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FORT WORTH, TX  
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MAY 07 2019 → MAY 09 2019

**ATTENDEE BROCHURE**

# MAINTENANCE CONFERENCE

PDP COURSE:  
**DYNAMICS OF EMPOWERED LEADERSHIP**  
MAY 10, 2019

[www.nbaa.org/mc/2019](http://www.nbaa.org/mc/2019)



# PREPARE FOR TAKE-OFF

Join fellow peers for three days of high-quality education sessions and a growing exhibitor floor at NBAA's Maintenance Conference. This premier event brings together all business aircraft maintenance professionals – from maintenance technicians to directors of maintenance – for critical learning and best practices making this the best place to expand your network and grow professionally.

## REGISTER BY APRIL 16, 2019

FOR THE EARLY-BIRD MEMBER PRICE OF \$950



900+ ATTENDEES



170 EXHIBIT BOOTHS



44 U.S. STATES  
REPRESENTED



7 COUNTRIES  
IN ATTENDANCE

**DESTINATION:** FORT WORTH, TX

Fort Worth Convention Center

05/07 – 05/09/19

REGISTRATION IS AVAILABLE ONLINE: [www.nbaa.org/mc/2019](http://www.nbaa.org/mc/2019)

## 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](http://www.nbaa.org/cam).

## EXHIBIT HALL

With more than 160 exhibitors who specialize in business aircraft maintenance and services, there has never been a better time to come to the 2019 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 STATIC DISPLAY!**

## EXHIBIT HOURS

**Tuesday, May 7** 12:00 p.m. – 5:00 p.m.

*Lunch and afternoon break are hosted in the exhibit hall.*

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

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

**Thursday, May 9** 8:00 a.m. – 3:00 p.m.

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

## ATTENDEE REGISTRATION HOURS

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

**Wednesday, May 8** 7:30 a.m. – 5:00 p.m.

**Thursday, May 9** 7:30 a.m. – 3:30 p.m.



## PRE-CONFERENCE AGENDA

### MONDAY, MAY 6 – CHARITY GOLF TOURNAMENT

- 11:00 a.m. – 12:00 p.m. Registration
- 12:00 p.m. – 12:30 p.m. Lunch
- 12:30 p.m. Shotgun Start
- Post-Golf 19th Hole Reception

## PRE-CONFERENCE AGENDA

### TUESDAY, MAY 7

- 8:00 a.m. – 8:30 a.m. Registration and Continental Breakfast
- 8:30 a.m. – 8:40 a.m. Welcome

**8:40 a.m. – 10:00 a.m.      Who is the Aircraft Technician of the Future?  
Part One**

Speakers: Bob Hobbi, *ServiceElements*; Phil Suglia, *Duncan Aviation*,  
Pat Cunningham, *PepsiCo*

At a time when many business aviation companies are already feeling the effects of the technician labor shortage, what will the future of this invaluable position look like? The panel will discuss the most recent changes in our industry from a managerial viewpoint, honing in on key trends in technology and demographics to paint a complete picture of the future aircraft technician workforce.

**10:00 a.m. – 10:15 a.m.      Morning Break**

**10:15 a.m. – 12:00 p.m.      New Product Showcase**

Speaker: Daniel Lafrance, *Greenwich Aerospace Group*

Quickly come up to speed with key new offerings from our Maintenance Conference exhibitors. This session features several short presentations in rapid succession featuring some of the most innovative aircraft maintenance products and solutions. Don't miss this quick and easy way to expose your team to the hottest trends from aircraft maintenance related suppliers. A list of presenters will be provided in advance.

**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. – 2:30 p.m.      BREAKOUT SESSIONS:**

**New Responsibilities, New Leadership Approach**

Speakers: JD McHenry, *GlobalJet Services*

Today's flight department is an ever-changing environment that requires its leaders, new and experienced, to equip themselves with an expansive skill set. Success is dependent on knowing how to delegate, resolve conflict, evaluate performance, work as a team and promote a positive environment, all while balancing these responsibilities with the business aspect of operating aircraft. This interactive session will highlight practical knowledge and strategies to help aviation leaders of all experience levels sharpen these skills, achieve higher standards and elevate everyone in their department.

**Set the Tone for a Fruitful Service Center Experience**

Panel: Sam Reid, *EJM*, Susie Corn, *Duncan Aviation*, Dave Godo, *West Star*,  
John Holland, *TriMec*

Planning your aircraft's next visit to the service center takes time and energy. While this process can be arduous to coordinate, a simple shift in thinking could change the whole experience. By approaching your next visit as an opportunity



to expand your relationship with your service center, you can elevate them from vendor to partner and change the dynamic for the better. Join us as we discuss how altering your approach and strategy could not only benefit you and your flight department, but also your service center partner and your peers.

### **Worker Fatigue and Procedural Non-Compliance: FAA Solutions to On-Going Challenges**

Speaker: Dr. Bill Johnson, *FAA*, Chief Scientific and Technical Advisor  
“Failure to Follow Procedures” is a familiar contributing factor to a maintenance event or accident. Thorough root cause analysis often discovers that “Worker Fatigue” is a common human factor that contributes to procedural non-compliance. Rather than taking administrative action against mechanics and employers, the FAA continues to find better ways to achieve compliance, such as training and support materials. Join us as the FAA’s Chief Scientific and Technical Advisor, Dr. Bill Johnson, discusses ongoing challenges related to fatigue and procedural non-compliance and explores ways that companies and regulators can address these critical issues in a collaborative manner.

## Scheduled Compliance Requirements

Speaker: David Field

Aircraft compliance requirements ensure inherent safety for your aircraft. This is through engineering design in the development of transport category aircraft. The presentation will explain compliance responsibilities in the management of your aircraft to assist the flight operation and maintenance to avoid philosophies that can potentially disrupt compliance standards.

**2:30 p.m. – 4:00 p.m.**

**Afternoon Break in Exhibit Hall**

**4:00 p.m. – 5:00 p.m.**

**Hardware Installation and Integration  
Considerations for Cabin Connectivity**

Moderator: Holly Linaugh, *Gulfstream*

Panel: Scott Beutel, *Cobham Aerospace Communications*, John Walker, *Collins Aerospace*, Chad Ostertag, *Gogo*, Jim Skvarla, *Honeywell*, Bill Darbe, *Satcom Direct*, Marcus Oates, *Viasat*

As cabin connectivity obsolescence cycles shrink while flight department avionics budgets skyrocket, extensive research is essential to fully utilize the advanced capabilities of your aircraft while minimizing costs. Whether you're in the process of determining the specifications for a new aircraft or looking to upgrade your current capabilities, it's crucial to understand seamless integration, real estate constraints and the ever-evolving technologies to come. Our panel of experts will discuss critical considerations for immediate and long-term success and how to effectively oversee the projects to completion.

## WEDNESDAY, MAY 8

**8:00 a.m. – 8:30 a.m.**

**Breakfast in Exhibit Hall**

**8:30 a.m. – 9:00 a.m.**

**Welcome**

**9:00 a.m. – 10:00 a.m.**

**Keynote Address**

Speaker: Lt. General Leslie Kenne

Leslie F. Kenne is a retired Lieutenant General in the United States Air Force and the first woman to attain that rank in the Air Force. With hands-on experience as an aircraft maintenance officer, flight line and maintenance supervisor, and commanding officer at Sacramento Air Logistics Center, Lt. General Kenne exemplifies the "high-performance" principles of professionalism, integrity and ethics. Her ability to leverage mentorships, develop leadership traits and skills, and overcome obstacles are workplace lessons applicable to all.

**10:00 a.m. – 11:00 a.m.**

**Break in Exhibit Hall**

**11:00 a.m. – 12:00 p.m. BREAKOUT SESSIONS:**

### **Next Gen Investigation and Root Cause Analysis**

From simple five-minute investigations to full-scale events, do you struggle with finding answers to root causes and putting measures in place to prevent them from occurring again? You don't have to be an expert—just follow our investigation tips, tricks and methods, applicable for all sizes and scopes of operation. You'll leave with practical strategies for effective investigation techniques and root cause analysis using real world events as your guide.

### **FAA Compliance Oversight: Understanding the FAA's Approach to Regulatory Enforcement**

Speaker: Greg Reigel

This session will cover the FAA's new organizational approach to enforcing regulatory compliance. It will provide business aviation operators with the tools and information they need to maximize their chances for a positive/successful outcome in FAA compliance and enforcement situations.

### **IS-BAO Vision 2020**

Speaker: Ben Walsh, *IBAC*

What is IBAC and what have they done for me lately? Dive into IS-BAO and its ongoing development get a better idea of the practical value of this industry partnership. This session will cover upcoming changes to IS-BAO for new entrants and single aircraft operators and progressive stage three for experienced operators. Other topics will include safety performance and simple ways to measure it, maintenance standards improvements and ground handling safety through the IS-BAH program.





## **Bolster Your Small Flight Department Through Effective Use of Contractors**

Speaker: Doug Gordon

Utilization of contract support and mobile service units can be critical to maintaining your aircraft in small flight department environments of two or less aircraft. This session will break down what you need to know before hiring contractors. This includes regulatory requirements, best practices when working on the aircraft both at your home base and on the road (including internationally), who is allowed to work on your aircraft and who "shouldn't" work on the aircraft based on factors such as certification requirements. Discussions will also highlight liability concerns while working both on the aircraft and around the hangar and what your responsibilities are when hiring these contractors and services.

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

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

### **Planning for Better Security**

Speakers: Eric Moilanen, *NBAA Security Council*

It's not uncommon to have a flight crew go out on a trip (domestic or Int'l.); however, what can sometimes be unknown is the collaboration each crew member has in trip development and execution, and the information sharing for all aspects of the trip. This session will help you minimize the fog through effective techniques for sharing information on aircraft status, security and whereabouts of each crew member while on the trip.

### **Who is the Aircraft Technician of the Future? Part Two**

Speakers: Bob Hobbi, *Service Elements*; Phil Suglia, *Duncan Aviation*, Pat Cunningham, *PepsiCo*

In the second part of this timely session, we'll focus on creating a long-term solution for workforce development. This continuing discussion focuses on practical strategies for meeting your aircraft technician labor needs now and in the future.

### **Ditch the Ink: How to Smoothly Transition to Paperless Recordkeeping**

Panel: Leonard Beauchemin, *AeroTechna Solutions*, Marty Grier, *The Home Depot*, Steve Devino, *Camp Systems*

It used to be that electronic records were considered a nice backup to our paper records. Today, that relationship has flipped and paper is increasingly viewed as a supplement to paperless systems. The infrastructure, tools and software platforms are available today to move your operations to a paperless environment, but are you ready to take the plunge? Learn how to "go paperless" as we explore tools, policies, process, procedures, regulations and issues to enable the transition to a paperless aircraft document system.



### **Is Your Aircraft Ready to be Sold?**

Moderator: Lee Brewster

Panel: Blair Robson, *Exxon*, Amanda Applegate, *Aerlex Law Group*,  
W. Ashley Smith, *Jet Logistics*

Are you ready to present your aircraft for sale? While you may have a defined fleet strategy so you can prepare accordingly, what about those instances that come out of nowhere? Adjusting your perspective of aircraft management to include not only compliance and safety, but also a proactive view of asset management and presentation can streamline this process and ensure you have the information and tools at hand for a smooth experience. This session will discuss this approach and leverage industry experts to answer your questions on how to prepare and apply these strategies into your everyday operations.

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

**4:00 p.m. – 5:00 p.m.      Set Yourself Up for Success: Tips on Finding  
and Thriving in New Career Opportunities!**

Speakers: NBAA YoPro Council Members

NBAA's Young Professionals in Business Aviation (YoPro) will break down the wide array of career opportunities within the industry and help you develop your personal plan for success. Learn about partnerships and mentoring opportunities, educational paths (including classes, certificates and scholarships) and how to find the right business aviation career to fit for your life.

**6:00 p.m. – 9:00 p.m.      Networking Reception**

Grab your cowboy hat and boots for an evening of fun at the River Ranch Stockyards. Don't worry about how much spicy barbecue and sweet cobbler you'll eat because you can burn it off with an evening of mechanical bull-riding, line dancing, and good ole Texas fun! They say everything's BIGGER in Texas – well, this is one hoedown that will prove them right, so mosey over on the provided transportation so you don't miss this down-home event! Go to the conference app for more details, partner.

## THURSDAY, MAY 9

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

**8:30 a.m. Welcome**

**8:30 a.m. – 9:30 a.m. FAA Update: Regulatory Update**

Speaker: Jackie Black, *FAA AFS 300*

FAA Flight Standards Services updates to address include Virtual Return to Service, ADS-B, MEL compliance and more.

**9:30 a.m. – 10:30 a.m. Break with Exhibitors**

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

### **Satcom Direct**

Satcom Direct's Mark Mata will provide an overview and demonstration of the company's many new innovations, including advancements in cyber security, cabin bandwidth management, hardware design and development, and a new state of the art scheduling program.

### **Collins Aerospace**

Collins Aerospace's Chuck Wade follows up on the theme of making our operators more efficient with a presentation diving into on-board maintenance systems and what they provide. Datacom and PBN update will be included.

### **Honeywell Aerospace**

Honeywell Aerospace's James Lee presents their unique products, services and software solutions to provide the best options for your particular needs. This breakout session will include a specialized focus on aircraft in-flight connectivity products and capabilities to address end user experience and expectations, as well as updates for the GO direct/Jetwave system. Clark Rodgers will present updates on Honeywell engines (mechanical) products.

### **Pratt & Whitney Canada**

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

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

### **Gulfstream Aerospace**

Gulfstream Aerospace 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. Gulfstream has been active in this business and moving forward with 'full service management car.' Without giving away the secrets, we'll present on the concepts, data and predictive maintenance.

## **Dassault Falcon Jet**

Dassault Falcon Jet presents the wealth of resources available for maintaining and optimizing the 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 of this needs to be done in a secure environment to enhance day-to-day aircraft management and improve the safety and tactical effectiveness of today's maintenance technician.

## **Bombardier Aerospace**

Bombardier Aerospace provides relevant technical and operational information of technologies, technical information advances, capabilities and benefits for accessing on-line publications and smart troubleshooting software. We'll show you how the modern AMT benefits from readily applying information technology to improve safety and tactical effectiveness.

## **Gogo Business Aviation**

Gogo AVANCE integrates connectivity control, entertainment and apps, smart cabin customization, and real-time, proactive support into one highly-configurable, personalized, sustainable, and unified technology platform. AVANCE products include L5, L3, and SCS. In this 90-minute training session, you'll learn the capabilities of the AVANCE L5 LRU and best practices for installation, configuration, and troubleshooting these products. Upon completion of this training, you will be able to:

1. Describe the features, functions, and capabilities of the AVANCE L5 LRU
2. List best practices for installation
3. Describe process of standard configuration
4. Determine further training you need to competently install and configure AVANCE platform products

**3:00 p.m. – 3:15 p.m.      Break with Exhibitors**

**3:15 p.m. – 4:30 p.m.      Keynote**

Speaker: Steve Gilliland

Making a Difference – Focusing on the conscious choices we make every day that impact the lives of others, Making a Difference TM is an eye-opening and heartfelt keynote about positively influencing people in every imaginable way, regardless of position or status. Whether we know it or not, each of us has the potential to transform the culture of an organization through our actions and attitude. The presentation centers on three empowering dynamics:

Purpose: It drives you!

Passion: It fuels you!

Pride: It defines you!



While we don't always know what challenges face the people we meet every day, we do have the power to bring them hope. That hope can multiply a thousand a thousand times over and spread throughout the world exponentially. This is the essential, motivating truth behind Making a Difference!

**4:30 p.m.**

**Conference Wrap-up**

## **FRIDAY, MAY 10**

**7:30 a.m. – 5:00 p.m.      PDP Course: Dynamics of Empowered Leadership**

Presenter: Shari Frisinger, *Cornerstone Strategies, LLC*

This PDP course will add a variety of tools to your toolbox: an understanding of interpersonal interactions along with a variety of methods to mentor, capitalize on group dynamics, maximize performance, assess the ethics of actions, and communicate clearly to everyone with whom you interact.

## DISCOVER FORT WORTH

Enjoy the City of Cowboys & Culture, which has seven primary entertainment districts each offering distinct dining, shopping, entertainment and cultural amenities. In only a few days you can enjoy a range of experiences – from NASCAR racing to rodeos, world-class museums to cowboy cuisine, boutique shopping to a Top 5 zoo, biking to horseback riding.

Visit [www.nbaa.org/mc/fort-worth](http://www.nbaa.org/mc/fort-worth) to make the most of your stay and enjoy what this beautiful city has to offer.

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CONNECT WITH US



# TAKE ACTION – SUPPORT THE NEXT GENERATION OF AVIATION MAINTENANCE

## NBAA AMT MAINTENANCE SCHOLARSHIPS

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 scholarships. The golf tournament, silent auction and Snap-on Tool raffle proceeds all benefit the NBAA AMT Maintenance scholarships. It is designed to help offset travel and lodging expenses incurred by scholarship awards 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](http://www.nbaa.org/mc/auction).

## CHARITY GOLF TOURNAMENT

**Date:** Monday, May 6

**Location:** Split Rail Links & Golf Club  
2151 Old Annetta Road  
Aledo, TX 76008  
(817) 441-4653

**Greens Fee:** \$90

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 Charity Golf Tournament and to register, please visit [www.nbaa.org/mc/golf](http://www.nbaa.org/mc/golf).

**Split Rail Links & Golf Club**



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

A background image of a white commercial airplane in flight, viewed from a low angle, against a light blue sky. The image is partially obscured by a dark blue banner and a white box.

**MAKE PLANS TO ATTEND**

# **2019 MAINTENANCE CONFERENCE**

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

**[www.nbaa.org/mc/2019](http://www.nbaa.org/mc/2019)**