



A CRS Jet Spares Newsletter

February 2011

Message from Armando...

NO MORE NEGATIVITY

Positivity helping through the difficult times and providing what we all need in the business aviation community.

A long time ago a wise old man once told me it takes more energy to be negative than it does to be positive and that positivity generates much more enjoyment throughout the process. I never forgot this sage advice, and truth be told, positivity comes pretty naturally to me.

CRS was recently mentioned in various aviation publications because of positive news as a result of our sales efforts for the 3rd quarter of 2010. When the marketing team first ran the idea for this press release by me, I had mixed emotions on the perception of this release. First and foremost, the results made me very proud of our team. The efforts we have all demonstrated during a very challenging 24 month period appeared to be shining through and it made me feel good about the business aviation community.



What's your bright side?

Positivity

It's not what they take away from you that counts. It's what you do with what you have left.

-Hubert Humphrey

Continued...

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Runway Thought

As CRS moves into the second decade of the 21st century, we are embracing change and growth possibilities. The old adage mentions, of those standing still on the tracks, leading to a very narrow two-dimensional perspective. The 21st century is pushing for 3D and beyond and so is CRS. We are changing our ways whenever possible to provide better solutions for our customers, improve quality and seek new partners and logistics centers to provide enhanced distribution channels. This all equals international growth.



The Business Aviation Community has viewed European growth along with BRIC (Brazil, Russia, India and China) as integral to sustained global growth and success. In 2010, CRS increased inventory levels at key locations in the US and established a European logistics center in London. This year we are actively pursuing new regions and partners to embrace global growth opportunities. We will be exhibiting in Asia at Asian Aerospace in Hong Kong, as a new EBAA member we will be attending or exhibiting at the European forums, LABACE and Brazil are on our radar and travel to Russia, the Middle East and Africa are all destinations and negotiation points for CRS in the New Year.



Fighting Back Against the Billback!

When a business aviation operator needs a part in a hurry it is generally accepted that an exchange transaction is preferred.

Over the years, companies like CRS have provided flat rate exchange prices contingent on the condition of the returned core. As a result of this type of transaction there exists the chance for additional billing to the operator.

We have dedicated time, energy and effort in seeking ways to minimize this additional billing (billback) scenario over the past several years.

Because of these efforts, CRS shows over the prior 18 month period a 25% reduction in the additional billing process has occurred. In addition to Option 2 pricing, we are monitoring repair vendors more closely resulting in better quality and more flat rate repair/OH pricing. This all adds up to allow CRS to offer the best products with the highest quality in the world.



Bill Short

Employee Spotlight

Bill Short, an employee of CRS Jet Spares for 16 years, is a customer favorite! As a knowledgeable and friendly Inside Sales Representative, Bill is a well-known voice on the other end of the line for many seeking service.

An avid musician, Bill enjoys playing the drums as well as many other activities such as bowling, riding his 750 Yamaha motorcycle, camping, fishing, golfing as well as studying various languages and world religions. When he isn't spending his days with his CRS family, for which he says, "includes many of the customers I have met and had the pleasure of getting to know over the years" he spends time with his wife and two kids in south Florida.

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Customer Property Overhaul

In 2010, we had a banner year in the number of major aircraft inspections the CRS Customer Property Overhaul program supported. Many customers opted to save their flight departments significant cost by doing major inspections in-house.

In addition to the labor and tooling challenges for these inspections, the departments had the logistical challenges of all the components removed being serviced. CRS provided single point of contact support for all components removed from for many of these inspections.

With schedules and costs savings to maintain, our resources and flexibility got the jobs done, efficiently and economically. "We greatly appreciate the trust and confidence our customers have shown in our added value services." said Jeffrey York, CPO Program Manager.

No vendor ever wants to compromise your aircraft's scheduled up time, yet it happens. CRS repair management has the resources and flexibility to keep your repair costs down, expedite the timely return of a part you will need to fly. Everyone wants to be penny wise and dollar smart. Save money by sending parts out for repair and making sure you fly again on time. When your reputation is on the line, CRS repair management it there for you.

On the other hand, I thought this might be an internal matter and be better addressed with a CRS memo.

After discussing my thoughts with our VP of Sales & Operations it seemed clear that good news was worth sharing. It has become very apparent to me that the news of CRS' 3rd quarter success was indeed the right message to send to our industry as we have never in recent memory received so many responses to our news. The outflow of responses from "congratulations" to "thanks for the good news" was very rewarding.

This holiday I received a gift from my family that expressed to me how truly blessed I am. The true gift was actually the engraving on the item, a reminder of the sage advice from many years ago "To the dad that always keeps our cups half full and never lets them run half empty."

Armando Leighton, Jr.



Product Spotlight – P/N 581110-9 Cooling Turbine

The design on the P/N 581110-9 Cooling Turbine is a basic air intake followed by cool air out produced by a turbine-type wheel.

This Honeywell product and design has various aircraft applications including Cessna Caravans, Cessna Citations and Challenger aircraft. It falls under the ATA Maintenance Chapter 21 for Air Conditioning.

A common issue found on these units is in regards to the torque measurements so one can always be certain when performing the torque test on accurate measurements.

CRS provides this unit with a 'no billback' option based on experience and historical data of failure rate and costs. We can do this because we are the only supplier to have worked with vendors to use process specs and PMA parts for the air bearing to hold down OH costs.



Quality Management

The time of year has come upon CRS to welcome our registrar in for two days of rigorous auditing of our QMS (Quality Management System) in order to maintain our certification to AS9120 and ISO9001:2008, and compliance with FAA advisory circular AC00-56A. Some may question why an organization that does not manufacture parts, would go through the immense task of creating a comprehensive, documented compilation of policies and procedures...

The answer is two-fold.

First, is that our QMS gives us consistency and reliability in what we do. Performing yearly internal audits keeps us on track and enables CRS to continually improve. A yearly audit by a third party tops that off to ensure that we still adhere to the AS9120 and ISO9001:2008 standards that we are certified to.

Secondly, and most important, is that this consistency and reliability enables CRS to focus on providing the best service and the highest quality product to our customers. This has proved to be a one-two-punch for success. In the words of W. Edward Demming, one of the pioneers of quality, "Profit in business comes from repeat customers, customers that boast about your product or service, and that bring friends with them."

