

ISO 9001 IMPLEMENTATION LEADS TO IMPROVEMENT IN SALES

ABOUT DUNCAN AVIATION, INC. Owned and operated by the Duncan family since its founding in 1956, Duncan Aviation is well-known and respected by operators, manufacturers, and other service providers worldwide for our quality, work ethic, and expertise. With its headquarters in Lincoln, Nebraska, Duncan Aviation employs approximately 2,800 team members worldwide. Their team members are among the most experienced in the industry, and the quality of their service is among the best in the world. Duncan Aviation is the largest family-owned maintenance, repair, and overhaul (MRO) facility in the world, providing complete acquisition, sales and nose-to-tail support services for business aircraft. Duncan Aviation services and installs avionics, performs airframe, engines, APU and rapid response maintenance, interior and paint refurbishment, as well as parts and rotable sales. They provide premier aircraft services-delivered on time-for a wide variety of business aircraft at facilities across the United States.

THE CHALLENGE. For nearly 40 years, Duncan Aviation has supported many original equipment manufacturers (OEMs) by manufacturing various interior components and bracketry for refurbishment projects through their FAA PMA Parts Manufacturing Approval (PMA) authorization. In 2020, they saw a strategic opportunity to launch a new enterprise division called Duncan Manufacturing Solutions (DMS). By adding more sophisticated equipment to supplement its previous capabilities and machinery, DMA planned to continue to build successful partnerships with OEMs and provide elevated service and support to their mutual customers.

MEP CENTER'S ROLE. DMS Manager Scott Stenka contacted Mike Nagle, Associate Director of the Nebraska MEP, part of the MEP National Network™, regarding the need for ISO:9001 and AS9100D certification. This certification is the international standard for quality management systems for aviation manufacturing organizations. It dictates system requirements with the challenges of the aviation industry in mind and is required for government and aviation parts manufacturing support contracts. In the fall of 2021, Nagle introduced Stenka to Dan Johnson of Husker Quality Management Systems. Johnson met with Duncan over a six-month period to prepare the company for ISO certifications and the auditing process.

"This certification opens the doors to further support our OEM partners. Our certification is another resource for them to put quality parts on their shelves to support their aircraft."

-Scott Stenka, Manager, Duncan Manufacturing Solutions

RESULTS



\$2,500,000 in new sales



\$1,000,000 in retained sales



\$25,000 invested in workforce practices



\$13,500 in cost savings

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EXTENSION PARTNERSHIP

