

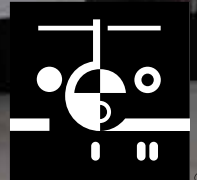
A publication of Duncan Aviation

Duncan Debrief

Fall 2022



DUNCAN
AVIATION



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Facility Manager Beth Guthrie is featured on the front cover of the *Duncan Debrief* at Duncan Aviation's MRO in Provo, Utah.

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company founder: Donald Duncan (1922-1981)

fifth

GENERATION DUNCAN

family OWNED, PERSONAL FEEL

2022 has been one of the busiest years in Duncan

Aviation's history. We've touched more customers, new and old, than at any other time in our company's 66-year history. That is why we are so excited to expand our full-service facilities at our Battle Creek, Michigan, and Lincoln, Nebraska, locations with new hangars. In addition, we have expanded the locations and services available through our Satellite network and worldwide Rapid Response AOG teams.

As much as I enjoy the fast pace of business, Connie and I embrace our downtime with family. This July our family expanded with the arrival of our first grandchild. Our son P.K. and his wife Katie were blessed on July 12 with a little boy, Kanan James Duncan, who came soaring into the world at 8 pounds, 11 ounces, sporting lots of thick, dark hair! I can already tell this Grandpa gig is going to be a blast!

For my family, Kanan represents the fifth generation to hopefully be involved in our family business and potentially a fifth generation pilot! We look forward to watching Kanan grow over the coming years as Duncan Aviation continues to support our customers and their evolving needs.

Todd Duncan signature

Todd Duncan, Chairman



One of the greatest things customers and team members consistently mention about their experiences at Duncan Aviation is the family feeling that can be observed in the interactions within our hangars. Neither customers nor employees are treated like a number. Instead, they are valued for their personal talents, personalities, and viewpoints. Duncan Aviation team members strive to connect on an individual level whether they are sharing technical information, providing a project update, or toasting a job well done.

This personal atmosphere creates a friendly environment that encourages teamwork, communication, innovation, and passion, all of which can be felt across the enterprise. As Duncan Aviation continues to grow in order to meet customers' needs, we are especially mindful and focused on continuing to deliver the same Duncan Aviation family feel.

Jeff Lake signature

Jeff Lake, President



Quality Is Not One Thing. It's Everything.

"Duncan Aviation's quality is second to none. I've been using Duncan Aviation since 2002, and I'm impressed with the service every time I take an inspection there. The teams that I have worked with always make me feel that they are just as concerned with my aircraft as I am."

– Scott Kershaw, Chief of Maintenance for Aramark

Duncan Aviation has a unique company culture. At its core is the work ethic of every single team

member, who believes in what they do and brings their A-game to work every day to deliver the highest level of quality back to our customers.

"Quality is not one thing," says Duncan Aviation President Jeff Lake. "It's everything, and customers witness it in all phases of their experience with us."

Quality In Relationships

Business aviation is a relationship industry. Relationships build trust, as does quality. Our team

members' long-term relationships with our customers are why they continue to return to Duncan Aviation and give us their business. They trust us to take care of them. These relationships run so deep that eventually, they are no longer just customers, they're friends.

"I've never professed to be the sharpest guy in the room, but the people who know me trust me and know if I don't have the answer in the beginning, what I come back with will be factual. I'm a man of my word."

– Tim Kelly, Duncan Aviation Regional Manager

Quality in Sales

Most of Duncan Aviation's Sales Reps were once Aircraft Technicians. They turned the wrench, tested the system, and built the interiors. They have an intimate knowledge of the technical issues customers face and can speak the language and ask the right questions.

It goes without saying that Duncan Aviation's sales proposals are detailed. Customers know what is included and what is not. During our sales process, many details are covered, and several questions are asked. Customers are provided with everything they need to make informed decisions because it's the details that often make the most significant impact in the end.

"To produce a quality product, you must first have an accurate sales quote, in terms of both workscope and pricing. It gives technicians a clear and accurate understanding of the workscope with no surprises. We are honest and detailed in our pricing to mitigate any surprises to the customer when the work order is invoiced."

– Jamie Wilson, Senior Engine Service Sales Rep

Quality in Planning/Project Management

The plan for a maintenance event begins long before an aircraft arrives. The Project Manager has assembled a team representing all areas of the company that together develops a plan for the entire project, answers all questions, and identifies major milestones. The earlier a project is planned, the earlier

necessary parts, materials, and resources can be identified and secured, if available.

Project Managers remain the single point of contact for customers and Team Leaders throughout the project. They are flexible, getting out in front of issues to keep a project on track. Customers appreciate the quick and transparent communication they receive. If challenges arise, potential solutions are thought through and presented.

"During the planning phase of a maintenance project, we discuss as many details and areas of concern as possible. It is impossible to plan for every possible event, but if it's discussed, it won't be a surprise to the teams or the customer. Openly discussing these details with the customer gives them the confidence that we've put thought and effort into planning and will use our experience to deliver the best possible product."

– Shawn Busby, Duncan Aviation Project Manager

Quality in Communications

"It is ALWAYS a pleasure to work with Duncan Aviation, and no matter whom I get to interact with on a particular project, I know it will be professional, of the highest quality, and most of all, a great experience. I feel obligated to share that with the rest of the aviation community."

– Jim Rezich, Rezich & Rezich Aviation

Communication doesn't just take place between the customer and the Project Manager. Each team member touching the aircraft must be brought into the loop and updated regularly. Project flow charts are developed and published, allowing any Duncan Aviation team member access to the schedule. This information is continually referenced throughout the project and is updated with the most accurate information available as milestones are achieved.

According to customer feedback, open communication is an area where Duncan Aviation especially excels. That is attributable in part to our myDuncan customer portal, which lets customers be productive wherever they happen to be. Of the 2,660 aircraft projects completed in 2021, nearly 75% were managed off-site,

allowing the aircraft representatives to stay current on project status, item approvals, and budget while keeping up on things at work and home.

When it comes to working together on a multi-shop project, the communication and effort of the Duncan Aviation team is remarkable. Our customers trust our process.

"Duncan Aviation's planning, communication, and project management are unmatched. There is no comparison. Others could learn from Duncan Aviation's process."

– Allen Ulmer, with Sanderson Farms

Quality In Production

The skill of Duncan Aviation's maintenance teams is where the magic happens. The relationships, communication, and planning activities lead to this main event.

Maintenance teams attack the inspection hard up front. They hit the hot spots early to identify squawks and other potential issues. Issues identified early can be taken care of early. With years of experience, the teams work together in concert toward the common goal of delivering on time with zero squawks.

Quality In Continued Support

Because we firmly stand behind our work, our support doesn't end when the project is over. It is a continuous commitment to make things right long

after the aircraft leaves the hangar. We care about your experience and will follow up with you in the days, weeks, and months after to ensure you are still satisfied with the results. In those rare instances where we fall short, we have warranties in place to cover our workmanship.

In the time between scheduled inspections, customers can call upon our 31 Tech Reps who have

expertise in Challenger, Citation, Embraer, Falcon, Global, Gulfstream, Hawker, King Air, and Learjet aircraft. They provide technical and troubleshooting guidance in accessories, airframe, avionics, components, instruments, interiors, engines, and structures.

Our network of Satellite shops and Rapid Response Teams are strategically located across the United States, ready to provide scheduled and unscheduled airframe, avionics, and engine support in the field.

The bottom line is we are going to be there for you.

Quality is at the core of everything we do at Duncan Aviation because lives depend on us. That is not an exaggeration. For this reason, we build trusting relationships, provide honest proposals, and create a solid plan to

deliver the highest quality repairs, overhauls, upgrades, installations, and inspections.

Duncan Aviation is a name that carries weight in the business aviation industry. For many, it stands for honesty, integrity, customer service, solutions, support after delivery, and value. It stands for Quality. 🇺🇸



Watch Welcome to Duncan Aviation
www.DuncanAviation.aero/welcome





SHAPING OUR FUTURE TODAY



Planning for the future and developing future leaders is very much a part of Duncan Aviation's day-to-day business operation. Company leaders invest in and encourage young leaders to take an active role in their career development and the company's future.

Mentoring

In 2014, Duncan Aviation's Senior Management Team recognized the need to purposefully plan for leadership succession and implemented an Executive Mentoring Program that identifies individuals who would most benefit from leadership development and invites them to partner with a member of the Senior Team or another company leader for 12 months.

Each mentee is responsible for driving the relationship, frequency of meetings, topics, and interactions. It gives them ownership of their own growth.

"We are building a mentoring culture," says Lance Odom, Duncan Aviation Enterprise Manager of

Professional Development. Mentoring is a high-impact, low-cost strategy that builds quality relationships, communication, teamwork, motivation, problem-solving, conflict resolution, emotional intelligence, and critical thinking. "Our goal is for individuals who enter into a mentorship relationship, whether formal or informal, to take the knowledge and skills they have learned and provide the same guidance to others," Lance says.

Mentoring is also an excellent tool for succession planning, and not just for top leadership positions, but for careers at every level companywide.

Beth Guthrie, Facility Manager at Duncan Aviation's MRO in Provo, Utah, is a current participant in the Executive Mentoring Program, meeting regularly with Lance. She recognizes the honor of being invited and doesn't take this opportunity lightly.

"It was intimidating in the beginning," admits Beth. "I was unsure of what to talk about that had any relevance. However, I quickly learned that Lance had most likely already dealt with any issue I brought to the table and willingly shared his experiences. It was eye-opening and gave me a different perspective to make my own decisions about what to do."

This experience has made Beth more mindful of her actions and words when leading her team. "Mentoring is the simplest thing with the most effective impact on others," she says.

It is not unusual for mentors and mentees to continue meeting long after they have completed the formal program. Kasey Harwick, Vice President of Aircraft Services in Lincoln and Eric Sorensen, Manager of Engine Line in Provo, began their mentorship in 2020 and still connect on a casual basis.

"I gained a lot from meeting with Kasey, and what I learned comes into play daily," says Eric. "Our conversations were honest and personal and gave me the affirmation that I was doing fine, and that it's OK to not always have the right answer. But I can reach out to Kasey and talk it through."

Kasey says mentors and mentees should learn equally from each other. "Each mentoring experience is different. There are no structured agendas. Life, work, and world events dictate the direction of the conversations."


Kasey and Eric agree that the mutual trust built during the mentoring experience allowed them to share their issues and challenges freely, strengthening their relationship for the long term.

Relationships

"Mentoring is who we are as an organization," says Kasey. "Duncan Aviation is made up of relationships. We take care of our team members, equip them to be successful, and empower them to lead and make decisions. They, in turn, take care of each other and our customers."

Business aviation is also a relationship industry. If you talk to our customers, one of the main reasons they come to Duncan

Aviation for their service is their relationships with Duncan Aviation team members they have come to know and trust.

In addition to the mentoring program, Duncan Aviation has committed nearly \$7 million in 2022 for tuition, travel, and labor expenses for all team members to participate in continuous education and career development. It is the largest annual training budget in company history. 

"Our conversations were honest and personal and gave me the affirmation that I was doing fine, and that it's OK to not always have the right answer."

"We are building a mentoring culture."

SAFETY MANAGEMENT SYSTEM BENEFITS



DUNCAN

One of the most beneficial aspects of an SMS is the ability to share the hard-won wisdom with team members, customers, and the business aviation community. Although there is no formal industrywide repository for owners, pilots, or maintenance teams to access, Duncan Aviation does its best to share potential *gotchas*. Each month, we email the *Duncan Intelligence*, a newsletter that shares potential problems and solutions that affect accessories, airframe, avionics, and engines.


Example articles include:

- **April 2022.** Hawker, Don't Forget Chapter 24: Electrical Power Maintenance Practices—prevent damage to a terminal block caused from improper



INTELLIGENCE

torqueing of the terminal nut and improper orientation of the terminals themselves.

- **November 2021.** Falcon 7X, Greasing Of The Horizontal Stabilizer Trim Actuator—When performing a 12-month/800 hour lubrication of the H-Stab actuator, make sure to use the proper grease gun adapter and correct technique to avoid rejection of the actuator due to it not taking grease.
- **August 2021.** Fuel System Contamination & Starvation—Starvation occurs when the available fuel is unable to reach the engines. Water, debris, and microbes in an aircraft fuel tank clog fuel supply lines and filters and ultimately starve the engines of necessary fuel. 

READ, LISTEN, AND SUBSCRIBE: www.DuncanAviation.aero/intelligence

Duncan Aviation began developing an SMS (Safety Management System) in 2013, although there was not yet an industry regulatory requirement for MRO (Maintenance Repair and Overhaul) facilities to implement one.

“We wanted to implement an SMS and provide feedback to the FAA from an industry perspective, which we did through organizations such as GAMA (General Aviation Manufacturers Association) and participation in the FAA’s voluntary SMS program,” says SMS Manager Mike Brown. “We believed having an SMS would eventually be mandated and we felt it was important for the MRO community to have a voice in the process. So the recent EASA regulation (EU) 2021/1963 requiring SMS for MROs was not a big surprise.”

An SMS is a set of formal processes and tools that comprise a structured safety program to better manage hazards and continuously improve the safety of products, services, and people. Although we have had written processes in place for decades, formalizing an SMS helped us better identify hazards and communicate them and their corresponding mitigations enterprise-wide and share information with the industry.

“Sharing information is a necessary part of any SMS,” says Mike. “Our ability to share the collective company wisdom helps prevent repeat mistakes, saves technicians and customers time, and helps the industry through publishing in places like our *Straight Talk* podcasts and webinars and our monthly *Duncan Intelligence* email.”

We house data in the DAK* (Duncan Aviation Knowledgebase), which is accessible companywide. It contains technical notes about problems and their resolutions so others can benefit.

Hazard identification and risk management are SMS keys. Hazard identification is done three ways: reactively, proactively, and predictively.

REACTIVE

We formally review every incident, which is the reactive component, and we thoroughly document everything. The SMS puts in place processes to formally share information throughout the company. When a problem occurs,

**For more information, see the 2019 Spring Duncan Debrief, Keeping It In The Family: A Look At Duncan Aviation's Succession Planning, www.DuncanAviation.aero/debrief/succession-planning*

we make sure the resolution is implemented in all our facilities.

PROACTIVE

Employees are encouraged to report any type of hazard that may lead to an incident or injury. Our hangars are busy workplaces with a multitude of moving parts. Having team members engaged and proactively reporting hazards before they become problems is crucial.

PREDICTIVE

As part of the SMS, whenever changes are proposed to systems or facilities, teams sit down and discuss possible hazards and ways to prevent them.

For instance, Duncan Aviation is building new hangars at its Lincoln, Nebraska, and Battle Creek, Michigan, locations. Long before the actual groundbreaking, management

DAY IN THE LIFE VIDEO SERIES

Catch a glimpse of what it's like working at Duncan Aviation!



www.DuncanAviation.aero/day-in-the-life

conducted a formal risk assessment of every aspect of the new hangars.

“Because of the SMS, we had a way to look at everything the expansion will touch, identify risks, and put plans in place to mitigate them,” Mike says.


SMS AFFECTS OUR CUSTOMERS

Duncan Aviation’s scheduling process is a safety risk management issue and one that affects our customers.

“Before we schedule a customer’s aircraft to come to one of our facilities, we have a team of schedulers who

make sure we have hangar space, the proper tooling, and adequate technicians who are appropriately trained and certified for the job,” says Mike. “We have to know if there are several of the same aircraft coming in at the same time because that could stretch our technicians too thin. We have to check supply chains and parts availability. Those are all potential risks that may prevent us from completing the project on time.”

Additionally, when customers drop in when we have no hangar space, we let them know their aircraft will be worked on the ramp. We have to assess the risks to our technicians and the aircraft. Will the ramp be icy? Will technicians be working in the dark?

“The safety risk management process helps us make sure a less-than-ideal situation runs as smoothly as possible,” says Mike. 

IF WE BUILD IT, THEY WILL COME

*Duncan Manufacturing
Solutions Receives Certification*

*ACA Ionization System Bracket Being Fabricated
By Fabrications Specialist Lane Dillon*

DMS (Duncan Manufacturing Solutions) recently earned its AS 9100D and ISO 9001:2015 Certification, the international standard for Quality Management Systems for aviation manufacturing organizations. The certification dictates system requirements with the challenges of the aviation industry in mind and is required for government and aviation parts manufacturing support contracts. The scope of the DMS certification is the manufacturing services of sheet metal, composite, and precision-machined components as well as special processes of welding, heat-treating, finishing, and top coating of assemblies for commercial, industrial, and aerospace industries as guided through customer-provided purchase order requirements.

The achievement has the industry buzzing.

Scott Stenka, Duncan Manufacturing Solutions Manager, says the word has gotten out, and requests are coming in. “This certification is opening doors and growing our support for OEM and industry partners. We are becoming another resource for them to put quality parts on their shelves to support their aircraft.”

Each OEM defines quality differently with its own set of requirements. For DMS to become a part of their parts manufacturing process, each will conduct an audit specific to these requirements by inspecting equipment, verifying capabilities, and developing the processes and standards for Duncan Aviation to support their parts manufacturing needs.

Gary Strapp, Duncan Aviation’s Executive Manager-OEM Strategic Initiative, says one such authorization of DMS will be completed by way of demonstration.


“One of our OEM partners is providing all rigging, tooling, and sub-components along with full support of their engineering team for Duncan Manufacturing Solutions to manufacture ailerons on a non-production model aircraft. Completing this project successfully will lay the foundation and provide the basis for approval and future work,” he says.

With each OEM authorization, DMS is one step closer to becoming a strategic partner as a second-tier vendor for quality parts for both new production and legacy aircraft.

“The demand for new production aircraft continues to rise,” says Scott. “And so does the demand for aircraft parts. DMS has the capabilities and experience to partner with OEMs supporting these new deliveries while simultaneously providing parts to assist in keeping the fleets of legacy aircraft flying.

It isn’t just OEMs interested in DMS capabilities.

DMS teams are currently busy building ACA (Aviation Clean Air) and Gogo AVANCE L5 Broadband Internet and Wi-Fi kits. These kits support Duncan Aviation-developed STCs (Supplemental Type Certificates) and installation packages. The ACA and the Gogo AVANCE L5 Broadband Internet and Wi-Fi kits can be installed on several specific make/model business aircraft.

DMS has also begun the process of achieving the NADCAP (National Aerospace and Defense Contractors Accreditation Program) accreditation. This technical certification applies to quality standards and procedures for special processes such as heat treating, welding, and composites. 

CNC MILLING

- HAAS VF5, HAAS VF6, and HAAS UMC750 Five-Axis
- Epilog Fusion Pro 48–Dual Laser Engraver
- Haas ST30Y Lathe

HEAT TREATING

- Two Delta H Heat Treat Ovens with envelopes of 16x16x24 inches and 16x24x72 inches

FULL SHEET METAL CAPABILITIES

- Accurpress 7606 Press Brake
- Omax 60120 Waterjet

COMPOSITE REPAIR

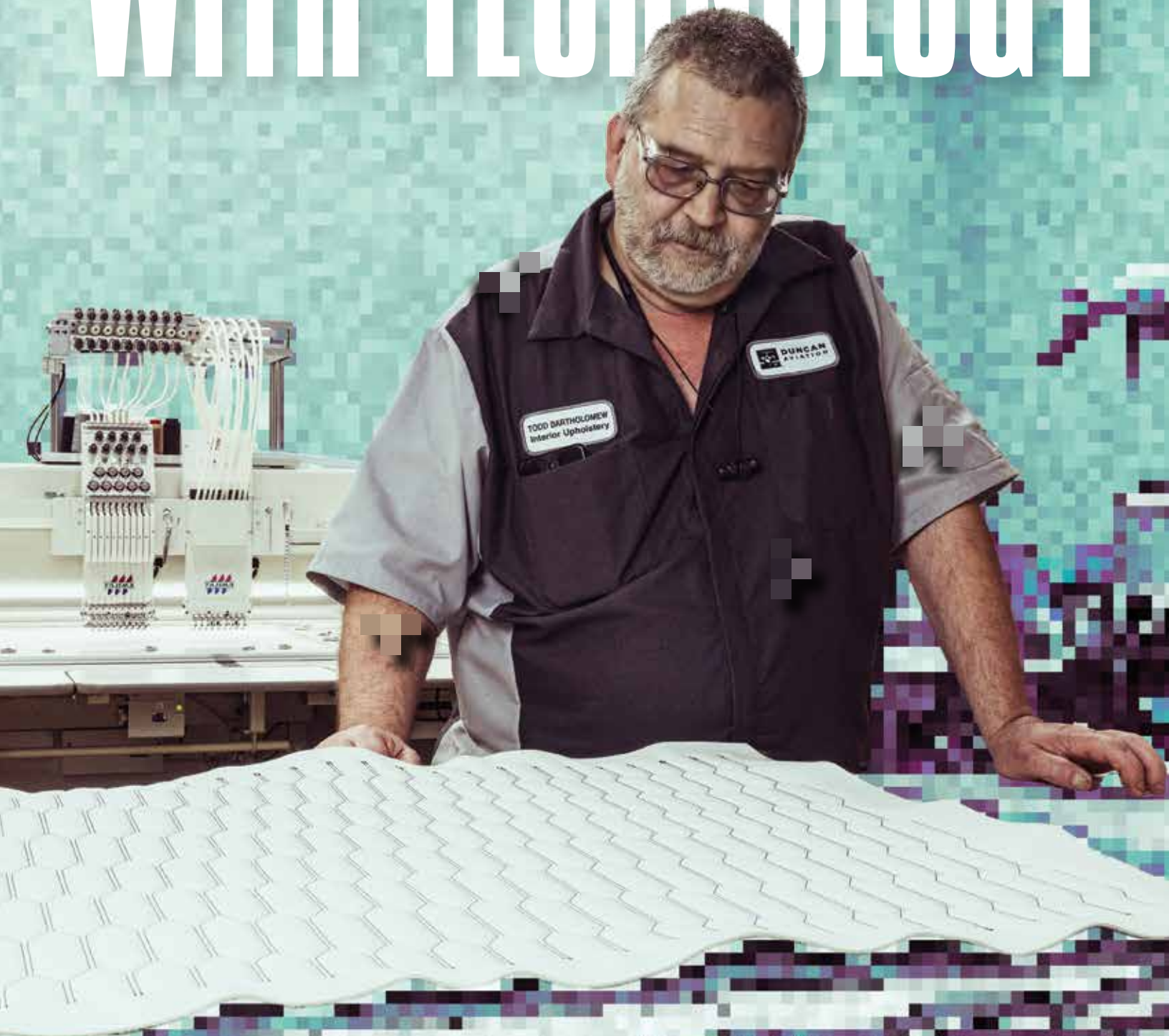
- Positive airflow composite shop—prepreg composite repairs and manufacturing, featuring a 1,150-square-foot clean room, a 12x24-foot paint booth with a mixing room
- ASC Autoclave 6x15-foot working envelope

QUALITY CONTROL

- Hexagon Absolute 7-Axis arm multi-functional measuring tool



WORKING SMARTER WITH TECHNOLOGY



Duncan Aviation is proud of the freedom team members have to be creative and look for new ideas. Similar to our Interior Innovative Solutions™, which include hydrographic finishes, our Upholstery team members found a more cost-effective way to control quality, creativity, and turntimes for the seats in customers' aircraft.

Upholstery Team Leader Travis Smith realized how much extra time and money it took to send seat panels to outside vendors for certain specific customization processes. Because innovation is a priority for Duncan Aviation, Travis sat down with his team and researched possible ways to bring these projects in-house. After identifying potential technology and attending automotive interiors trade shows, Travis and his team found a solution.

Perforation, Multicolor Sewing & Embroidery

The newest addition to the Upholstery Shop at the Duncan Aviation full-service facility in Battle Creek, Michigan, is a state-of-the-art machine that allows us to create perforation, multi-color sewing, and multi-color embroidery on aircraft seats and panels.

"This machine allows us to control the quality and turntimes, and lets our imaginations run wild with possible designs," says Travis. "The designs are pretty close to endless with what we can do on quilted panels."

Before the machine arrived at Duncan Aviation in early 2022, similar work was outsourced and done with a comparable machine or had to be completed by hand. This made it difficult to give customers the creative freedom to choose the stitching and designs in their seats. The capabilities provided through the new technology and training allow us to better control the design and tailor it to each individual seat with pinpoint accuracy and precision. We are able to see on a computer screen where individual lines will hit and how the designs will look, giving us the ability to make minor alterations.

"Because we no longer have to send the seat panels out of house or complete them by hand, the time savings are huge," says Travis. "We can complete 20 panels in a couple of days with this machine,

compared to a couple of weeks using the old methods. The result is dramatically reduced downtimes while maintaining Duncan Aviation quality."

Upholstery Master Specialist Todd Bartholomew says it's all about working smarter with technology.

"Rather than relying on tedious, old school ways of doing this by hand, we found a way that helps us move forward in a more efficient manner," says Todd. "Having this unique CNC machine in-house allows our Design and production teams to offer custom quilting, perforation, and embroidery to our customers while controlling the lead times to ensure we meet downtime needs."

The new technology is currently helping the team produce custom cabin seat inserts in-house, but Todd and his team are not stopping there.


"We are working to customize throw rugs, entry runners, lower sidewall accents, and company logos," says Todd. "Customers will now be able to personalize their aircraft interior components to a new level."

The Process

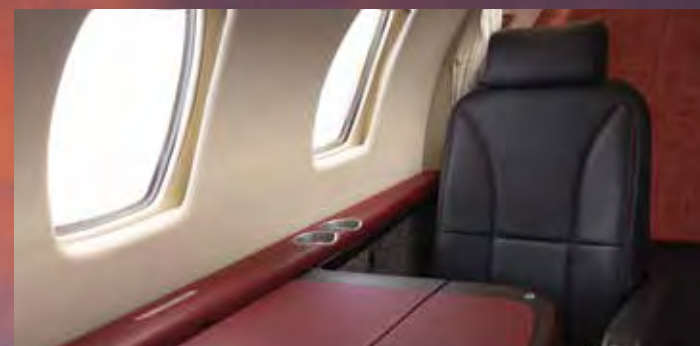
When a customer chooses customized, quilted patterns, the first step is to have one of our designers send Todd a conceptual design. Todd then draws it on a computer and converts the drawing into the machine's language with all the parameters it needs. A test panel is then completed. After the test panels are perfected, Todd creates a finished design sample for the customer to see and approve. After approval, Todd and his team run the final panels and get them inspected before they are installed in the aircraft.

Innovation is Contagious

Interior Manager Kody Keller said that introducing new technology and equipment into the shops allows team members to remain curious and helps evolve our craft to offer the best products to the industry.

"Innovation is contagious, and it has always been a part of the Duncan Aviation culture," says Kody. "Continuous improvement helps us work smarter, not harder, which helps with team morale, overall fulfillment of our team members, and customer satisfaction." 

a jazzy new citation



Duncan Aviation's Paint and Interior teams in Lincoln, Nebraska, took an outdated Citation 525 and gave it a flashy new paint scheme and matching interior makeover that made it one-of-a-kind.

paint

The project initially started with a complete paint based on a design the owner saw on a Phenom that our Battle Creek, Michigan, team had previously refurbished. He wanted the Duncan Aviation team to recreate a similar look on his Citation.

Duncan Aviation Lead Designer Carie Bruss says the vibrant red base and stunning black and silver accent stripes add a "jazzy" look to the exterior paint.

The new paint didn't come without challenges.

"Knowing that the customer wanted the red and black look on the exterior, we wanted to give him the scheme he desired," says Senior Completions Sales Representative Angie Coleman. "However, these models of aircraft have solar reflective values that have to be met for the exterior paint. This put our Paint and Design teams to work to find a good match of paint in the solar reflective paint formulas."

The Duncan Aviation team was able to achieve the color and look the customer wanted while still being able to deliver a beautiful aircraft that met all the paint regulations.

interior

The interior was dated when the aircraft arrived.

"The owner asked us to create an interior that would update the look and coincide with the existing materials being retained," says Carie. "He wanted to tie the new exterior paint in with the interior as well."

The interior complements the vibrant exterior from top to bottom. The headliner and window panels are covered in a light, neutral tone. The main cabin veneer has a brown-toned stain with a slight hint of red undertone in a nice matte finish. The drinkrails

and table inserts are covered in a warm, red leather. Moving down from the drinkrails are the lower sidewalls, which are draped in a contemporary, diamond-patterned, charcoal grey, chenille fabric. The main cabin seats make a statement of their own with fitted smooth, black leather highlighted with vibrant red accent stitching. The seat design is simple, yet elegant. The seat belts are webbed in a matching red to tie it all together. The floor of the aircraft is covered in a warm, charcoal grey carpet with a simple pattern. Last but not least, the aft lavatory has a divider covered with a beautiful, classic two-tone red stria fabric.


"It is stunning," says Carie. "Everything just flowed together so nicely, and the exterior complements interior elements beautifully."

exceeding expectations

Kjell Lindberg, Vice President of The Toll Group NW, says the aircraft is absolutely stunning and both the interior and exterior exceeded his expectations.

"The first time seeing the aircraft was definitely a *wow* moment," says Kjell. "It's always a little nerve-racking picking finishes because you don't know how they will look together, but the Duncan Aviation team guided me through the process and ensured the final product would turn out great. It certainly did."

Kjell also says that start to finish, the Duncan Aviation team was a *class act* and the process was made simple and fun.

"Duncan Aviation came highly recommended by our management team," says Kjell. "We'll definitely be back with future aircraft." 

[view the citation brochure](http://www.DuncanAviation.aero/brochures/citation)
www.DuncanAviation.aero/brochures/citation





Before

From Energetic & Electrifying

To Understated & Elegant

This Gulfstream G450 with its classy new interior was touched by dozens of technicians in multiple shops and departments at Duncan Aviation before it delivered to its new owners earlier this year. Going for understated elegance, the new owners worked closely with Lead Designer Carie Bruss at the facility in Lincoln, Nebraska, to come up with an interior that featured muted tones of grays and whites, and a silky white exterior with blue and gray stripes.

The previous interior was energetic and flashy, and it featured electrifying patterns in blacks and creams. The black swash pattern from the cabin carpet had been replicated on the exterior of the plane, so the new owners opted to repaint the exterior as well.

Sr. Completions Sales Rep Jeff Beaudette said of Carie's exterior paint design, "It is one of the nicest paint schemes I've seen on a large-body Gulfstream. We took elements of multiple popular schemes and added accent striping on the engines and vertical stabilizer. It's a striking look."

Moving to the interior, nearly everything in the cabin was replaced or refinished. The teams stripped and refinished the wood throughout the cabin, replaced softgoods and carpet, and performed other modifications, such as adding an ice drawer, a dedicated liquor cabinet, and custom dishware inserts to accommodate the customer's new set of china.

"We changed the headliner, so we installed new white shades that match the matte white window panels," says Carie. "All of the hardwood edge trim in the aircraft was hydrodipped, as were the table




edges and the side pieces on the bulkheads. The rest is real veneer.”

The piano-black, glossy fold-out tables perfectly set off the comfortable seats with their new cream-colored, quilted leather inserts. Gray, textured-leather lower sideledges complement the dark gray carpet with its black geometric pattern.

Moving toward the back of the cabin, the divan was covered in a two-toned gray, patterned wool, and plug-in armrests were fitted with brushed nickel-finished cup holders.

Duncan Aviation avionics technicians also installed a new XM weather interface so pilots can display real-time weather information on their iPads.

“Our avionics teams installed new USB charging ports in the cabin and upgraded the CMS (Cabin Management System) to the Collins Aerospace Venue Essential, swapping out old SD components so passengers could view HD video on the three new monitors,” says Avionics Sales Rep Brent Hudecek. “We upgraded to the new digital Airshow system and put in new digital Alto speakers because a good sound system was important to the new owners, too.”

The result is an elegant interior featuring contemporary colors and designs. 



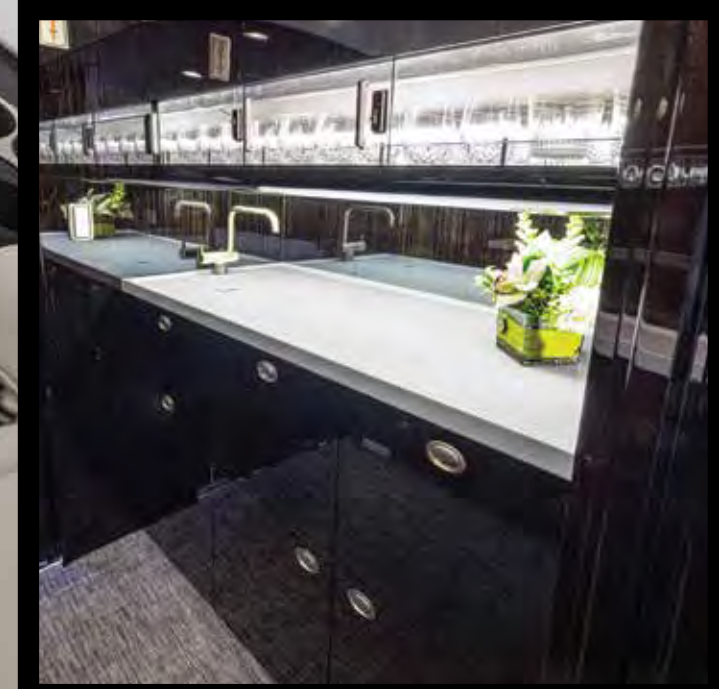
After

View the Interior Showcase:
[www.DuncanAviation.aero/
interiors-showcase](http://www.DuncanAviation.aero/interiors-showcase)



Piano-black, glossy fold-out tables perfectly set off the comfortable seats with their new cream-colored, quilted leather inserts.

Gray, textured-leather lower sideledges complement the dark-gray carpet with its black geometric pattern.



An ice drawer, dedicated liquor cabinet, and custom dishware inserts were added to the galley to accommodate the customer's new set of china.

YEAR

a remarkable



"I'VE WORKED WITH TIM ON A NUMBER OF AIRCRAFT DEALS OVER MANY YEARS AND THE RECENT G450 ACQUISITION WE WORKED ON TOGETHER WAS ANOTHER GREAT EXAMPLE OF HIS ABILITY TO FIND AIRCRAFT THAT NO ONE ELSE CAN. ADD TO THIS THE FACT THAT HE HAS THE PHENOMENAL SUPPORT OF DUNCAN AVIATION BEHIND HIM, AND I KNOW THAT MY CLIENTS ARE IN SAFE HANDS."
- TURHAN GUNGOR, ION AVIATION, ISTANBUL

WWW.DUNCANAVIATION.AERO/AIRCRAFTSALES

TO say Tim Barber, Aircraft Sales & Acquisitions, has had a remarkable 10 months would be an understatement. Tim completed 10 aircraft transactions in 10 months. This included the acquisition of several Embraer Legacy 600s and the sale of a BBJ2 (Boeing Business Jet 2). Of the 10 global transactions, five were brokered sales and five were aircraft acquisitions.

"I completed transactions involving parties in Europe, the United States, Asia, Africa, Turkey, Central America, and the Middle East," says Tim. "This is a great illustration of just how global the business aviation sector is."

Only one transaction was actually considered *pretty straightforward*. The majority were lengthy processes convoluted with varying degrees of complexity.

In addition, all of the acquisitions involved the purchase of aircraft that were not being openly marketed and came to our attention as a result of us reaching out to our internal and external network.

OFF-MARKET OPPORTUNITIES

Although no one was able to travel much during the pandemic, it became a very productive period for our Aircraft Sales team. Because of the relationships formed by Tim and the rest of the Aircraft Sales team at Duncan Aviation,

acquisitions were secured through the team's network of contacts.

"With more than 300 Duncan Aviation team members in the field who have daily interaction with owners and operators, we offer unparalleled, off-market intelligence," says Tim. "This made it possible to look for aircraft worldwide."

The Duncan Aviation Aircraft Sales & Acquisitions team is backed by an in-house import/export team that can maneuver clients through often-complicated cross-border transactions.

"It got a bit hectic," says Tim. "Due to my contacts being located around the world, I was needed across all time zones. My days started very early and ended very late."

Fortunately for Tim and his clients, he had the full support of Duncan Aviation behind him. Located in London, United Kingdom, it was tough for Tim to travel to the United States to check on a Legacy 600 that was going through PPE (prepurchase evaluation) and maintenance. Tim gave Rapid Response Technician Forrest Ferdon a call and he was able to make evaluation visits to check over the aircraft.

"Clearly the Duncan Aviation name speaks for itself and is a byword for quality in our sector. Having this team supporting me, in addition to the Aircraft Sales team, is invaluable," says Tim.

EXCLUSIVE AGREEMENTS

All of Tim's aircraft transactions were exclusive agreements, meaning Tim had an exclusive contract with a client to buy or sell an aircraft.

"Because they made the commitment to pay Duncan Aviation for the sale or acquisition, we were able to commit a huge number of resources to the transaction," says Tim. "If they are selling an aircraft, we invest heavily in marketing both online and in print media to make it visible. In addition, our research team keeps on top of current market conditions and makes hundreds of phone calls. For the aircraft acquisitions, we spend many hours researching the market and leveraging our industry contacts to find the best options, looking well beyond those that are being openly marketed."

Tim says some prospective clients are often hesitant to sign an exclusive agreement.

"Many buyers and sellers often think the more people they have looking for an aircraft or seeking to sell their aircraft, the better. That's rarely the case," says Tim. "Intermediaries who have no real agreement to sell the aircraft sometimes misrepresent what they are selling. Such activity is a waste of everyone's time."

Tim strongly recommends buyers or sellers work with a well-chosen partner exclusively appointed to support

their needs. When the Aircraft Sales team receives an exclusive agreement, they instantly put the word out to their large and ever-growing network and devote all of their time and effort into the client and the aircraft.

"At the end of the day, we are held accountable," says Tim. "We want to find the best possible aircraft for our client and don't leave anything to chance. We are uniquely positioned to support and complete highly complex transactions with wide-ranging technical knowledge to help clients make the most informed buying/selling decisions."

WHAT'S NEXT?

When asked where the preowned business jet market is headed, Tim says there are lots of unknowns. These include much talk of recession, the war in Ukraine, the ongoing impact of the pandemic, fuel cost escalation, the global political situation, the environmental lobby, and politics of envy. They will all likely have some impact.

"At the end of the day, my colleagues and I have been providing aircraft sales and acquisitions services for owners and operators of business jets and turboprops for more than 65 years. Clients benefit from having an expert who is positioned well to make transactions happen in any kind of market." 🇺🇸



A CONTINUOUS QUEST TO EXPAND & IMPROVE SATELLITE SERVICES

Bruno Mazzani,
New Business
Development Coordinator

In the early 1980s, Duncan Aviation established a network of Satellites that placed Duncan Aviation avionics technicians at many business aviation airports where our customers were located.

Today, Duncan Aviation has 29 Satellites throughout the country. Customer demand remains strong for the avionics support they provide.

The teams at the Satellites routinely troubleshoot, service and repair, install, and inspect virtually any type of avionics equipment business aircraft have or need. They coordinate repairs, overhauls, exchanges, loaners, and parts needed for jet, turbine, or piston-powered aircraft and helicopters.

Because of the convenience of welcoming Duncan Aviation professionals to their own hangars for high-quality work, customers have requested additional services.

In an effort to stay on top of these requests, study the market, and determine what opportunities exist for the Satellite network, Duncan Aviation has hired Bruno Mazzani as its New Business Development Coordinator.

Born in Maracay in Venezuela, Bruno earned a degree in Mechanical Engineering from the Universidad Central de Venezuela, and while working for a company that imported and exported auto parts, he earned his Master's Degree in Business Marketing. As the political, economic, and social situation in Venezuela deteriorated, Bruno and his wife Ligia Rodrigues moved to the United States in 2017, and he went to work as an Automotive Engineer for a company in Smyrna, Georgia, prior to coming to work at Duncan Aviation.


EXPANDING SERVICES

"We're asked often to add services from tool calibration to limited airframe maintenance at some of our Satellites," says Manager of Satellite Operations Matt Nelson. "We decided it was time to hire Bruno to work with our Satellite teams and our customers to manage the diversification and growth ideas, handle continuous improvement initiatives, manage vendor/partner projects, and look for long-term strategic business development opportunities."

For instance, in 2020, 19 of the Satellites added main ship and emergency power battery capabilities to their complement of services, and several are now certified HazMat shippers.

In 2021, the Duncan Aviation Satellite in Teterboro, New Jersey, began offering limited airframe services in a partnership with Meridian. Bruno will carefully study the existing services at each of the other Satellites to see if customers would benefit from additional services such as interior repairs and refresh, tool calibration, battery charging, and limited airframe maintenance.

Bruno will also study the feasibility of working with outside engineering firms and vendors to seek collaboration among firms, vendors, and Duncan Aviation Satellites to develop new programs. For instance, last year, the Duncan Aviation

Satellite in Denver, Colorado, collaborated with BendixKing, a customer in Seattle, Washington, and an engineering firm in Denver, to develop an STC (Supplemental Type Certificate) to install the BendixKing AeroCruze 1000 Autopilot in Mooney M20-series aircraft. 

Duncan Aviation & The Learjet

A Legacy built from the beginning that continues without end.



In 1963, the Bombardier Learjet*, known as the first affordable business aircraft, rolled out of production and took to the skies, laying the foundation of the business jet market. After nearly 60 years of production, the last to bear that name was delivered, closing out a storied legacy of high-performance, innovation, and celebrity.

Duncan Aviation is the longest-running family owned MRO to support the Learjet airframe from beginning to end.

Donald Duncan, the founder of Duncan Aviation, was a visionary and entrepreneur. He took chances and made deals, all with a handshake. Recognizing the value of the Learjet market, he led Duncan Aviation to become one of the original Learjet Aircraft Sales Distributors in 1963. Soon after, the company took possession of its first Learjet 23, lucky serial number 13. It was the first of what would ultimately become more than 1,000 jets Donald would sell. In his lifetime, he sold #13 five different times.

In 1967, Learjet airframe maintenance became a more significant part of Duncan Aviation's future as the company shifted from being a sales distributor to one of the first independently owned Learjet Authorized Service Centers, a designation all three Duncan Aviation MRO (Maintenance, Repair, and Overhaul) facilities still hold today.

"Duncan Aviation cut its aircraft sales and maintenance teeth on the Learjet," says retired Senior Airframe Service Sales Rep Skip Laney. "We bought, sold, inventoried, inspected, repaired, supported, and sold thousands of parts for every Learjet model aircraft made."

In the years that followed, many overhaul and repair capabilities were added to support the Learjet aircraft.

- 1967 - stereo 8-track distributor
- 1968 - autopilot overhaul and repair support
- 1978 - accessory overhaul and repair support
- 1980 - landing gear and stab actuator overhaul/test services

- 1984 - starters repair support
- 1991 - more Learjet stab actuator test stands.

The Legacy Continues

Duncan Aviation's three full-service facilities in Battle Creek, Michigan; Lincoln, Nebraska; and Provo, Utah; are Authorized Service Centers, continuing to provide comprehensive sales and services with teams dedicated to the Learjet aircraft. We have four airframe maintenance teams, two Service Sales Reps, and two Technical Representatives who, alongside more teams, provide engine, paint, interior, engineering/certification, avionics upgrades, structures, component repair, landing gear inspections, and parts services. They are all supported by a comprehensive list of backshop capabilities that include parts manufacturing, nondestructive testing, machining and welding, and tool calibrations, to name just a few.

Over the last 10 years, Duncan Aviation has worked on 1,248 different Learjet aircraft. That

is approximately 61% of the current active fleet, completing 20,998 different projects and closing 27,038 work orders.

Our support of the Learjet doesn't end when an aircraft leaves the hangar. Duncan Aviation's Satellites and Rapid Response teams are located across the United States to fill the service gaps for operators when in-the-field service is necessary.

Duncan Aviation is still an aircraft sales company assisting clients with the sales or acquisition of their Learjet.

"The Learjet 45 and Learjet 75 series aircraft are great midsized jets," says Doug Roth, a long-time Duncan Aviation Aircraft Sales & Acquisition team member. "I would recommend them to anyone with travel requirements that fit into their payload/range parameters." 🇺🇸

** Learjet is a trademark of Bombardier Inc.*



PVU Food Drive



LNK Clothing Drive

DUNCAN AVIATION



BTL Community Garden



GNC Painting Volunteers

PHILANTHROPY AT WORK



LNK Adopt-A-Highway

“The greatness of a community is most accurately measured by the compassionate actions of its members.”

Coretta Scott King

At Duncan Aviation, we believe that giving back not only makes our communities stronger but also helps deepen and strengthen our connections to them.

“As a family owned company, our success is partially rooted in our connection to and support from our local communities,” says Vice President of Team Member Services Leon Holloway. “Along with providing viable career opportunities, it’s important as an organization that we share our success with those in our community through action and service.”

Every year, the Duncan Aviation SMT (Senior Management Team) and team members throughout the enterprise identify schools, organizations, and events in our communities to support through material donations, volunteer opportunities, and financial assistance through the Duncan Aviation Family Trust.

LINCOLN, NEBRASKA

Among the community organizations in Nebraska to receive support from Duncan Aviation are the Asian Center and the GNC (Good Neighbor Center).

The Asian Center

During last summer’s heat wave, Duncan Aviation’s Human Resources team bought and donated 150 16-inch oscillating pedestal fans to the Asian Center. Warehouse Team Lead Ryan Young and Shipping/Receiving Specialist Randy Kozak delivered and unloaded six

pallets of boxes so clients of the center who needed a break from the heat could receive a free fan.

For the past couple of years, the Duncan Aviation Family Trust has sponsored a table, donated supplies, and provided hangar space for the center’s annual Curry Clash where chefs from 15 local

restaurants are invited to prepare an Asian-inspired dish and the public buys entry tickets as a center fundraiser.

The Upholstery Shop also donated an industrial sewing machine. “We had one not in use, donated it, and set it up,” says Curt Elikor, Assistant Manager of Interior Modifications and Completions. “In addition to the sewing classes the center provides on their own machines, we hoped some of the center’s clients could get some hands-on training on the industrial one, sharpen their skills, and perhaps apply at Duncan Aviation.”

The GNC

The GNC provides humanitarian support to low-income families and refugees resettling in Lincoln. Duncan Aviation provides a variety of support to help.

“We have donated proceeds from company fundraisers, held clothing drives, and volunteered there,” says Leon. “We’ve hosted facility tours and last year, we hosted an on-site career fair specifically for GNC clients who are seeking employment.”

As a new member of the GNC advisory board, Leon is learning about the center and the board’s fiduciary duties and helping gauge interest in job-seeker career classes (resume writing, job searches, submitting applications, and interviewing) and job-shadowing at Duncan Aviation.

“We volunteer with their citizenship classes, preparing students who are taking their citizenship tests,” says Leon. “Soon, Duncan Aviation team members will volunteer to teach the ELL (English Language Learner) classes for their refugee and immigrant population.”

The SMT, managers, our Facilities team, and various team members have also helped with clean-up tasks,

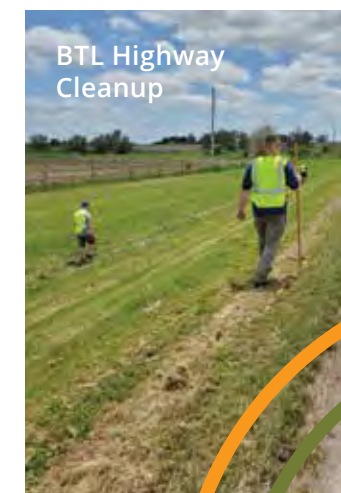
repaired and painted the building, maintained vehicles, donated updated kitchen appliances, and helped update the center’s HVAC system.

BATTLE CREEK, MICHIGAN

In Battle Creek, Michigan, we proudly support the Burma Center, and Duncan Aviation Executive Vice President and Chief Operating Officer Andy Richards serves as a board member for the center’s Capital Campaign. The center supports the local Burmese American community and seeks to bring the dream of a multicultural society to Battle Creek neighborhoods. The Capital Campaign is focused on The Gathering Place, a central meeting location for numerous local organizations including the Burma Center. Critical needs include a new HVAC system, parking lot, roof, and ADA accessibility.

“We’ve been raising awareness of the center and seeking financial support from other local corporations and industries,” says Andy. “We also welcomed four members of our Burmese community to Duncan Aviation as summer interns.”

The Southwest Michigan Disability Network also accepted support from Duncan Aviation for their Ramp-A-Thon project, which creates more accessible housing in the Southwest Michigan area and ensures those with disabilities can live independently while maintaining the ability to connect to their communities and seek employment.



BTL Highway Cleanup

CONNECTING WITH OUR COMMUNITIES

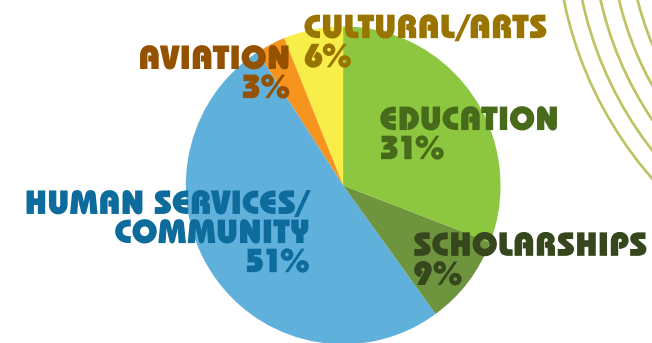
Community support extends beyond the areas that house our full-service facilities.

For example, in February, the Duncan Aviation Satellite in Kansas City, Missouri, invited 52 children from Grant Elementary School to tour the shop. Avionics Tech Tyler Kelly lined up speakers to showcase careers in aviation and provided lunch.



DUNCAN AVIATION FAMILY TRUST

DUNCAN FAMILY TRUST DISTRIBUTION



Created in 2004, the Duncan Family Trust changed its name in early 2022 to the Duncan Aviation Family Trust (*DuncanFamilyTrust.org*). Because grant awards come from Duncan Aviation profits, the new name more accurately reflects the source of the Trust’s financial support. The Trust’s purpose didn’t change, though. Its mission is to enhance the quality of education, create positive community change in the areas where Duncan Aviation operates, and to increase awareness and interest in the aviation industry.

Each year, the Trust makes grants to nonprofits in the communities in which our team members live to give back to the localities that have helped Duncan Aviation become the largest family owned business aircraft facility in the world. Applications for financial support must meet one of the Trust’s three areas of focus: Education, Human Services/Community, and Aviation/STEM (Science, Technology, Engineering, and Mathematics).

The Trust is governed by its directors, Robert and Karen Duncan and Todd and Connie Duncan. Gifting decisions are made by a Philanthropy Committee. Members of the committee are its newly elected

President Katie Duncan, Trust officers Connie Duncan, Cindy Morris, Jamie Harder, and Maira Sherman, and leadership members from the Battle Creek and Provo locations. Other team members rotate on the committee for limited appointments.

The Duncan Aviation Philanthropy Committee meets quarterly and reviews grant applications, disbursing money from the Trust.

“Each year, we give away more than \$500,000,” says Connie. “Through these donations we’re able to support various community centers, after-school programs, United Way programs, scholarships, schools, and organizations in our communities. Support for the community from Duncan family members does not stop with the support given by the Trust. As an example, Karen and Robert’s passion for artwork has fueled their love of giving toward the Clarinda Carnegie Art Museum, whose mission is to enrich the region through education programming and world-class art exhibitions.”

Each year, the amount of giving to each focus area will vary based on the total number of requests and where the Philanthropy Committee feels the funds will be most useful.

AVIATION AND TECHNICAL EDUCATION AT LPS

The pie chart with this article does not include a \$3.3 million donation to Lincoln Public Schools to expand facilities for its Aviation and Technical Education Focus Program. After identifying a long-term shortage in Airframe & Powerplant Mechanics, Duncan Aviation decided to reinvest in its future and tackle the issue head-on. The Aviation and Technical Education Focus Program at Lincoln North Star High School started in 2018 to see if there was an interest in aviation with students. The focus program began offering aviation courses using the STEM curriculum from the AOPA (Aircraft Owners and Pilots Association) Foundation in 2019. Today, it is the largest focus program in the Lincoln Public Schools system with more than 200 students. The donation from Duncan Aviation will help fund facility and equipment expansion to provide more realistic lab and hands-on opportunities in the classrooms.

This is the single largest donation in the Trust’s history and it strengthens the education and awareness of aviation in the Lincoln community.



IADA Certified Aircraft Sales Broker
Leah Lenardic Alexander



IADA Certified Aircraft Sales Broker Doug Roth

News & Tech Updates

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

www.DuncanAviation.aero/news



Jared Brown, Duncan Aviation Accessory Team Leader at the company's Provo, Utah, location, performs battery service.

API Blended Winglet Authorization Expansion

An agreement with Aviation Partners, Inc. (API) allows us to extend its blended winglets authorization designating the company's Provo MRO (Maintenance, Repair, and Overhaul) location as an authorized installer for API blended winglets.

In 2008, Duncan Aviation partnered with API and the OEM to install the API blended winglets on a Falcon 2000EX for STC (Supplemental Type Certificate) certification flight test. API subsequently announced Duncan Aviation's Battle Creek, Michigan, and Lincoln, Nebraska, MROs as the first authorized installers for Falcon blended winglets in 2009.

Duncan Aviation has 10 airframe maintenance teams among all three MRO locations with more than 10 years of experience completing this in-demand modification on all series of the Falcon 50, 900, and 2000 aircraft. In addition to the Falcon 50, 900, and 2000 aircraft families, Duncan Aviation is also an API-authorized installation partner for winglet modifications on Hawker 800 series aircraft.

Now A Saft Authorized Battery Service Center

We are pleased to announce that our facilities in Battle Creek, Lincoln, and Provo, as well as a number

of Duncan Aviation Satellites are now Authorized Battery Service Centers for Saft America, Inc.

With this authorization, we can access technical data, manuals, and parts directly from Saft to provide warranty, inspection, repair, overhaul, and AOG services for the Saft NiCad and lithium-ion batteries.

NATA Sustainability Standard Certification for Aviation Businesses

Duncan Aviation was recently certified to NATA's (National Air Transportation Association) Sustainability Standard for Aviation Businesses. The standard encourages reduced greenhouse gas emissions, increased use of more environmentally friendly energy sources, reduced waste, and sustainability measures throughout the company.

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 the recent construction of the company's full-service MRO facility in Provo and in its planned 2022-2023 expansion construction projects in Battle Creek and Lincoln. These include technology and processes that eliminate airborne waste products connected to aircraft painting, that effectively treat waste water, and that responsibly dispose of remaining hazardous waste. The company also uses

daylight harvesting and natural light wherever possible, installed efficient radiant floor heating systems, LED lighting, and constantly weighs the costs and benefits of adopting greener processes and products in all areas.

Duncan Aviation also 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.

Certified Aircraft Sales Brokers

Duncan Aviation's Leah Lenardic Alexander and Doug Roth were recently recognized as Certified Aircraft Sales Brokers from IADA (International Aircraft Dealers Association).

"IADA is pleased to welcome Leah and Doug into the prestigious ranks of IADA-certified aircraft brokers," said IADA Executive Director Wayne Starling. "Their exceptional backgrounds, reputations and mastering of IADA's rigorous independent evaluation process bestow them with industry recognition as highly skilled brokers at the top of their professions."

Leah and Doug join Rene Cardona, a longtime member of Duncan Aviation's Aircraft Sales and Acquisitions team, as IADA-Certified Aircraft Sales Brokers. Duncan Aviation is an IADA Accredited Dealer and founding member.


www.DuncanAviation.aero/services

Aircraft Sales & Acquisitions: www.DuncanAviation.aero/aircraftsales



FBO Locations: Battle Creek, MI (BTL), Kalamazoo, MI (AZO), Lincoln, NE (LNK) & Provo, UT (PVU)

All of Our FBOs Now Stage 3 IS-BAH Accredited

All four of Duncan Aviation's FBO locations are now accredited for Stage 3 of the IS-BAH (International Safety for Business Aircraft Handling). Only three other FBOs in the United States and 16 worldwide currently meet Stage 3 certification. 

Satellite Network Expanding – Adding Tennessee and Oregon

We recently received FAA authorization to expand our Satellite network with a Satellite Repair Station in Nashville, Tennessee, and an Additional Fixed Location in Aurora, Oregon.


Nashville Crew Leader Joe Vittling spent nearly five years working with Duncan Aviation's Satellite customers in Southern California, and he's now happy to be connecting with customers in Nashville.

"I started up Nashville alongside the Manager of the Duncan Aviation Satellite Shop in St. Louis, Ed Reeve. I'm looking forward to bringing the quality and service Duncan Aviation is known for to the middle-Tennessee area. There has always been a lack of avionics support for business jets in this area, so I'm excited about the opportunity to meet the customers and grow our services here," Joe says.



Duncan Aviation Nashville
603 Hangar Lane
Hangar 18
Nashville, Tennessee 37217
Phone: +1 615.953.7202

With space in the Charlie Hangar, conveniently located next to the only FBO on the field, the Aurora Avionics Crew Lead Justin Weber will now serve Duncan Aviation's avionics customers at the Aurora State Airport (UAO) full-time.


Duncan Aviation Aurora
14369 Keil Road
Charlie Hangar, Suite A
Aurora, Oregon 97002
+1 502.776.9007 



Operations FAASTeam Program Manager Mark Gaffney (right) presents the FAA Wright Brothers Master Pilot Award to Duncan Aviation Senior Captain Larry Bartlett.

Senior Captain Larry Bartlett Receives FAA's Wright Brothers Master Pilot Award

Our Senior Captain, Larry Bartlett, has been awarded the FAA's Wright Brothers Master Pilot Award. The award honors pilots who hold a US Civil Aviation Authority or Federal Aviation Administration pilot certificate, have 50 or more years of civil and military piloting experience, are United States citizens, and have not had any airman certification revoked.

The Wright Brothers Master Pilot Award is the most prestigious award the FAA issues to pilots certified under Title 14 of the Code of Regulations (14 CFR) part 61. This award recognizes individuals who have exhibited professionalism, skill, and aviation expertise for at least 50 years while piloting aircraft as Master Pilots. 

Leo Sawatzki Receives Charles Taylor Master Mechanic Award


Leo Sawatzki, retired Manager of Engine Acquisition and Sales and a long-time aircraft technician with Duncan Aviation, was honored as a recipient of the Charles Taylor Master Mechanic Award.

The Charles Taylor Master Mechanic Award is named in honor of Charles Taylor, the first aviation mechanic in powered flight. Taylor served as the Wright brothers'



DOT/FAA FAASTeam Program Manager Owen Grimm (left) presents the Charles Taylor Master Mechanic Award to retired Aviation Manager of Engine Acquisition and Sales Leo Sawatzki with his wife Linda.

mechanic and is credited with designing and building the engine for their first successful aircraft. The award recognizes the lifetime accomplishments of senior mechanics.

Award recipients are required to have worked for 50 years in an aviation maintenance career. They must have been an FAA-certificated mechanic or repairman working on N-registered aircraft maintained under the federal aviation regulations for a minimum of 30 of the 50 years required. 

18 Students Earn 2022 Karen K. Duncan Scholarship

Supporting local communities is one of Duncan Aviation's core values. One way the company invests in its communities is through the children of its team members. For nearly 25 years, Duncan Aviation has advanced the futures of students through the Karen K. Duncan Scholarship program. In the 24 years since we started this program, 381 scholarships totaling \$1,914,000 have been awarded.

The following students, who have at least one parent who works at Duncan Aviation, will receive the 2022 scholarships.

- Max Bartles, son of Lynn and Jennifer Bartles
- Vincent Barto, son of Brian and Theresa Barto
- Daniel Brajic, son of Radomir and Milunka Brajic
- Zachary Brown, son of Michael and Peggy Brown
- Desiree Feller, daughter of Nathan and Amber Feller



2022 Karen K. Duncan Scholarship Recipients



"We have a huge role in this company, performing necessary maintenance on aircraft."
Hunter Borah, Airframe Technician II



Shane Andrews



Jeff Regier



Jesse Titterington



Kody Keller



Duncan Aviation Tech Reps at the company's Provo, Utah, full-service location include (left to right): Ward Cranor, Chris Halbert, Paco Velez, Mike Meyer, and Dave Thompson.

- Alora Ferguson, daughter of Ben and Rebekah Ferguson
- Reagan Gadeken, daughter of Roger and Jennifer Gadeken
- Quentin Hayes, son of Greg and Jennifer Hayes
- Dominik Kluthe, son of Bradley and Angela Kluthe
- Morgan Krystine McCullough, daughter of Rustin and Heidi McCullough
- Sawyer Kunc, son of Matt and Tami Kunc
- Trevor Ozenbaugh, son of Phil and Nancy Ozenbaugh
- Demmy Patocka, daughter of Doug and Denise Patocka
- Taygun Rothchild, son of Bryan Rothchild and Chris Drapal-Rothchild
- Avery Saltzman, daughter of Jaythan and Sonya Saltzmann
- Sylvia Swager, daughter of Luke and Amy Swager
- Travis Sweeny, son of Dennis and Raquel Sweeny
- Hector Walker, son of Todd and Yolanda Walker

Military Makeover-Operation Career

We recently hosted a TV production crew to film a segment on Duncan Aviation for a special edition of Military Makeover called "Operation Career: Helping Our Heroes Transition to the Workforce." The Military Makeover television show is hosted by Montel Williams and airs on the Lifetime TV Network. The Operation Career segment showcases companies such as Duncan Aviation that have a strong and robust military workforce and that are focused on hiring veterans and helping them transition to careers after their military service.

We are EXTREMELY PROUD of all of our team members who are currently serving or who have served in the military. We have more than 600 team members who are either active or retired military and represent all five branches.

We want to specifically thank Jeremy Rangel, Airframe Manager, and Claribel Shulz, Project Manager Assistant, for agreeing to be showcased and interviewed for the show.

Watch now: www.DuncanAviation.aero/military-makeover

People on the Move

Long-time team member **Shawn Andrews** was named Airframe Manager for our Battle Creek location. As a Duncan Aviation team member in Airframe since 1995, Shawn brings with him a wealth of experience, education, and enthusiasm.

Jeff Regier joined the Airframe Service Sales team as a Learjet Service Sales Representative, located in Lincoln. Jeff joined Duncan Aviation in 2008 as an Airframe Technician where he acquired hands-on experience and advanced technical knowledge. His leadership skills were recognized, and he was promoted to Lead Mechanic and eventually the Team Leader role in June of 2018.

Jesse Titterington has accepted the position of Production Manager of Avionics Install at the Provo facility. Jesse joined the Duncan Aviation team in 2006 on the avionics line in Lincoln. He's steadily assumed more responsibilities and learned more aspects of the company over the last 16 years.

Kody Keller is now Manager of Interior at our Battle Creek facility. He was formerly the Assistant Interior Manager. Embarking on his aviation career in 2006, Keller joined the Duncan Aviation team as an assistant in the Completions Shop, and his 16-year career has spanned the Interior, Finish, and Upholstery Shops.

Duncan Aviation Builds Tech Rep Expertise in Provo

Duncan Aviation Technical Representatives, or Tech Reps, are some of the industry's most experienced and highly respected experts. They use their talents and knowledge to advise, teach, and support customers, OEMs, and internal Duncan Aviation technicians. You would be hard-pressed to find another group of aviation professionals more experienced and more willing to share knowledge with others. Below are the Duncan Aviation Tech Reps located in Provo.

Dassault Falcon Tech Rep: In 1994, Dave Thompson joined Duncan Aviation in Lincoln as a Technician working on the Falcon airframe. In October 2018, he relocated to Duncan Aviation's Provo MRO to establish and build the first dedicated Falcon airframe team at this location. He became a Tech Rep in 2020.

Bombardier Tech Rep: Chris Halbert comes to Duncan Aviation with 13 years of aviation experience.

He is factory-trained in the Challenger 300, Challenger 350, Challenger 604, Challenger 605, Global Express airframes, CF34, and Rolls Royce BR710-A2-20 engines.

Gulfstream Tech Rep: Paco Velez has 30 years of aviation maintenance and troubleshooting experience. He has been hands-on as a senior aircraft technician, Team Leader, field and airborne Senior Technician, and customer liaison on Gulfstream large-cabin aircraft models from the GII to Gulfstream G600.

Airframe Structures Tech Rep: Ward Cranor joined Duncan Aviation in 2000 as an Airframe Structures Technician in Lincoln. He relocated to Provo in 2010 as one of the original 14 Duncan Aviation team members to build up that location. As a Structures Tech Rep, Cranor works directly with airframe OEMs and engineering to find solutions while providing support and advanced troubleshooting to Duncan Aviation airframe and structures technicians.

Avionics Install Tech Rep: Mike Meyer joined Duncan Aviation in 2010 as an Avionics Team Leader. He has 43 years of avionics experience installing major avionics retrofits, glass cockpits, multiple versions of CMS, and major safety systems like TCAS, EGPWS, and FMSes. He holds ASEL and Commercial Rotorcraft Pilot's licenses. Mike became an Avionics Install Tech Rep in 2020.

Duncan Aviation has 31 Tech Reps at all locations with expertise in Challenger, Citation, Embraer, Falcon, Global, Gulfstream, Hawker, King Air, and Learjet aircraft. They are experts in accessories, airframe, avionics, components, instruments, interiors, engines, and structures.

Day In The Life Video Series

A *Day In The Life* video series shows you a glimpse of what it's like working at Duncan Aviation. Watch as team members from across the company discuss their backgrounds, what a typical day looks like, their job duties, and why you should join the team at Duncan Aviation.

Featured in the first three-part video installment of the series are Airframe Tech Hunter Borah, Airframe Lead Tech Brandon Husted, and Airframe Lead Tech Max Mcelroy.

Additional installments that highlight other career opportunities, different departments and positions, and other locations will be added periodically.

Watch now: www.DuncanAviation.aero/day-in-the-life

See what career opportunities are waiting for you: www.DuncanAviation.aero/careers

Tech Reps: www.DuncanAviation.aero/services/tech-reps/contacts