

We've Come a Long Way, **Baby**

by Nicole Vidis

Moving Aviation Maintenance out of the Dark Ages Into the Digital Age

While the aptitude of turning a wrench is arguably the most viable skill in aviation maintenance, the myriad of details that are precisely orchestrated prior to the simple turn of that wrench have changed dramatically. To what is this ground swell of change attributed to? Two simple words—Digital Technology.

Aircraft owners, operators, and charter companies are conducting business in a global marketplace. Everyone in the aviation food chain expect results in an immediate, streamlined platform, recognizing that this larger marketplace demands a rock-solid maintenance infrastructure that is not only reliable and convenient, but most of all cost-effective.

As competition in operations and maintenance continue to escalate, maintenance organizations have come to the realization that they too are dependent on digital resources to help bridge the gap. Gone are the days of microfiche, cumbersome paper manuals, and printed wiring diagrams. Welcome to the digital mindset and the eye-opening reality of maintenance data delivered on a mobile platform. Offering content, speed, and mobility, via the internet to all who have access to wireless communications, it is difficult to find any downsides to this revolution.

As JRA CEO and Director of Maintenance Cheryl Janke states, "Getting accurate, up to the minute information, whether it is service information on a part, or a list of qualified repair stations where my airplane is sitting, is crucial. In the competitive charter industry, it's the difference between making a trip and cancelling one due to a maintenance issue. Reliable technol-

ogy gives me that competitive advantage."

Content – What's Out There?

With the invention and widespread use of Electronic Flight Bags (EFB's), useful tools for pilots are available in one handy package. Checklists, Jepps, weather, and even satellite radio, are all provided for the crew of an aircraft in one location in the cockpit. Furthermore, many charter operators have went to electronic paperless flight logs, having the EFB's instantly transferring aircraft flight times, duty times, and technical flight data via the internet, to a company website where operations can look at real time data and instantaneously know the state of their fleet when the aircraft touches ground.

This "one stop shopping" mentality in the cockpit reduces the propensity for human error on paper documents, cutting out the familiar administrative paper chase. The entire operations process is streamlined and made more efficient with the use of a digital platform.

Many maintenance industry visionaries are seeing maintenance data processing in a similar light—a single point of maintenance ensures productivity, efficiency, and knowledge management. Floor mechanics that have access to PDA's or laptop computer's in the hangar's have the ability to pull up online maintenance manuals, wiring diagrams, IPC's, fault isolation manuals, and task cards directly from the floor. Time is saved with technicians not having to leave their work stations to research and collect technical data.

And time saved translates into money. "Any shop whose technicians are able to more effi-

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*"Reliable
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Take a Ride
on the **JRA Limo Bus**

at the NBAA Convention in October

For more details call: 480-596-2933



JET REPAIR ANYWHERE

Welcome

New JRA Members

The JRA team extends a warm welcome to the following new members. We are confident that the companies who have joined the JRA network are already reaping the many rewards that come with their listing. Thousands of potential customers now have the ability to search for these premier facilities using distinct search parameters, easily accessing scanned FAA Compliance Paperwork, and company marketing materials with the click of a button. We welcome the following aboard:

North American Aircraft Services (NAAS) (210) 805-0049

Headquartered in San Antonio, TX, NAAS is a full-service repair facility, specializing in aircraft fuel tank repair and modifications. Founded in 1993, NAAS has started and developed programs in several locations, including Alabama, Florida, North Carolina, and California, with a current workforce of over 200 employees worldwide. Company core values such as competitive, flexible pricing, reliable services/products, and quality customer support make NAAS a frontrunner in specialized fuel system repair.

Haggan Aviation (303) 792-0688

Located in Englewood, CO at Centennial Airport, Haggan Aviation has earned its reputation as the premier full-service Learjet Maintenance Facility in the Southwest. Haggan Aviation was founded as a small family-owned company that grew exponentially within the last 10 years, in part due to the company's commitment to excellence in all areas of aviation maintenance. Although Haggan specializes in Learjet's, the 37,000 sq/ft facility is also capable of working on Hawkers, Westwinds, Citations, and Beechjets. Haggan Aviation can accommodate all types of inspection, from routine to heavy, and is also a TFE731 Authorized Service Center. Specializing in quality customer service and minimal downtime, Haggan Aviation is a prominent fixture in Learjet repair.

Executive Aircraft Maintenance (EAM) (480) 991-0900

Headquartered in Anchorage, AK with a satellite office in Scottsdale, AZ, EAM is a fully equipped repair facility, offering a complete array of airframe, engine, and NDT repairs. EAM specializes in TPE331 powered aircraft and is a Twin Commander Service Center. In addition, this facility is capable of working on a variety of corporate aircraft, including Astra, Cessna, Falcon, Hawker, Lear, and Westwind Models, and is a Honeywell Authorized TFE 731 Line Maintenance Facility with MSP and JSSI Capabilities. EAM prides itself in being innovative, creative, and aggressive in providing communication between customers, employees, and suppliers.

Lane Aviation (614) 237-3747

Family owned for over 70 years, Lane Aviation is based at Columbus International Airport and has a facility at Rickenbacker International Airport, both in Columbus, OH. Lane is a full service FBO facility, as well as a Certified Repair Station, specializing in Cessna single, multi-engine, and Propjet type aircraft. This facility is driven by the philosophy that all activities revolve around service and a commitment to excellence. From basic line service, to engine overhauls, avionics work, and routine inspections, all personnel will deliver professionalism, quality in work, and cost-effective solutions to your maintenance needs.

Aero Transparencies Repair & Restoration (ATRR) (407) 240-3390

Headquartered in Orlando, FL, ATRR is unique, in that the company sells franchises for the operation of mobile and fixed aircraft window repair, specializing in pressurized jet transparencies. With franchises in 30 locations, in 16 states, ATRR maintains the largest team of FAA course certified technicians and polishers for any big or small window repair or transparency job. ATRR also provides service in the areas of deep scratch repair, ultrasonic testing, larascope prism, crazing, and acrylic repair.

Penta Aviation (604) 273-4661

Hailed as the First and Only Authorized Challenger/Learjet Service Center in the Pacific Northwest, Penta Aviation, located in Vancouver, British Columbia, is your "one-stop-shop" for all aviation services. Penta is a full service repair station, offering avionics capabilities, interior refurbishment, exterior paint services, as well as full service FBO amenities. Thriving on teamwork, the Penta Aviation staff recognizes the need to keep each involved department coordinated throughout the customer's work scope cycle. As an authorized Hawker Service Center, an Aviation Partners Authorized Winglet Installation Center, and an authorized facility for Collins, Honeywell and Universal Electronics, Penta is the shop to call for on time/on budget superior service.

Millville Jet Center (856) 825-5382

Offering performance based and value driven solutions to any maintenance problem, Millville Jet Center based in Millville, NJ provides an extensive array of services to corporate aircraft operators. Specializing in Gulfstream Service, Millville Jet Center's capabilities include: Gulfstream 12 thru 72 month, 5000-landing inspections, Gulfstream Vertical Stab Attach Fittings, as well as

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JRA MARKETING PARTNER ANNOUNCED

Jet Repair Anywhere and Blue Star Jets Southwest have teamed up to provide Jet Repair Anywhere clients worldwide supplemental travel solutions. Maintenance issues can happen anywhere, without notice. With Jet Repair Anywhere's new flight department, powered by Blue Star Jets, flight crew members can obtain quality maintenance repair guidance information, while at the same time; avoid potential lengthy maintenance delays with access to operators of the largest network of luxury charter flights. We arrange access to the ideal jet for any given flight, to any destination in the world – on a moment's notice.

"This will be a great added value to Jet Repair Anywhere's world class services," says Todd Spitzer, Blue Star Jets Managing Director. "We look forward to providing superior customer service to their clients in need."

Blue Star Jets is backed by the simple philosophy of putting customer's needs first, making each travel experience unique and individualized. This Blue Standard level of service insists on exceptional quality coupled with superior reliability and safety. It's business and leisure travel, with a personalized touch of luxury in every detail. Blue Star Jets – a completely new way of approaching aviation travel.

Welcome

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APU 36-150 Upgrades. Challenger hourly and monthly inspections are also accommodated. Their avionics department is not afraid of challenges. Bringing a wealth of experience to the table, Millville Jet Center's Avionics Department delivers excellence, whether it be from extensive avionics upgrades, to 91.411/91.413 recertification. Whatever the task, Millville Jet Center is ready to find the optimum combination of maintenance service to meet your flight department's needs.

On Call Corporate Jet Repair (818) 470-2114

Available 24/7, On-Call Jet Repair lives up to its name. Based in California, On Call's mobile shop trailer can be dispatched to your AOG aircraft in a matter of minutes. Servicing all California airports, as well as many locations in Nevada and Arizona, On Call will tend to any aircraft that needs immediate, efficient, high quality maintenance repair. Building on multiple years of experience, technicians are experienced in a variety of aircraft, including Gulfstream II, III, IV & V, as well as Gulfstream 100/200, Challenger 604, CL 601, Lear 60, Falcon's Hawker's, and King Air. Give this unique facility a call for prompt, convenient service wherever your aircraft may be.

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ciently perform direct maintenance rather than get bogged down in support functions are using technology to their advantage. It translates into time savings and up-to-the minute information in a streamlined platform", echoes Maintenance Supervisor, Evan McKeirnan, of Western Jet Aviation in Van Nuys, CA.

Knowledge sharing is also a crucial element in this fast paced digital age. With the advent of online community forums, such as JRA's, as well as online social networking sites, hubs of well-connected technicians and maintenance support personnel are able to share, interpret and blog on relevant industry topics. This type of venue is a pipeline of knowledge – a bridge between a small shop in a remote area and a major repair station. A venue that was not even an idea 20 years ago.

Imagine a point in time when the entire maintenance process is paperless, from squawks that are logged and transferred via EFB's, to portable hand-held devices that technicians are holding on the floor. Imagine shop floor operations that are completely paperless with everyone in the maintenance chain ready and able to retrieve real-time technical data about the problem they are about to work.

- No need to imagine.
- Un-fasten your seat belts.
- You're free to move about the web.

Welcome to the digital age

Aircraft Records

So how important are an aircraft's records? According to industry experts - very! The impact of poor or missing records, particularly maintenance records, can reduce the value of an aircraft by as much as 30 percent at the time of resell.

A typical corporate aircraft that has been in operation for just a few years will have hundreds of pages of documents in its logbooks. This all important library of information is often searched and reviewed by maintenance personnel, the FAA, insurance companies, aircraft brokers, and prospective buyers. Keeping these records in quality condition and in proper order is paramount to the management of the aircraft.

With that being said, paper records can be misplaced or lost altogether, damaged by anything from spilled coffee to fire, flood, or other acts of nature, or simply worn out by aging and the repetitive reviews that are a necessary part of aircraft maintenance.

So how do you keep these invaluable records in the same quality condition that you keep the aircraft? One solution—electronic backup.

Backing up your aircraft records electronically does several things:

1. Storing the records electronically gives you records security. If the original paper copies are ever lost or damaged, reprinting the electronic images can, if the image meets

the standards of FAA AC 25, be reprinted and used just as your original logbook.

2. Since these records have such a dramatic affect on the value of the aircraft itself, electronic logbooks provide asset protection and keep the value of the aircraft at its highest.
3. And with modern Optical Character Recognition, electronic logbooks offer great savings in time and expense as an information research tool, allowing you to research and audit the aircraft's records at computer speed.

One such company that scans, stores, and maintains aircraft records is V-Log, Inc. Located in Van Nuys, CA, V-Log has developed proprietary software that allows you to set-up your electronic records identical to your paper records. Scanning is accomplished on-site at your location so your records never leave your control. Records are then updated on a regular basis to ensure your electronic records are up-to-date and mirror your paper logbooks.

For more information on V-Log, contact Larry Hinebaugh at 951-545-1489, or e-mail him at larry@vlogic.com. Larry will be happy to explain why electronic record keeping is a service that aircraft owners/operators cannot afford to live without.



Michael McCain

Jet Repair Anywhere welcomes Michael McCain to their growing team. McCain has been named National Account Manager and comes from an extensive and varied sales and aviation background. Focusing on trade show marketing as well as client services for the Part 145 Repair Station Providers, McCain brings a solid foundation of sales and marketing to the JRA Table. He looks forward to meeting each and every one of you while assisting with program demos and enrollment. Feel free to give him a call at 480-596-2933 to discuss which Jet Repair Anywhere Program would best suit your needs.



The JRA EVENTS CALENDAR

August:

19, 21 PAMA Wichita Aviation Technology Conference, Wichita, KS

22, 23 PAMA Regional Airworthiness Symposium, Wichita, KS

September:

10, 14 Reno Air Races - Reno, NV

10 NBAA Regional Forum, Bedford, MA

22, 25 Air Transport Association Annual NDT Forum, Seattle, WA

24, 25 Aviation Week MRO Europe Convention, Madrid, Spain

October:

6, 9 NBAA 2008 Annual Convention, Orlando, FL

27, 30 Flight Safety Foundation Annual International Air Safety Seminar, Honolulu, HI

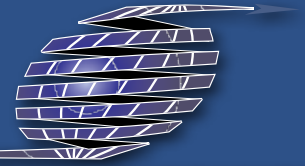
November:

5, 7 Aviation Fuels Supply, Trading, & Risk Management, Oxford, UK

17, 20 Aero Test America Conference, Fort Worth, TX

Building the **Largest**
Web-Based Network
of Aircraft Professionals
in the **World** is a Tough Job....

but somebody has to do it.



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