

# EMPIRE MRO NEWS



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## Inside this issue:

- » EAC 2008 Wrap-up
- » Letter from the President
- » Leadership & Development Program 2008 / Module #1
- » EAC Wins Mohawk Valley's 2008 Leading EDGE Award
- » Lockheed Super Constellation
- » 2008 Employees of the Month

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## Letter from the President

Over the past year, the employees at Empire Aero Center (EAC) have continued their drive to help EAC become the number one MRO facility in North America. I am proud of our progress and look forward to another year of growth and profitability in 2009!

Throughout 2008, our dedication, leadership and responsiveness to our customers became significant factors in our continued success. These characteristics, coupled with EAC's five Pillars of Success philosophy will continue to drive our performance.

### *Five Pillars of Success*

- Open, respectful communication with our employees
- Responsiveness to our customers – "can do"
- Quality- no squawks after delivery, high reliability
- Delivery on time, every time
- Productivity – continuous process improvement

In 2008, I am happy to announce that we were celebrated by our local economic development organization by receiving The Leading EDGE Award. Empire received this honor for leading economic growth in the Mohawk Valley.

We have continued to make progress this past year with our Lean manufacturing journey, as well. Kaizens in the areas of shift scheduling, logistics and planning are helping us accomplish our performance goals each day. We will step up our efforts to improve our efficiencies through continuous improvement activities in 2009.

I am also very pleased to have kicked off our Leadership & Development Training program this year. Our first group has successfully completed Module's #1 and #2: "History, Philosophy & Vision" and "Accountability". Empire's second training group is scheduled to commence in February 2009. The EAC leaders will participate in Leadership Training that entails these 10 Modules:

- History, Philosophy, Vision
- Accountability
- Finance 101
- Communication and Productive Conflict
- Quality
- Strategic Hiring & Retention
- Creating a Positive Work Environment
- Customer Service
- Continuous Improvement
- Self Development

In 2009, EAC plans on making progress in securing military MRO activity and adding the E-190 family of aircraft to our hangars. I am very excited to experience the progress we will inevitably make in 2009. By operating with our Pillars of Success philosophy each and every day, we will continue to grow our company by satisfying "blue chip" customers.

Sincerely,

**Brian Olsen**

## ✈ Leadership & Development Program 2008 / Module #1

Brian Olsen, President of Empire Aero Center (EAC) successfully kicked off EAC's first Leadership & Development Program with Module #1: History, Philosophy, and Vision in December 2008.

The Leadership & Development Program has been developed and designed by EAC Leaders. The program is geared in the direction of EAC Managers and Leads; the curriculum consists of 10 Modules, on an array of leadership topics including: Accountability, Finance 101, Communication & Productive Conflict, Quality, Strategic Hiring & Retention, Creating a Positive Work Environment, Customer Service, Continuous Improvement, and Self-Development. Following the success of the first group in completing Module #1, the second training group is scheduled to start the program in February 2009.



*Leadership Program  
Module #1: History, Philosophy and Vision*

## ✈ EAC Wins Mohawk Valley's 2008 Leading EDGE Award

Since 2003, Empire Aero Center (EAC) has worked hard in its community to prove that a Maintenance, Repair, Overhaul (MRO) facility can not only survive in the Central New York area, but more importantly, that it can be an enormous asset to the area. In five short years, EAC has won the Mohawk Valley's Leading EDGE Award. The Leading EDGE Award is awarded to companies in the Mohawk Valley that "directly affect the quality of life in the Mohawk Valley; providing jobs, growth and innovation in the region." (Larry Gilroy, Chairman, Mohawk Valley EDGE Board of Directors) In 2005, Brian Olsen was named President of Empire Aero Center. Since Brian's appointment, EAC has doubled its sales, and for the first time in the company's history, EAC is profitable. With Empire's continual success, also comes continual growth. EAC is constantly exploring new services to offer, as well as additional aircraft types to service.

Today, EAC holds long term contacts with leading airlines such as: Air Canada, JetBlue, TransAero Airlines, and Virgin America. Every day offers a new opportunity at EAC, and the enthusiasm remains constant. The excitement and endless energy of its employees is helping EAC to become one of the top MRO facilities in North America.



*Steve DiMeo, President of Mohawk Valley EDGE, presents 2008 Leading EDGE award to Brian Olsen during a luncheon attended by over 400 local business representatives and government officials, including Governor Paterson.*

## ✈ Lockheed Super Constellation "Super G" 2008

The Lockheed 1049G Super Constellation, known as "the Connie", took its first flight in 1943. The Connie had an enormous influence on modern aircraft development. Between 1943 and 1958 Lockheed produced 856 aircraft in four models; the "Super G" was described as the "most successful" of the Connie models. Shortly after the introduction of the Super G in 1954, Northwest Airlines began using it as a commercial service. Later, several other leading American and foreign airline companies followed Northwest Airline's lead and began using the Connie as a commercial service as well.



In 2008, Empire Aero Center (EAC) was contracted by The Museum of Flight, located in Seattle, Washington, to restore a Connie to its original state. Previously owned by Trans-Canada in 1954, the Connie retired in 1962. In 1968 the Connie reopened as a restaurant at the Pearson International Airport in Toronto, only to close one year later in 1969. Since the Connie's closing in 1969, there has been no work done to maintain its previous appearance from 1954.

We are proud to say that EAC finished the restoration in November 2008 and the Connie is scheduled for delivery to The Museum of Flight in 2009.

# ➤ 2008 Employees of the Month

*All twelve Employees of the Month will receive an all-expense-paid trip for two to a Jet Blue vacation destination.*

## **January 2008 –**

### **Dave Bisha**

3 years of service,  
Senior Avionics Mechanic



## **February 2008 –**

### **David First**

5 years of service,  
Senior A&P Mechanic



## **March 2008 –**

### **Dave Dean**

5 years of service,  
Senior Sheet Metal  
Mechanic



## **April 2008 –**

### **Janice Hughes**

4 years of service,  
Senior Materials  
Coordinator



## **May 2008 –**

### **Nick Verschneider**

5 years of service,  
Senior Q.C. Inspector



## **June 2008 –**

### **Donald Packer**

5 years of service,  
Senior Welder



## **July 2008 –**

### **Tracy Starczewski**

5 years of service,  
Payroll Coordinator



## **August 2008 –**

### **CJ Jones**

2 years of service,  
Lead Mechanic/Avionics



## **September 2008 –**

### **John Lucas**

1 year of service, Senior  
Composites Technician



## **October 2008 –**

### **Ron Milliern**

1 year of service, Senior  
Sheet Metal Mechanic



## **November 2008 –**

### **Joseph Brandt**

1 year of service, Sheet  
Metal Mechanic



## **December 2008 –**

### **Leo Cutler**

2 years of service, Lead  
GSE Mechanic



As an Employee of the Month at EAC, workers receive a \$75.00 American Express Card, an exclusive parking spot in the front of EAC, a picture with their name on the main wall in the front lobby and across from the Employee Break Room. All twelve Employees of the Month will receive an all-expense-paid trip for two to a JetBlue vacation destination. This year JetBlue has generously donated roundtrip airline tickets within the continental US. Empire Aero Center is excited to be a partner with JetBlue and we are very pleased and grateful for their donation.



AIR CANADA



# ✈ Empire Aero Center 2008 Wrap-up

2008 proved to be a significant year for Empire Aero Center (EAC). EAC gained new customers including JetBlue, Frontier and Deutsche Bank Leasing; confirming that EAC has become a center of excellence for the Airbus A320 family of aircraft. EAC has also been able to expand its capabilities to now include B757 checks and modifications.



provider, but as a channel of Bedek Aviation, communicating and reaching out to U.S. and North American customers. We are looking to grow the facility. The sales at Empire in the last two years almost tripled. They went from \$18 million to about \$50 million this year. It's coming from very, very deep losses to making money. I would say in the last two years, Empire went through revolution and not evolution in terms of management and customer base, in terms of filling its capacity and quality of work provided to its customers. Looking at the future again, we would like to grow not only the MRO piece of it, we would like to grow our involvement in the C-130 area for the U.S. government. We are looking at Empire as a very good candidate to do some narrow body conversions as well, and we would like to beef up some back shop capability to provide more value and more service to our customers."

Throughout 2008, Empire Aero Center has shown time and again that we are responsive to our "Customer", being able to meet or exceed their expectations. EAC is going into 2009 with great anticipation and energy, ready to face the road ahead with confidence and experience.

During an interview with Aviation Week, Dany Kleiman, group VP and GM of Bedek, was asked questions about IAI's plans and growth prospects. In the interview Dany was asked how Empire Aero Center fit into their strategy...

Kleiman: "Strategically, it is our arm in North America. We see Empire as not just a third-party maintenance

Customer	A/C Type	Check type	Qty
JetBlue	A320	C Checks	18
Air Canada	A320	Checks/Mods	9
Air Canada	B767	C Checks	1
Frontier	A319	C Checks	8
Virgin America	A320	C Checks/Mods	29
First Air	C-130	B Check/SMV	2
Midair	B737-500	Bridging	3
Deutsche Bank	A320	C Check	1
Air Transat	A310	C Checks	2
Thomson Airways	B757-200	C Check	1
TransAero	B747-200/ 300/400	C Check	11
TransAero	B777	Bridging	3
<b>Total</b>			<b>88</b>





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