

DEDICATED TO HELPING BUSINESS
ACHIEVE ITS HIGHEST GOALS.



ATTENDEE BROCHURE

MAINTENANCE CONFERENCE

May 1-3, 2018

Albuquerque, NM

PDP COURSE:

Technical Operations Manual Workshop

May 4, 2018



www.nbaa.org/mc/2018



MAY 1-3, 2018

**Albuquerque Convention Center
Albuquerque, NM**

THIS IS AN EXPERIENCE YOU CAN'T GET ANYWHERE ELSE

Join your peers at NBAA's Maintenance Conference, May 1 to 3, 2018, in Albuquerque, NM. This premier event brings together ALL business aircraft maintenance professionals – from maintenance technicians to directors of maintenance – for three days of high-quality education sessions and a growing exhibitor floor.

**REGISTER BY APRIL 10, 2018
FOR THE EARLY-BIRD MEMBER PRICE OF \$925**

NON-MEMBER PRICE AFTER APRIL 10 IS \$1,475



U.S. States Represented



Attendees



Exhibitors



Countries in Attendance

Registration is available online: www.nbaa.org/mc/2018

WHO SHOULD ATTEND?

NBAA's Maintenance Conference provides critical learning and best practices for anyone involved in business aircraft maintenance. From technicians to directors of maintenance, you'll find the industry's rising stars and established professionals – making this the best place to expand your network and grow professionally.

CONTINUING EDUCATION CREDIT



CAM CREDIT

Candidates for the NBAA Certified Aviation Manager (CAM) credential may earn one point toward their CAM application or CAM renewal by attending this NBAA Maintenance Conference. Learn more about the CAM credential at www.nbaa.org/cam.

EXHIBIT FLOOR

With more than 160 exhibitors who specialize in business aircraft maintenance and services, there has never been a better time to come to the 2018 Maintenance Conference. The exhibit hall includes these vendor categories and more:

- Broadband Connectivity
- Emergency Equipment
- Fall Protection Equipment
- Fuel Trucks
- Hangar Doors
- Mobile Service Centers
- Repair Vehicles
- Tugs

Be sure to also visit the indoor and outdoor static display!

EXHIBIT HOURS

Tuesday, May 1 **12:00 p.m. – 5:00 p.m.**

Lunch and afternoon break are hosted in the exhibit hall.

Wednesday, May 2 **8:00 a.m. – 5:00 p.m.**

Breakfast, morning break, lunch and afternoon break are hosted in the exhibit hall.

Thursday, May 3 **8:00 a.m. – 1:00 p.m.**

Breakfast, morning break and lunch are hosted in the exhibit hall.

ATTENDEE REGISTRATION HOURS

Tuesday, May 1 **7:30 a.m. – 5:00 p.m.**

Wednesday, May 2 **7:30 a.m. – 5:00 p.m.**

Thursday, May 3 **7:30 a.m. – 3:30 p.m.**



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PRE-CONFERENCE AGENDA

MONDAY, APRIL 30 – TRACS CHARITY GOLF TOURNAMENT

- | | |
|-------------------------|---|
| 11:00 a.m. – 12:00 p.m. | Registration at Twin Warriors Golf Course |
| 12:00 p.m. – 1:00 p.m. | Lunch |
| 1:00 p.m. | Shotgun Start |
| Post-Golf | 19th Hole Reception |

CONFERENCE AGENDA

TUESDAY, MAY 1

- | | |
|-----------------------|---|
| 8:00 a.m. – 8:30 a.m. | Registration and Continental Breakfast
Outside West Ballroom B&C |
| 8:30 a.m. – 8:40 a.m. | Welcome |

8:40 a.m. – 10:00 a.m. Keynote Address: Countdown to Safety

Speaker: Astronaut Mike Mullane

Astronaut Mullane will deliver a powerful message on your role in keeping you and your team safe in hazardous environments. Mullane introduces this subject with a recount of his own near-death experience in a fighter jet, when he failed to speak up about an unsafe situation. He assumed another crewmember, with more flying time, “knew best” about the safety of their operations. At a critical moment in a hazardous operation, Mullane surrendered his responsibility for safety to someone else and became a “safety passenger.” The result was his (and the pilot’s) narrow escape during their ejection from the crashing jet. Each individual brings to their team a unique perspective on safety. Only when every person’s perspective is available for analysis can a team be truly safe.

10:00 a.m. – 10:15 a.m. Morning Break
Outside General Session Ballroom

10:15 a.m. – 10:30 a.m. Industry Developments

Speakers: Nathan Winkle and Greg Hamelink, *NBAA Maintenance Committee*
NBAA members have come together over 2017 to discuss key industry issues. Most recently NBAA Ethics guidance was presented and approved at the December NBAA Board of Directors meeting. Workforce issues continue to be the discussion amongst the industry and NBAA held a Workforce Summit in December and identified several action items and areas of opportunity. Let’s discuss what role we have in this conversation.

10:30 a.m. – 11:15 a.m. NBAA Maintenance Technical Rewards & Career Scholarship (TRACS)

Speakers: Jim Huntoon, *Satcom Direct*; Scott White, *TechnicAir*
NBAA Maintenance Scholarship programs will be presented with TRACS award. Scholarship donors and award recipients will be recognized.

11:15 a.m. – 12:00 p.m. Conference Overview

Speakers: Lee Brewster and Sean Bates, *Maintenance Conference Chairs*
What’s new? Breakout sessions, 195 exhibitors and an attendee roadmap designed to assist operators in finding exhibiting companies they work with throughout the year and exhibitors that provide service and support for the models they operate.

12:00 p.m. – 1:30 p.m. Lunch in Exhibit Hall

12:00 p.m. – 5:00 p.m. Exhibit Hall Open



1:30 p.m. – 3:00 p.m. BREAKOUT SESSIONS

International Regulatory Requirements and Your Operations

Speakers: Doug Carr, *NBAA*; Thomas Mickler, *EASA*

International regulatory requirements affect business continuity. This session will provide insight into regulatory requirements and knowledge for how to best prepare for European operations such as: agreements that facilitate maintenance activities, an example of a Safety Assessment of Foreign Aircraft (SAFA) Checklist, and recent agreements for MELs. These topics will help enable operators to build on their international operations manuals.

OSHA Essentials for Aviation Maintenance

Speaker: Kent Stauffer, *Constant Aviation*

OSHA regulations affect flight, maintenance, office and ground operations and are often misunderstood. This presentation seeks to provide a practical outline of required OSHA programs that includes ideas for implementation and paths for success in aviation operations. Understand what types of business and operations are covered under OSHA. Understand the interaction and relationship between OSHA and the FAA. Gain a working knowledge of what (minimal) OSHA requirements may affect your operation and where to find resources.

Leveraging CAM in your Flight Department's Professional Development Planning

Speaker: T. James Buchanan, Chairman, *CAM Governing Board*

The Certified Aviation Manager (CAM) program is a valuable professional development opportunity for flight department personnel. Join us for a discussion about how the accredited certification process can help business aviation professionals of all roles hone their skills and bring enhanced value to their organizations.

MC 2018 Product Blast-off

Speaker: Daniel LaFrance, *Greenwich Aerogroup*

Quickly come up to speed with key new offerings from our Maintenance Conference exhibitors. This session will feature several short presentations in rapid succession from exhibitors featuring some of the most innovative aircraft maintenance products and solutions. A quick and easy way to expose your team to the hottest trends from aircraft maintenance related suppliers. A list of presenters will be provided at the conference.

3:00 p.m. – 4:00 p.m.

Afternoon Break in Exhibit Hall

4:00 p.m. – 5:00 p.m.

Working with Difficult People

Speaker: Amy Grubb, *FBI*

The session objective is to present and discuss the ins and outs of working with others, why people act the way that they do, and leveraging scientific principles about human behavior to make the workplace more effective. Practical, real-world examples will be provided, along with tips and techniques to help people work more effectively with others and to help others work more effectively with the attendees. Understand basic psychological principles about people and how they act and think and learn re-framing techniques to make work and the people at work easier to navigate and techniques to present yourself in alternate ways to have others at work see you in a different way.

WEDNESDAY, MAY 2

8:00 a.m. – 8:30 a.m.

Breakfast in Exhibit Hall

8:30 a.m. – 8:40 a.m.

Welcome

8:40 a.m. – 9:45 a.m.

Cyber Security; Altitude Doesn't Make You Safe

Speakers: Josh Wheeler and Rob Hill, *Satcom Direct*

Ensuring data safety and integrity is not just important on the ground. What are you doing to combat a cyber security attack on your aircraft? This session will help you to understand common threats to data security and where these threats come from. Learn how to work with your IT department to assess risk and defend your aircraft networks in-flight and on the ground.

9:45 a.m. – 10:45 a.m. Morning Break in Exhibit Hall

10:45 a.m. – 12:00 p.m. BREAKOUT SESSIONS:

Digital Steroids for Aircraft Maintenance

Speaker: Len Beauchemin, *AeroTechna Solutions*

One might say the future is now, as aircraft maintenance is evolving into an environment of digital management and execution within the Internet of Things (IoT). The evolution of aircraft maintenance continues to expand into enhanced realms where the digital methods are king. These development activities impacting the attributes and mechanisms of aircraft maintenance today include the connected aircraft, aircraft health monitoring, Radio Frequency Identification (RFID), Electronic Records and Blockchain, Remote Visual Inspection, Remote Virtual Technician and Virtual Training.

What's New in the Business Aviation Aftermarket?

Speakers: Josh Abelson, *DFW Instruments*; Scott LaFleur, *Business Aerotech*

The business aviation aftermarket hasn't had the same growth and development of commercial offerings as the commercial aftermarket. Why is that and isn't it about time we catch up? This breakout session will feature an open discussion about changes in the business aviation aftermarket, a little background as to why the business aviation aftermarket may be "behind" the commercial aftermarket, what kind of programs and other solutions are available to business aviation, and how can business aircraft operators pool their buying power to create leverage in the aftermarket?

Balancing Safety and Services

Speaker: Bob Hobbi, *Service Elements*

Every organization has a culture. However, some organizations have an unintended, reactive culture (which is a cause for inconsistency and unintended consequences) while others have an "intentional," proactive culture addressing and planning for safety and service issues. We will talk about how to balance



safety and service with an “intentional” culture in a Maintenance Environment. In today’s competitive environment, aviation maintenance professionals know and understand that, secondary to flight safety, providing outstanding service is a make or break factor for their organization’s long-term success. There is a barrage of elements that seem like constraints to providing expected services. Creating a culture of safety, security and service does not happen by itself. Every member of the team has a part in proactively providing value for the users/passengers/customers. This presentation provides insight and a different perspective for building and working toward the best balance of safety and service value for the Maintenance team, the organization AND the customers.

MRO Visit Planning: Next Steps

Speakers: Marlin Priest and Patrick Delahoussaye, *Pioneer Aviation Mgmt.*

This session will emphasize the importance of the pre-visit planning process for a maintenance/inspection event. Presenters will address in detail topics including how to review proposals, what follow up questions to ask, and offer information/suggestions for completing the preparation process to ensure a positive outcome.

12:00 p.m. – 1:30 p.m. Lunch in Exhibit Hall

1:30 p.m. – 3:00 p.m. BREAKOUT SESSIONS

Avionics Obsolescence: Out With the Old and in With the New

Moderator: Elaine Karabatsos, *EK Aviation LLC*

Panelists: Brandon Klisit, *Standard Aero*; Jeff Simmons, *Duncan Aviation*; Scott Brooks, *Pentastar Aviation*; Bill Thompson, *Signature/TECHNICAir*

Have you been told your avionics and/or systems are obsolete? How does this declaration impact your aircraft and compliance? We will look at what “Obsolescence” means and how it pertains to a variety of topics to include ADS-B mandates (transponder and GPS changes), cockpit display units (old glass to new glass), data loaders (floppy disks to wireless), and of course cabin communications.

Resources for the Small Flight Department Asset Manager: A Maintenance Perspective

Speakers: Doug Gordon, *Air Trans Con/Pittco*

Business aviation encompasses all sizes and types of aircraft from single engine piston aircraft to bizliners, as well as rotorcraft. This presentation will discuss the different support requirements and resources associated with each type of aircraft and operation. Topics covered will include maintenance support at home and on the road, multiple bases, facilities including obligations when leasing or owning hangars, AOG team support along with requirements when needing support in a foreign country. Also discussed will be resources to assist you in this endeavor and help educate you on how to be prepared for every major scenario you may come across or hope not to come across as you manage that asset.



Electronic Record Keeping Yesterday, Today and Tomorrow

Speakers: Greg Heine, *Flightdocs*; Mark Steinbeck, *TRAXXALL Technologies*

As flight departments evolve into the digital age, electronic record keeping has come to the forefront as a tool to increase accuracy, efficiency, and value. Understanding the tools, advisory circulars (AC), and best practices for utilizing and implementing electronic signatures, electronic recordkeeping, and electronic manual systems is key. Electronic record keeping systems can generate load manifests, dispatch releases, aircraft maintenance records, maintenance task cards, pilot training records, flight releases, and/or airworthiness releases. This will be an interactive discussion that will educate and answer many of your questions and address your concerns.

Accounting and Tax Considerations in the Aircraft Maintenance

Speaker: Glenn J Hediger, CPA – President, *Aviation Financial Consulting, LLC*

Learn and discuss significant issues faced by company accounting and tax professionals in classifying and reporting on aircraft maintenance, repairs, overhauls, upgrades and spare parts. Add value to your enterprise by understanding the differences between capital and expense; how it effects your department budget and the company's tax return. Help your financial colleagues understand different types of expenditures and the tasks performed on the aircraft. Topics covered will include: recent IRS regulations for capital vs. expense of repairs, accounting treatment of major repairs and their effect on the budget, rotatable and spare part stocks, and accounting terminology relevant to aircraft expenses. Add value to your enterprise by understanding the differences between capital and expense; how it effects your department budget and the company tax return. Help your financial colleagues understand different types of expenditures and the tasks performed on the aircraft. Become fluent in ASL, Accounting as a Second Language.

3:00 p.m. – 4:00 p.m. Break in Exhibit Hall

4:00 p.m. – 5:00 p.m. Workplace 4.0: Demonstrate & Appreciate!

Speakers: Chris Strong, *NBAA*; Leon Holloway, *Duncan Aviation*;
Nathan Winkle, *Thoroughbred Aviation*

The workplace is evolving quickly, and if you're not evolving with it, you'll be left in the past. This session will help identify key values that make up a strong workplace and how to encourage 'stickiness' in business aviation, or the ability to retain amazing employees and colleagues. Panelists will cover creating a welcoming environment, organizational values, people – including generational differences, and growth towards having a "sticky" organization.

6:00 p.m. – 9:00 p.m. Off-site Networking Event

Our unique outing for this year's off-site event, open to all attendees and exhibitors, brings us to the National Museum of Nuclear Science and History. Mix, mingle and enjoy dinner with fellow Maintenance Conference participants at this Smithsonian Affiliate Museum, where you'll learn the story of the atomic age, from the origins of atomic theory through the future of this fascinating and exciting field.

THURSDAY, MAY 3

8:00 a.m. – 8:30 a.m. Breakfast in the Exhibit Hall

8:30 a.m. – 8:40 a.m. Welcome

8:40 a.m. – 9:30 a.m. FAA Update: Reorganizations & Regulations

Speaker: Rick Domingo, *FAA/OSS 2B (invited)*

FAA Flight Standards Services reorganization rolled out in August with new formed FAA Office of Safety Standards (OSS), which is designed to foster and increase efficiency as well as their ability to respond in the spirit of "interdependence and horizontal communication." We will discuss the OSS's purview, why this happened and the impact it has on operations. We will also hear from the FAA on additional updates to address include Virtual Return to Service, ADSB-Out, and MEL compliance.

9:30 a.m. – 10:30 a.m. Morning Break in Exhibit Hall

10:30 a.m. – 12:00 p.m. TECHNICAL BREAKOUT SESSIONS

Honeywell Aerospace

Honeywell Aerospace presents their unique products, services and software solutions, to provide the best options for your particular needs with specialized focus on aircraft in-flight connectivity products and capabilities to address end user experience and expectations.

Pratt & Whitney Canada

Pratt and Whitney Canada provides information relevant to technology and customer support innovations. This information will be aimed to enhance operations and safety.

Rolls-Royce

Rolls-Royce provides relevant technical and operational information of technologies and available resources to enhance day to day aircraft management for an effective, efficient and safe operation.

Rockwell Collins

Rockwell Collins presents: Avionics & Airspace Modernization (NextGEN/ SESAR). A chronological order of how airspace modernization started with WAAS and what the FAA was doing to incentivize adoption of the technologies, and how airspace modernization impacts your avionics and the ability to accomplish your mission today and tomorrow. Topics to be covered include: WAAS GPS, LPV (the new ILS), ADS-B, RNP and DCL/Data Comm.

12:00 p.m. – 1:30 p.m. Lunch with Exhibitors

1:30 p.m. – 2:30 p.m. TECHNICAL BREAKOUT SESSIONS

Gulfstream Aerospace

Gulfstream will present an update on innovative on-the-job training and aircraft systems training advancements to improve the safety and tactical effectiveness of today's maintenance technician. There will also be presentations on connectivity, impending mandates deadlines and how to develop your action plans, leveraging in-flight diagnostics systems and support to maintain dispatch reliability, and how to maintain market value and safety while striking back against obsolescence.

Dassault Falcon Jet

Dassault Falcon Jet presents seeing through FalconEye: Heads Up Guidance discussion, walking through the technical and regulatory issues using Heads up Guidance. Along with Navigating the Falcon Portal and the wealth of resources available for maintaining and optimizing Falcon aircraft. It provides instant access to all maintenance and operations documentation, as well as the latest news and service advisories for all Falcon models. Information will be provided on immediate access to e-service reports, remote order entry, documentation discrepancies, service requests and many more valuable services and functionalities, all in a secure environment to enhance day to day aircraft management and to improve the safety and tactical effectiveness of today's maintenance technician for an effective, efficient and safe operation.

Bombardier Aerospace

Bombardier Aerospace provides relevant technical and operational information of technologies, technical information advances, capabilities, and benefits for accessing on-line publications, smart troubleshooting software. Today's AMT benefits from readily applying information technology to improve safety and tactical effectiveness.



Satcom Direct

During this session Satcom Direct will provide an overview and demonstration of many new innovations from 2017 and 2018, including advancements in cyber security, cabin bandwidth management, hardware design and development, and a new state of the art scheduling program. At Satcom Direct we continue to invest in our people and technologies so that we may remain your number one trusted source for managing all aspects of your flight department.

2:30 p.m. – 2:45 p.m. Break with Exhibitors

2:45 p.m. – 3:30 p.m. Conference Wrap-up

FRIDAY, MAY 4

PDP Course: Technical Operations Manual Workshop

7:30 a.m. – 8:00 a.m. Registration & Breakfast

8:00 a.m. – 5:00 p.m. PDP Course

This workshop is a must for leaders of both new and legacy flight departments, as well as a career development opportunity for those seeking greater reward. The objective of the course is to provide the necessary knowledge to create a document that clearly states a company's execution of aircraft maintenance, ground and hangar operations. The goal of such a document is to ensure clarity, identify responsibility, point accountability and avoid "willful non-compliance." The workshop highlights the integration of IS-BAO standards, FAA regulatory requirements and NBAA current operational excellence practices as identified by the NBAA Maintenance Committee.

Requires additional registration. Fee is \$680 for members; \$830 for non members. This fee includes breakfast, breaks, lunch and all accompanying course materials.

DISCOVER ALBUQUERQUE

The true Southwest awaits you in Albuquerque. Come immerse yourself in the rich culture and heritage, rooted in centuries of history. Whether you want to shop for authentic Native American jewelry, try hot air ballooning, explore living history museums, sample local cuisines or hit the golf courses, this beautiful city has you covered.

We've outlined how to have three perfect days in Albuquerque during your visit! Visit www.nbaa.org/mc/albuquerque to make the most of your stay and enjoy what this beautiful city has to offer.

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Twin Warriors Golf Course

TAKE ACTION – SUPPORT THE NEXT GENERATION OF AVIATION MAINTENANCE

TECHNICAL REWARD AND CAREER SCHOLARSHIP PROGRAM (TRACS)

The NBAA Maintenance Committee is dedicated to promoting technical education and training as a means for business aviation maintenance technicians to enhance their careers. To support this, NBAA offers current and aspiring maintenance technicians the opportunity to receive Maintenance Technical Rewards and Career Scholarships. The golf tournament, silent auction and Snap-on Tool raffle proceeds all benefit the TRACS Travel Fund Program. The Travel Fund is designed to help offset travel and lodging expenses incurred by scholarship award recipients during training.

SILENT AUCTION

Companies and individuals are encouraged to make donations to the silent auction, preferably valued at \$50 or more. The silent auction will take place inside the exhibit hall and will conclude after the afternoon break on Wednesday. Auction winners will be announced at the completion of the auction. For the silent auction from and donor rules to ensure compliance with federal and local laws for donations, please visit www.nbaa.org/mc/auction.

TRACS CHARITY GOLF TOURNAMENT

Date: Monday, April 30

Location: Twin Warriors Golf Course
1301 Tuyuna Trail
Bernalillo, NM 87004
(505) 771-6155

Greens Fee: \$99

This is the perfect opportunity to kick-off the conference with your peers and vendors, while raising money for an important cause. For additional information regarding the TRACS Charity Golf Tournament and to register, please visit www.nbaa.org/mc/TRACSGolf.



National Business Aviation Association
1200 G Street NW, Suite 1100
Washington, DC 20005

MAKE PLANS TO ATTEND THE 2018 NBAA MAINTENANCE CONFERENCE.

The complete agenda, housing and
registration details are now available.

www.nbaa.org/mc/2018