September 2014
According to IATA (International Air Transport Association) the global airline industry turnover is expected to be around $743 billion this year. They also predict that more than 3.3 billion passengers will fly in 2014 - and that's equivalent to 44% of the world's population.

Sustaining the growth in commercial aviation has always been a team effort and ever since A J Walter Aviation started in 1932, the Company has worked with global governments, regulators, and operators of all sizes, to match our service with the demands of the airline industry.

Today we're on a fast trajectory. We're looking at our processes and the range of integrated aircraft services we offer, and we're striving for improvement across everything we do. It's about being dynamic and entrepreneurial. That's the AJW mantra. We mean to keep innovating and we'll soon be introducing new ways for customers to maximise the benefits that communications technology can deliver. We are also building a centre of excellence for component repairs incorporating significant strategic partnerships that will create a powerhouse of technical capability.

Importantly, we're constantly working with our global customer base of around 1,000 airlines to predict global trends and the operational demands that they will face. Together we will use this knowledge to shape flexible support programmes that will transform the efficiency of their businesses. Whatever the future has in store, AJW Group will be ready to meet the challenge.
The AJW Group and Air New Zealand have formed a strategic supplier relationship to create a component support and repair powerhouse for the Asian and South Pacific regions. The prime objective is to deliver improved cost and reliability efficiencies for the Air New Zealand A320 operations, and strengthen its repair capability within the region.

AJW Aviation provides full power-by-the-hour support for Air New Zealand’s complete A320 fleet of aircraft. This is underpinned by the global inventory of A320 spares located in strategic hubs across Europe, Asia and North America. An affiliate of AJW Leasing also entered into a sale-leaseback agreement for rotatable components located on site in New Zealand. This not only mitigates Air New Zealand’s residual value risk on spare parts, but provides added liquidity for the airline.

AJW Technique in Montreal works closely with Air New Zealand TechOps’ own repair stations in Auckland and Christchurch to form a global ring of repair excellence. Where Air New Zealand has specialist capability: for example APU, IDGs, avionics and accessories, AJW Technique utilises the airline’s repair shops for repair services to support the AJW customer base in the Asia Pacific region.

The partnership with Air New Zealand benefits AJW with improved turn-around-times and quality benefits that dramatically reduce direct maintenance costs for customers. AJW also supplements its platforms of expertise with Air New Zealand TechOps’ B747, B767, B777, A320 and ATR specialities.

“The prime objective is to deliver improved cost and reliability efficiencies for the Air New Zealand A320 operations and strengthen our repair service business across the Pacific Rim and beyond. We strive for optimum efficiency and profitability whilst keeping our customers at the core of everything we do. That means working with organisations that understand our business, collaborating to innovate, and collectively expanding our resources and skills base.”

Bruce Parton, Chief Operations Officer. Air New Zealand.
Montreal
London
India
Berlin

Being awarded the ANAC Maintenance Organisation Acceptance Certificate from Brazil was the most recent in a developing list of regionally specific approvals for AJW Technique that include TCAs/FAA, EASA, DGCA Indonesia and DCA Thailand. With new airports planned and in progress, as well as many new airlines operating under the ‘low-cost carrier’ business model, Brazil and the other South American countries are considered to be key areas of investment for AJW Group.

A team from AJW Technique and AJW Aviation attended the FIDAE event in Santiago, Chile in March 2014 as part of the Enterprise Florida contingent and also participated in the IATA ‘Wings of Change’ conference.

VivaAerobus, Mexico’s Ultra Low Cost Carrier, awarded AJW Aviation an eight year power-by-the-hour agreement for its new fleet of fifty-two A320s. An extensive inventory of A320 components has been placed in Monterrey, Cancun and Guadalajara. Pool inventory support comes from AJW’s hub in Miami. This strategic location is proving to be a vital part of the support network for VivaAerobus.

Supported by AJW’s team in Miami, and our strategic partner Delta TechOps, a power-by-the-hour contract for fifteen Boeing 737NGs was signed with Caribbean Airlines, the national airline for Trinidad & Tobago.

AJW signed a two year contract with Nigerian airline Air Peace to provide power-by-the-hour support for its four B717-500 aircraft. Air Peace, founded in 2013, is a privately owned airline, created to serve the rapidly expanding domestic Nigerian market.

In a move that recognises the dependable on-going power-by-the-hour support provided by AJW Aviation for its fleet of A320, B767 and B757 aircraft over the past six years, Air Astana extended its contract for a further five year term until April 2019.

Voted for by our customers and selected by a panel of industry experts, AJW Aviation proudly accepted the Aircraft Technology Engineering & Maintenance Award for ‘Best Spare Parts Provider’. This is the third year running that AJW has won the award 2012, 2013 and 2014.

AJW Aviation has extended its on-going ten year power-by-the-hour contract with Berlin-based airline Germania, to cover an additional five aircraft, including three A321s and two A319s. This takes the number of aircraft under contract with AJW to a total of fifteen Airbus and Boeing commercial jets. Germania anticipates future fleet additions as part of its growth strategy and these will also be covered in the PBH agreement with AJW.

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AJW Group was honoured to win two prestigious awards at MRO India. The awards were for ‘Best Emerging MRO’ for AJW Technique and ‘Best Speaker’ for Deepak Sharma, Chief Technical Officer.

All around the world

We are especially proud to receive industry awards for our specialist aircraft spares support and our component repairs expertise. AJW is not an organisation that sits back. We are always looking ahead, learning new skills and finding ways to improve the customer experience. If we can do better we want you to let us know: communications@ajw-aviation.com

ajw-group.com
Putting ourselves into our customers' shoes

It is AJW’s ambition to become the partner of choice and to achieve this goal it is vital for us to truly understand not only what it is that our airline customers need on a day-to-day basis, but also what they would like to have.

We can talk forever about exceeding expectations. We can promote the incredible flexibility that AJW can offer across all of our aircraft spares support programmes: power-by-the-hour, sales, exchanges or pooling. We can always affirm our competitive pricing backed up by reliability and reputation.

Having the largest privately held stock of Airbus and Boeing spares sited at strategic spares hubs worldwide helps too. So does our global 24/7 AOG and regional office support in London, Miami, Montreal, Dubai, Shanghai and Singapore. But when it comes to what AJW does that makes the difference, it all comes down to two simple words: personal touches.

We aim for a good fit with room to grow

In order to think how our customers think, we like to put ourselves into their shoes. And they do not always fit straight away. Some pinch, some are loose, some even fall apart. But we persevere.

Finding the perfect fit requires real commitment and effort, especially considering the multiplicity of styles around the world and the variety of shapes and sizes. Importantly, it’s not just about what the customer needs today, but what they will require in five years’ time. How can AJW adapt to meet the demands of their future development?

One way is through our people. AJW Aviation employs more than twenty nationalities bringing multi-lingual capabilities and cultural understanding to our sales teams. Many of these dedicated individuals have joined the UK headquarters in the pursuit of knowledge and career success. Their drive and expertise is focused on bringing an unparalleled depth of understanding to our customer relationships.

They deliver a special kind of personal support which is only possible because they work for a pioneering and entrepreneurial organisation. They are proud to help sustain AJW’s worldwide reputation for tailor-made solutions.

Walking the extra mile

Adding the AJW personal touch cannot be achieved by sitting at a desk and sending emails. It takes time to get to know our customers and find ways to interact with their teams, sometimes introducing new technologies or training their staff to implement new systems and processes. Wherever our customers may be located we’re happy to make the journey.

At AJW it’s not enough to get the right part to the right place at the right time, every time. Our customers expect more. If we need to tread on a few toes to deliver the great service they deserve then we’ll do it. We’re not just the comfy slippers, we’re the workboots and the dancing shoes too!

“AJW has demonstrated that we can rely on their PBH support with total confidence. With our significant growth ambitions, it is vital for us to have a partner that not only understands our business, but has the vision and flexibility to contribute effectively to our commercial success.”

Peter Foster. President - Air Astana

Andrew Colbran, Sales Director - AJW Aviation
Before take-off, and after final touchdown

Stranded in an AOG situation? Want a spare part for your A320? Maybe you are looking for Level 3 avionics repair expertise? These are the type of aircraft related projects that the AJW Group deals with every day.

Alternatively you could be seeking a CFM56-3 engine to lease, or hoping for help to acquire the right aircraft for your fleet expansion? Or perhaps you need to get your spares inventory off the balance sheet, and put to work earning money for you instead? Maybe it’s tear-down advice you need for a retiring B737?

Wherever you need specialist aviation expertise to transform operational efficiency and benefit the bottom line AJW Group can provide the right answers. It does not matter how complex the issue might be, the team at AJW has the experience and the freedom to help find the best solution.

Acquisitions support AJW’s power-by-the-hour programme for Azerbaijan Airlines

In a recent example, AJW Capital purchased two new A340-500 aircraft from Airbus SAS for entry into commercial service with Azerbaijan Airlines. The AJW Capital team led the transaction by overseeing the entire acquisition process to closing. The AJW Aviation technical department seamlessly managed the nose-to-tail completion procedures following the acquisition of the aircraft. This included compliance to all regulatory requirements and test flight profiles. An Approved EASA 145 and Part 21 facility was chosen to manage the cabin refit, new AZAL livery application, and modifications embodiment on both aircraft.

AJW successfully completed this project well ahead of the timeline specified by AZAL including; cabin and galley modification, cabin branding to AZAL’s precise specifications, IFE modification, application of AZAL’s new livery, airframe maintenance, various engine and airframe service bulletin embodiment, airworthiness compliance, and delivery of both aircraft to Baku for entry into service. It was testimony to AJW’s stringent quality procedures and the depth of expertise within the team that resulted in Azerbaijan Airlines bringing these long-range aircraft on stream, on time, to meet their operational deadlines.

AJW already provides power-by-the-hour support services for AZAL, so this example aptly demonstrates how the breadth of knowledge within the Group’s comprehensive airline support structure can be accessed to deliver a range of additional professional services.

How AJW adds value throughout the complete lifecycle of a modern commercial jet aircraft

AJW Leasing:
- Main base kit

AJW Technique:
- Component repairs

AJW Engines:
- Fan blade exchange
- Engine health monitoring
- Shop visit
- Work specification
- Teardown and recertification of spare parts

AJW Capital:
- Sourcing of aircraft
- Sophisticated and flexible finance solutions

AJW Aviation:
- Power-by-the-hour for components
- Consumables and expendables consignment
- AOG and operational support
- CAMO
- Major assets including: APU, LGs and structural parts

Aircraft assets for sale or lease

AJW Capital also partners with investors in a range of joint ventures to acquire aircraft assets for sale, lease and teardown. The Group’s global connections and customer base gives us a rare insight into the challenges they face to maintain profitability in a continually changing marketplace. Investors rely upon AJW not only for this commercial analysis which identifies market trends, but also benefit from the close relationships that have been established within the global aviation industry for more than eighty years.

The expansion or contraction of fleets often requires fast and innovative financial solutions, not only to secure the asset but also to find the best way to maximise its value thereafter. AJW is recognised as the world’s leading independent provider of integrated aircraft support services and as such has an unrivalled network for sourcing and disposal of assets. AJW Capital continually acquires wide body, narrow body and engine assets for sale, lease and teardown in its own right and in partnership with investors.
He added: “The key to unlocking aviation’s future potential is a global mindset supported by strong partnerships. Aviation connects people and business to make ‘global’ possible. Securing aviation’s future begins with some immediate challenges. Airlines must be profitable, safe and secure businesses. We need to provide efficient, customer-focused services. And sustainability must be integral to everything that we do.”

The industry’s profitability has strengthened from the $6.1 billion net profit earned in 2012 and the $10.6 billion earned in 2013, airlines are expected to achieve a global net profit of $18 billion in 2014. An improved industry structure is among the factors supporting strengthened performance.

“Our customers expect efficient global connectivity. But the regulatory structure prevents the global consolidation that has happened in other industries. By creatively working together through alliances, joint ventures, franchising, and domestic consolidation we are now seeing some significant results,” said Tyler.

Tyler’s comments were made in his State of the Industry address to the 70th IATA Annual General Meeting and World Air Transport Summit in Doha, Qatar, which took place as the industry commemorates the 100th anniversary of scheduled commercial flight. AJW participated in the AGM and also signed a significant power-by-the-hour contract with Air Astana during the event which extends its current agreement with AJW Aviation until 2019. This covers an additional five A320 aircraft, bringing the total to fifteen, plus a further five B757s and three factory-new B767s.

As an IATA Strategic Partner, AJW Group is committed to providing member airlines with innovative MRO solutions to underpin optimum fleet operational efficiency and cost control. Having been part of the industry for more than 80 years, AJW can draw on a noteworthy heritage and depth of knowledge as it contributes positively to industry working groups such as the IATA Maintenance Cost Task Force.

AJW Aviation is an IATA Strategic Partner. This programme provides a platform for aviation solution providers to build as well as strengthen relationships with key industry stakeholders. Through participation in various IATA work groups, Strategic Partners gain a unique insight into airlines’ priorities and have the opportunity to be recognised for working together with IATA in serving the air transport industry.
China is one of the biggest trading partners in the world. More than 120 countries are seeing more trade with the country than they ever have before, with a total trade volume in 2013 of $4.16trn.

The Chinese Civil Aviation Administration is investing a remarkable USD230 billion to cope with the enormous demand for air travel. It is estimated that between 450 million to 500 million passenger trips will be made annually in China by 2015. This is a substantial increase from the 230 million made in 2009.

Plans are in place for Beijing Daxing International Airport to open in 2017, and it will quickly become the busiest airport in the world capable of handling 60 million passengers a year. The new hub will measure 55 square kilometres - about the size of Bermuda - and will have space for up to eight commercial runways. China is also increasing its total number of airports from 188 in 2014 to 230 in 2015 with more to come.

The aircraft sector is also experiencing huge growth and the current commercial fleet of about 2,500 aircraft will almost double over the next six years. That amounts to around 400 new aircraft per year, many of which will be A320 and B737NG, both strongly supported AJW aircraft types.

AJW Group is well placed to capitalise on the opportunities created by this expansion. The fact that the organisation was established in 1932 and has grown exponentially in the past decade is indicative of a robust heritage, a solid financial platform and an entrepreneurial spirit; all qualities admired within the Chinese business culture. Our global reputation has opened doors for us that may well have been difficult to unlock without it.

Fast track to success

The AJW China team has worked tirelessly over the past two years to find effective ways to support the Chinese aviation industry and introduce innovative business strategies that have the flexibility to meet far-reaching objectives and cultural differences.

AJW’s integrated aircraft support services immediately caught the attention of forward looking industry specialist trading and purchasing group: CASC (China Aviation Supplies Corporation). AJW’s partnership with CASC facilitated a ground breaking power-by-the-hour contract with start-up Qingdao Airlines, who were keen to benefit immediately from the operational cost savings that AJW’s support expertise, locally based spares stock, and 24/7 AOG service will deliver.

A partnership approach

AJW China have engaged with more than twenty airlines and MROs and signed GTAs with Air China, China Eastern and Boeing Shanghai. Bulk and ad-hoc rotatable component packages have been sold to a number of these. In addition, major assets have been purchased from, and sold to, most of the key airlines in China. The principle of balanced trading is a lynchpin of the AJW business philosophy and this has found immediate favour with the Chinese psyche, especially as AJW has enabled several business partners in China to realise higher values for their assets than they previously thought possible.

Engines take off

AJW Engines division in particular has demonstrated its insightful and practical approach to Chinese airlines looking for new solutions to improve efficiency. These include engine management and fan blade exchange programmes. Engine sale and leaseback deals worth several million dollars have already been concluded in China, along with component sales and engine purchases.

AJW China Ltd, operates from the Group’s newly opened offices in Shanghai. For more information contact: china@ajw-aviation.com

“CASC has been instrumental in securing AJW Aviation as our power-by-the-hour and repair management partner. We appreciate not only their depth of experience in providing this service for airlines of all sizes around the world, but also their 24/7 AOG and critical response expertise which is backed up by locally sited inventories of A320 spares. We have ambitious growth plans. We know it is estimated that between 450 million to 500 million passenger trips will be made annually in China by 2015 and this represents over 100% increase since 2009. Qingdao Airlines and our partners CASC are both seeking partnerships with professional aviation organisations like AJW Group that share our vision and entrepreneurial spirit."

Liu Zhaolei. Vice President - Qingdao Airlines

China opens office in Shanghai as business flourishes

With honoured trading partners throughout China
2012

- Asset purchase agreement signed and completed. AJW Group opens an MRO in Montreal.
- First employee hired: Allan Pennycuick, Quality Manager.
- Full capability analysis performed, Employee count 7.
- Introduction of the 6S working policy.
- Quantum Control chosen and implemented as the new ERP system.

2013

- TCCA AMO 3 (Approved Maintenance Organisation) approval achieved.
- A320 product repair line starts.
- EASA Aviation Approvals achieved in record time.

2014

- Full capability analysis performed, Employee count 38.
- First unit produced. A coffee maker owned by AJW, now with an AJW tag shipped to a customer.
- Grand opening: customers, partners, Canadian Government and world press attend a full ceremony.
- 2,200 part numbers now on capabilities list.
- New collective bargaining agreement ratified with the IAMAW Labour Union.
- AJW Technique achieves Design Approval Maintenance Organisation status.
- AJW Technique wins Best Emerging MRO Award at MRO India.
- Brazilian Approval awarded - ANAC.

2015

- Major shop restructuring and streamlining starts.
- Quantum Control chosen and implemented as the new ERP system. New Maintenance Policy manul written.
- AJW Technique invests $500,000 in new adapters and software for the ATEC6 testers.
- Maintenance contract signed with Air Canada for all of their slide safety equipment.
- Airbus A320 capabilities fully established.

Future developments:
- Bombardier platform coming on stream.
- Chinese aviation approval - CAAC.
- Embraer platform introduced.
- ATR platform introduced.
- Rotary product capability.
- Military contracts undertaken.

On a Mission
When we opened AJW Technique in Montreal two years ago, our stated ambition was to create a centre of excellence for component repair and overhaul capability. We knew that we had access to the globally renowned aviation skills base in Quebec and we have trained these local technicians to meet our precise standards whilst building on their knowledge in the Airbus arena. A major customer for AJW Technique is of course the AJW Aviation division. Meeting the stringent turn-around-times, cost parameters and specialist technical requirements demanded by a business that spends over US$150m annually on nearly 45,000 individual repair orders, placed a rare pressure on the newly formed organisation.

This requirement for consistent excellence has been the catalyst for the creation of a global repair powerhouse that brings the very best in terms of OEM expertise within AJW’s repair remit. In a framework that recognises the mutually advantageous scenario of combining OEM intellectual property and quality expertise with access to AJW’s diverse, far-reaching global customer base and flexible customer-friendly support agreements, a unique centre of excellence has been born.

AJW is giving the buying power of leading airlines to the smaller operators. The benefits that this combined support brings to our airline customers - especially the smaller to medium sized operators, emerging airlines, low-cost carriers, and those whose operational efficiencies we manage under power-by-the-hour and repair-by-the-hour contracts - are clearly evident.

Firstly AJW’s repair management now includes OEM accredited and supported repairs handled not only at the state-of-the-art AJW Technique facility, but also at specialist workshops around the world. Secondly, the costs for these repairs are determined at an AJW preferential rate which is based on significant repair and purchase volumes and immediately passed onto customers. Most importantly, this rate is constant - wherever the repair is undertaken worldwide, allowing customers to plan maintenance budgets more precisely and align their costs from the outset.

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AJW’s fan blade management options reduce turn-around times to a minimum.

The AJW Engines division has quickly become a world leader in fan blade exchange programmes that guarantee availability and shipment within four hours to any location on an AOG basis. Not only does this provide airlines with peace of mind, it also delivers significant cost savings for airline partners and leading MROs who no longer have to tie up capital in blade inventory.

Bird strikes and foreign object ingestions may be unpredictable occurrences, but the AJW Engines’ solution to the problem is reassuring when there is no downstream damage to the core of the engine. The exchange programme, or an outright sale from stock, provides flexible alternatives to suit airlines’ operational parameters.

90% of exchanges are managed within 90 minutes

Efficiency and stock availability are the catalysts behind AJW Engines’ reputation for service.

AJW locates fan blade stock at all the organisation’s strategic inventory hubs around the world to support its acclaimed 24/7 AOG and critical service.

This includes: CFM56-3, CFM56-5, CFM56-7, RB211, V2500, CF34 and PW 4000. AJW provides single, matched pairs, or complete sets.

All blades are supplied with the correct moment weights and within AMM (Aircraft Maintenance Manual) tolerances.

We will not run out

AJW will always have stock to meet increased demand which keeps TAT to a minimum. Unserviceable blades are then managed by AJW’s repair teams and quality is guaranteed via pre-approved trace and repair management processes. All blades are EASA/FAA/CAAC certified.

Pre-identified sets of fan blades and matched pairs can also be located on site at an airline’s own premises to make instant replacement possible. In fact, AJW is pleased to offer total contractual flexibility and works with customers to provide the optimum total support solution. AJW will also purchase all fan blade stock held by the airline and integrate it back into the fan blade management programme.

Flexibility and security

AJW Engines recently signed a CFM56-7 fan blade exchange agreement with Danish airline Primera Air. The five year agreement covers the airline’s entire fleet, consisting of six Boeing 737-800s and two 737-700s.

AJW’s fan blade exchange service will provide flexibility and security to Primera Air, allowing them to reduce inventory and operational costs, whilst maximising time on the wing. Stock will be regionally located across their global network and will be available on demand 24/7 via the rapid response exchange programme.
To ensure availability of aircraft components when and where needed, Jet Aviation Basel and AJW Aviation have joined forces to establish a specialised component support and global AOG service for Airbus and Boeing business jet operators and owners wherever they fly, worldwide.

Jet Aviation is unique in its global reach and scope of services, including dedicated AOG teams responding 24/7 to emergency situations worldwide. AJW maintains comprehensive Airbus and Boeing spares inventories at global hubs across Europe, Middle East, Asia, Canada and the Americas, and has almost 500 Airbus and Boeing aircraft under contract. Together, the companies offer a truly exceptional component support and AOG service that delivers the same peace of mind for business jet operators that is enjoyed by global airlines employing AJW’s power-by-the-hour commercial fleet support service.

“Our goal is to ensure quality permeates every aspect of our business and the customer experience,” says Boris Wolstenholme, Chief Executive Officer, AJW Aviation. “This partnership represents a real win-win, world-class solution. We are highly motivated to partner with Jet Aviation Basel and provide access to our extensive global inventories to help ensure a pre-eminent standard of customer care in the business jet arena.”

AJW Aviation has partnered with CAMO4jets AG, the Basel-based aircraft maintenance control specialist, to provide full fleet technical management as part of its comprehensive range of integrated aircraft support services for existing and new customers.

“The provision of a Fleet Management Service is a cornerstone of AJW’s expansion programme and finding the right partner to match current client requirements, and have the scope to fulfil some of the larger contracts in the pipeline was vital” says Deepak Sharma, AJW Group’s Chief Technical Officer. “CAMO4jets enables AJW to offer customers an expert service from day one with EASA Part M Sub Part C & Sub Part I approvals and the ability to issue certifications across a wide range of aircraft types up to Airbus A380.”

AJW Aviation is now able to offer a multi-specialist FMS that offers Continuous Airworthiness Management of aircraft, airworthiness reviews, export/import registration, audits, inspections, preparation of work packs, full planning and maintenance control. It will meet the challenging demands of operators seeking to align costs with continuously improving the efficiency and reliability of their global operations.

“Continuity of care in business aviation is an important service differentiator and we strive to deliver consistently reliable on-going support for our global customer base. AJW has an outstanding reputation in an intensely competitive market. We are very pleased to partner with them to improve our ability to help customers recover from AOG events quickly.”

Joerg Bortoluzzi, Senior Manager, Procurement & Direct Sales Maintenance, Jet Aviation Basel.

“Partnering with CAMO4jets to launch FMS expands AJW’s portfolio, guaranteeing safe, compliant and lean airline technical management at a total service. CAMO4jets is privileged to be part of the AJW Aviation Fleet Management Service.”

In shaping the digital policy for AJW Group we look, listen, and take our time. Our guiding principle is a simple one: will the initiatives benefit our customers? If they do not reduce costs across the supply chain, improve efficiency and productivity, and make AJW a great company to do business with, they do not leave the drawing board.

It’s easy to waste a lot of time and money pursuing new solutions that appear to be cool yet lack true substance.

In the digital marketplace AJW aim to be the automatic ‘go to’ partner for airlines seeking to maximise operational success.

Our focus is on taking more than a decade of data intelligence and using it to not only understand our market position, but also to forecast supply and demand, thereby preventing costly AOGs. AJW manages over 500 aircraft under global power-by-the-hour contracts, so operational reliability is in our best interests too. That may seem to be a surprising statement from an integrated aircraft support provider. But as our skies get busier with more aircraft, airports get larger to cope with more passengers, and airlines streamline to remain competitive - keeping the global fleet flying safely and on time, every hour of every day becomes increasingly critical.

AJW’s vision of the future and how we align our services to meet the changes in demand that we foresee is supported by our research and development team. They analyse the information we have amassed – over 20,000,000 flight hours of component reliability data for example - and enable the organisation to make agile, flexible and insightful decisions.

We know that we are already doing business differently. Social media and new networks penetrate the decision making processes within the marketplace in a multiplicity of ways. Different cultures, infrastructures and age-groups communicate on a variety of interconnecting levels that we must not only understand, but also reach out to with an innovative and engaging programme.

#digital

Consumable replenishment at the speed of light

Significant cost savings for customers can be achieved with reduced human input. AJW is continually developing new ways to minimise errors and maximise efficiencies through the use of technology and specialist applications.

So now, a bespoke pioneering barcode scanning App complements our successful consumables consignment solution. AJW has invested heavily in the eradication of inefficiencies within the supply chain and this barcode scanning solution brings our customers one step closer to fully automated consumables inventory management.

100% accuracy and reliability

Aerostar, Romania, were first to implement the App to aid efficiency as they increased operational capabilities with the opening of a new maintenance hangar. They immediately benefited from the streamlined support which is intuitive to use and has full back-up training. Not only has AJW saved Aerostar from investing heavily in stock, but the results recorded to date show 100% accuracy and reliability.

Atitech, one of Europe’s largest MROs based in Italy, also introduced the new barcode App to streamline the facility’s requirements:

"We need a reliable consumable replenishment solution that will cope effectively with our high demands now and in the future. AJW solves our consumable supply issues by providing a simplified way to minimise inventory, reduce costs and enhance the operational efficiency of our MRO operation."

Giovanni Liettiari, Chairman & CEO - Atitech

AJW solves consumable supply issues by providing a streamlined solution to minimise inventory, reduce costs and enhance the operational efficiency of an airline or MRO. Speed, quality, reliability, flexibility, communication and cost all feature highly in our customers’ checklist for optimum consumables support, and we have developed a service that delivers savings from day one.

This includes consolidated invoicing, no minimum orders due to AJW’s on-site consignment management, timely replenishment, and one point of contact. Whatever it takes to simplify consumable replenishment we have taken and merged into one streamlined process.

But we asked ourselves if we could do more.

To learn more about our new developments follow us on Twitter @ajw_group
Quality is integral to AJW’s DNA. It is a culture in itself, a way of life both inside and outside the working environment. It exemplifies the way that business is conducted right across the Group from the AJW Technique component repair and overhaul facility in Montreal, to the AJW Engines division in Wales, the 24/7 AOG desk in London, or the customer support team in Singapore.

Quality is not ‘in addition’ to the organisation’s general business processes, it fundamentally shapes how AJW people do the right things right. Most importantly, AJW’s quality systems are designed to support the flexibility upon which the business thrives.

But there is far more to quality than documenting processes and performing parts inspections. At AJW quality is an attitude of mind that pervades every aspect of business operations and personal behaviour.

Why is quality essential at AJW?

The answer is simple. Because customers are essential to our business.

Adopting a business culture that focuses on quality performance enables the organisation to achieve exemplary customer satisfaction by conforming to customer requirements on time, in full, every time. AJW promotes quality on an equal footing with all other AJW business systems.

The management team strives to make quality initiatives transparent and available to everyone, internally and externally, in order to engage them in quality improvement.

The quality systems at AJW are systematically and rigorously reviewed to ensure the Company leads the way in efficiency, effectiveness and innovation.

What’s in it for me?

Many may ask ‘what’s in it for me’, but the benefits are clear to see for the employee, supplier and business alike. Adopting a quality mind-set and consistently operating personally at the highest level improves collaboration and communication. It de-hassles everyone’s job and provides a smarter working environment. This in turn provides job security through sustainability and better opportunities for personal advancement.

AJW strives to maintain a fair and just culture where a blame free attitude runs side-by-side with accountability. Both the cause and effect of errors are therefore resolved in a timely way.

As we say at AJW, quality is free. The cost of quality is the price that is paid for non-conformance to the stringent standards that we set.

The AJW quality code engineers out unsafe acts or conditions, and fosters air safety within the supply chain.
There is great change underway within the AJW organisation. We are experiencing a period of fast business growth and discovering a huge appetite across our global customer base for our diverse range of aircraft support programmes. This is driven by their need to remain competitive and maximise cost-efficiencies for profitable flight operations. It means of course that we are developing our resources not only to match demand, but also to meet the future strategies of our customers as they upgrade their fleets and expand their route networks, and it is a continuously evolving process.

Investment in technology; strategically positioned inventories of aircraft spares to fulfil contractual obligations; our award winning global 24/7 AOG coverage; skilled people who understand the commercial imperatives that drive our customers’ businesses are the key resources for AJW. If we can balance all of these and combine them with a commitment to quality across everything we do, then we will achieve our vision, and become the airline support brand of choice.

But we want more than that. AJW wants to become the obvious choice. The obvious choice of partner for airlines that are looking for an extra special point of difference, a touch of magic if you like, that will help their businesses thrive, not simply survive.

As an independent company, AJW can be totally flexible. Decisions are made quickly. There is no fixed AJW way, it is always the customers’ way but with a common goal of improved efficiency, higher effectivity and reduced overall costs. This means that our people have to be very special individuals with the attitude of mind that nothing is impossible.

We all embrace change, but we do so based on an aviation heritage that spans more than eighty years. This solid foundation and secure financial platform enables AJW to explore new relationships and ground breaking concepts that innovate. We can challenge the systems and processes that underpin the industry.

We're extremely proud to work around the world with like-minded airlines, established and emerging, in an environment of shared experience and shared expertise right across their organisations at every level. It’s not an exclusive club. Everyone is welcome and the rules are simple because we share a common goal: to be the best at what we do.
Be our guest

Every year, AJW joins aviation colleagues to meet, share experiences, and exchange views at a wide range of industry conferences and trade shows around the world. Our senior directors are proud to take up speaking engagements and frequently appear on discussion panels to talk about issues that affect operational safety, efficiency and profitability.

The Group is also renowned for organising a range of corporate hospitality events ranging from cocktail receptions and industry dinners to more informal sporting occasions.

Here are just a few of the places where you can meet up with the team in the months to come:

- **Madrid**
  - MRO Europe 2014: 7th-9th October, Madrid. Booth 266

- **Panama**

- **Belgrade**
  - Airline Engineering & Maintenance Conference Central & Southern Europe: 29th-30th October, Belgrade, Serbia.

- **Singapore**

- **Bahamas**
  - ALTA Airline Leaders Forum 2014: 12th-14th November, Nassau, Bahamas.

- **Dubai**
  - Aerospace Supply Chain Summit: 10th-11th December 2014, Dubai, UAE.

- **Buenos Aires**

- **Moscow**
  - Aircraft Maintenance Russia & CIS: 26th-27th February 2015, Moscow.

- **Miami**
  - MRO Americas 2015: 13th-15th April, Miami. Booth 1432

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**Redefining world class**

The AJW Group is a multi-faceted organisation and a world leading specialist in the supply, exchange, repair and lease of commercial aircraft spare parts.

With a focus on quality that permeates every aspect of the business and the customer experience, AJW is justifiably proud of the reputation it has built for providing the resources, in terms of expertise and inventory, which support around 1,000 airlines in 115 countries.

AJW’s services include: parts sales, loans and exchanges; power-by-the-hour and pool access; consignment stock; aircraft engines; consumable supplies; global 24/7 AOG; repair and inventory management; parting-out; logistics and door-to-door freight management.

AJW is highly regarded for its 24/7 AOG and critical response service excellence and its ability to provide guaranteed delivery from a significant core inventory of Airbus and Boeing aircraft spares, comprising over 450,000 line items valued at nearly US$500m.

AJW Technique utilises one of the best industry-specific engineering skill bases in the world to provide a broad range of component repair and overhaul services for the AJW repair supply chain. This is focused on delivering world class reliability, first class turn times, minimised AOG costs and superior warranties.

AJW Engines’ significant aircraft engine portfolio offers integrated management solutions providing engineering services, aircraft engines for lease, and quality overhauled condition engine material can assist operators to minimise engine maintenance costs.

AJW Leasing and AJW Capital Partners provide complementary and sophisticated financial solutions for a wide range of aviation projects on a global scale. By accessing these highly professional services, airlines and operators can benefit from a different perspective, and the commercial wisdom that draws on the Group’s capabilities and expertise which has been honed across decades of aviation experience.

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