock availability, explore in-house repair services, and request instant quotes.

To access the full benefits of [DuncanAviationParts.com](https://www.DuncanAviationParts.com), customers are encouraged to register for an account online. Existing myDuncan account holders can use their current login credentials. Registered users gain immediate access to pricing, quantities, and essential documents (including traceability papers and 8130 dual-

release tags). Domestic customers can also purchase outright parts with a credit card or Net Terms.

Duncan Aviation Parts & Rotables Sales is committed to continuously improving the online experience and plans to introduce additional features in the future, including international sales and parts purchased through other inventory program partners.

Duncan Aviation’s Parts & Rotables Sales representatives are available 24/7 via Live Chat, email, or phone to answer questions and assist customers with creating a myDuncan account. myDuncan customers with multiple buyers can create company profiles and grant access to additional users under a single account, simplifying purchase record management.

For more information or to explore the platform, visit [DuncanAviationParts.com](https://www.DuncanAviationParts.com), where orders ship the same day. 

### People on the Move

**Bill Otte** is now the Turbine Engine Service Sales Representative for our Pratt & Whitney Engine Program. In this role, Bill leads Pratt & Whitney turbine engine sales and service efforts, focusing on enhancing customer experiences and fostering growth.

**Corey Clark** is now the Manager of the Paint Department for our Provo Facility. Corey began his career at Duncan Aviation in 2010 as a Tech II. Over the past 14 years, Corey has demonstrated exceptional growth and dedication, progressing to Crew Lead before taking on the role of Team Lead in Provo in 2018, where he helped open the paint shop. In Provo, Corey served as Paint Team Lead and later transitioned to Detail Team Lead before being promoted to Assistant Manager.

**Cory Kolman** joined Duncan Aviation as Regional Manager in the Southwest territory of the United States. Cory will apply his more than 30 years of aviation experience and knowledge to support business aircraft operators in Arizona, Southern California, and Southern Nevada.

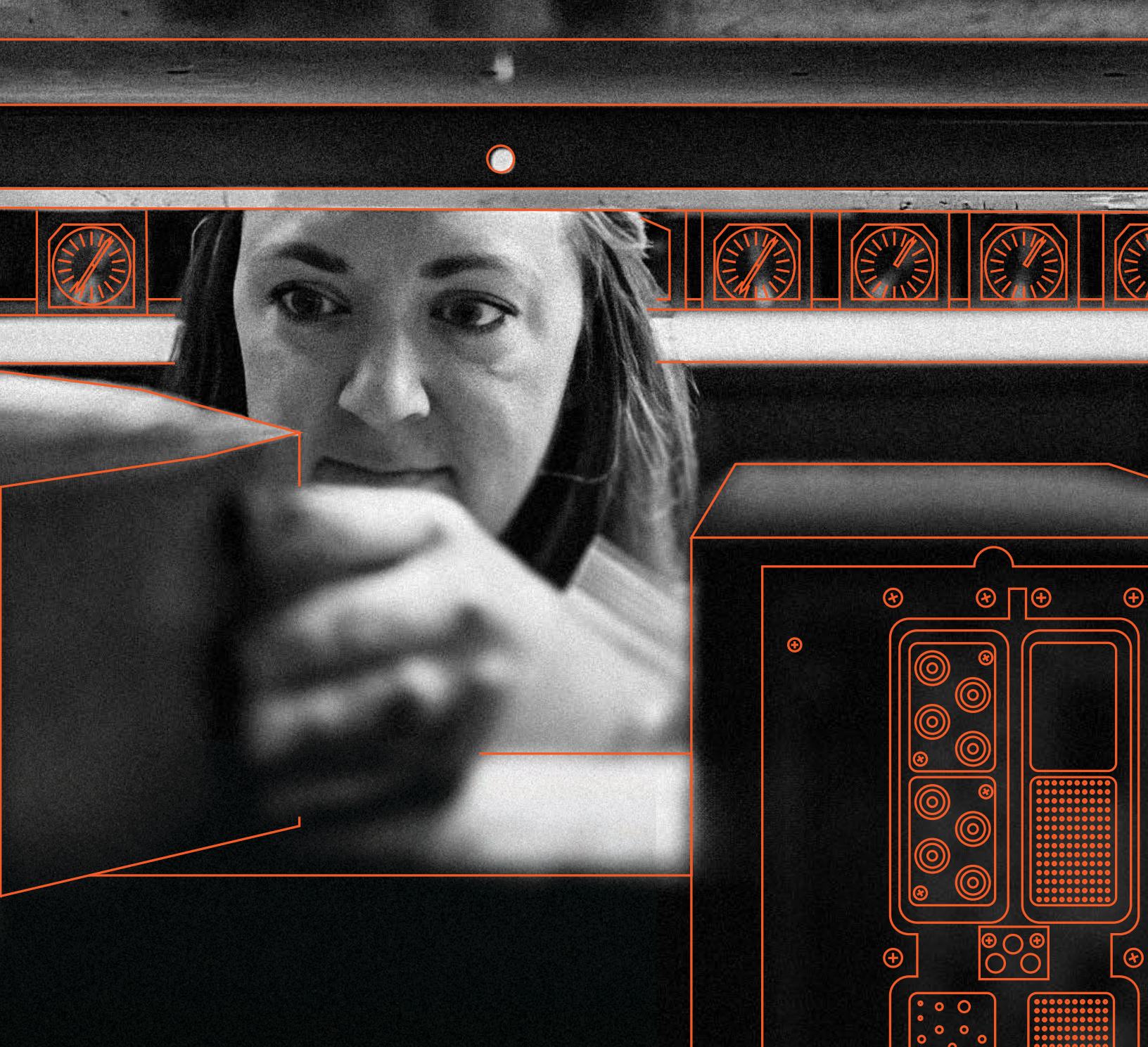
**Holly Bauman** was named Regional Manager for the East-Central Territory. With more than a decade of aviation sales experience to her credit, Holly is well-equipped to support business aircraft operators in

# Engine Experience Unlike Any Other

Duncan Aviation is the world’s largest family-owned MRO center supporting business aircraft engines and APUs. We are authorized by Honeywell, Pratt & Whitney, GE, Williams International, Rolls Royce, and Hamilton Sundstrand to perform a broad spectrum of engine services, including MPI, CZI, HSI, and other major maintenance.

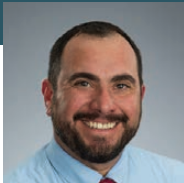
Manage Your Project Anytime, Anywhere. Sign-up for myDuncan at [myDuncan.aero](https://myDuncan.aero)





# DuncanAviationParts.com

## Your Parts. Our Priority.



Jeremy Rangel



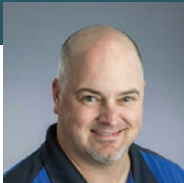
Kelly Werth



Logan McCabe



Mike Lewis



Shane Mack



Joe Vittling



Leah Alexander



Marc Anderson



Mitch Robson



Taron Wissing

Arkansas, Missouri, Kentucky, Virginia, West Virginia, Tennessee, North Carolina, and South Carolina.

**Jeremy Rangel** was recently named Vice President of Maintenance for the company's Lincoln, Nebraska, maintenance, repair and overhaul (MRO) facility. In this position, Jeremy is responsible for the facility's airframe and paint services.

**Joe Vittling** is the new Satellite Manager for the Duncan Aviation location at Nashville International Airport (BNA). Originally from a small town in Ohio, Joe learned his craft in the United States Air Force and is grateful to work at Duncan Aviation, a company he considers the best in the business aviation industry.

**Kelly Werth** is now Manager of Customer Service for our Provo facility. After getting his start with the Lincoln paint team in 2005, Kelly moved steadily from Paint Assistant to Master Paint Specialist and Crew Lead. In October 2018, he was offered the position as Team Leader at Duncan Aviation's then newly opened paint hangar in Provo.

**Leah Alexander**, Aircraft Sales & Acquisitions, has relocated from the United Kingdom back to Chicago, Illinois, to expand Duncan Aviation's client base in the area. Leah moved to England in early 2023 to provide additional coverage for the Aircraft Sales & Acquisitions team in the EMEA (Europe, Middle East, and Africa) region where she has become a well-known figure in the preowned business jet market. She will now nurture the relationships she built to support the buying and selling of business aircraft.

**Logan McCabe** is the new Manager of the Duncan Aviation Satellite at the airport in Manassas,


Virginia, where he and his team serve operators in the Mid-Atlantic Region. Logan joined the Ft. Lauderdale Satellite 11 years ago and also worked at the Austin, Texas, Satellite before joining Manassas as Team Leader.

**Marc Anderson** as our newest Completions & Modifications Sales Rep based in Provo. Marc began his career with Duncan Aviation in 2011. Marc represents the Modifications Sales team by supporting interior and paint sales on several aircraft models, including Gulfstream, Falcon, Textron, and Embraer.

**Mike Lewis** was named Regional Manager for the South-Central United States, where he will support business aircraft operators in Louisiana, Oklahoma, New Mexico, and Texas. Mike also has more than 30 years of aviation experience through his career.

**Mitch Robson**, a Regional Manager based in Salt Lake City, Utah, has transitioned to support Duncan Aviation customers in the Pacific Northwest region, including Washington, Oregon, Idaho, Utah, Northern California, and Northern Nevada.

**Shane Mack** was named Turbine Engine Technical Representative for Honeywell and GE aircraft engines. The technical support Duncan Aviation Tech Reps provide is invaluable to customers, sales teams, and technicians. Each Tech Rep is a leader in their respective area of expertise, offering guidance through highly complex scenarios.

**Taron Wissing** is now a Gulfstream Airframe Service Sales Representative at our facility in Provo, Utah. Taron formerly held the position of Engine Line Team Leader and joined Duncan Aviation in 2018. 

Complete Business Aircraft Services: [www.DuncanAviation.aero/services](http://www.DuncanAviation.aero/services)