

Flying High

Built on a foundation of sound aviation knowledge, experience and expertise, AMAC Aerospace is well on its way to becoming the world's leading provider of private, VIP, and corporate aviation services.

Images courtesy of AMAC Aerospace

AMAC Aerospace was founded in Basel, Switzerland, in 2007 and offers aircraft maintenance, refurbishment, management, and charter services to a range of clients. Its engagement and history within the industry has enabled it to exceed the expectations of customers, airworthiness authorities, and original equipment manufacturers.

The business has three strategically stationed hangars in the heart of Europe at Switzerland's EuroAirport Basel-Mulhouse-Freiburg, as well as a newly opened hangar at Istanbul's Atatürk Airport in Turkey, which enables it to provide maintenance services to clients in the Middle East.

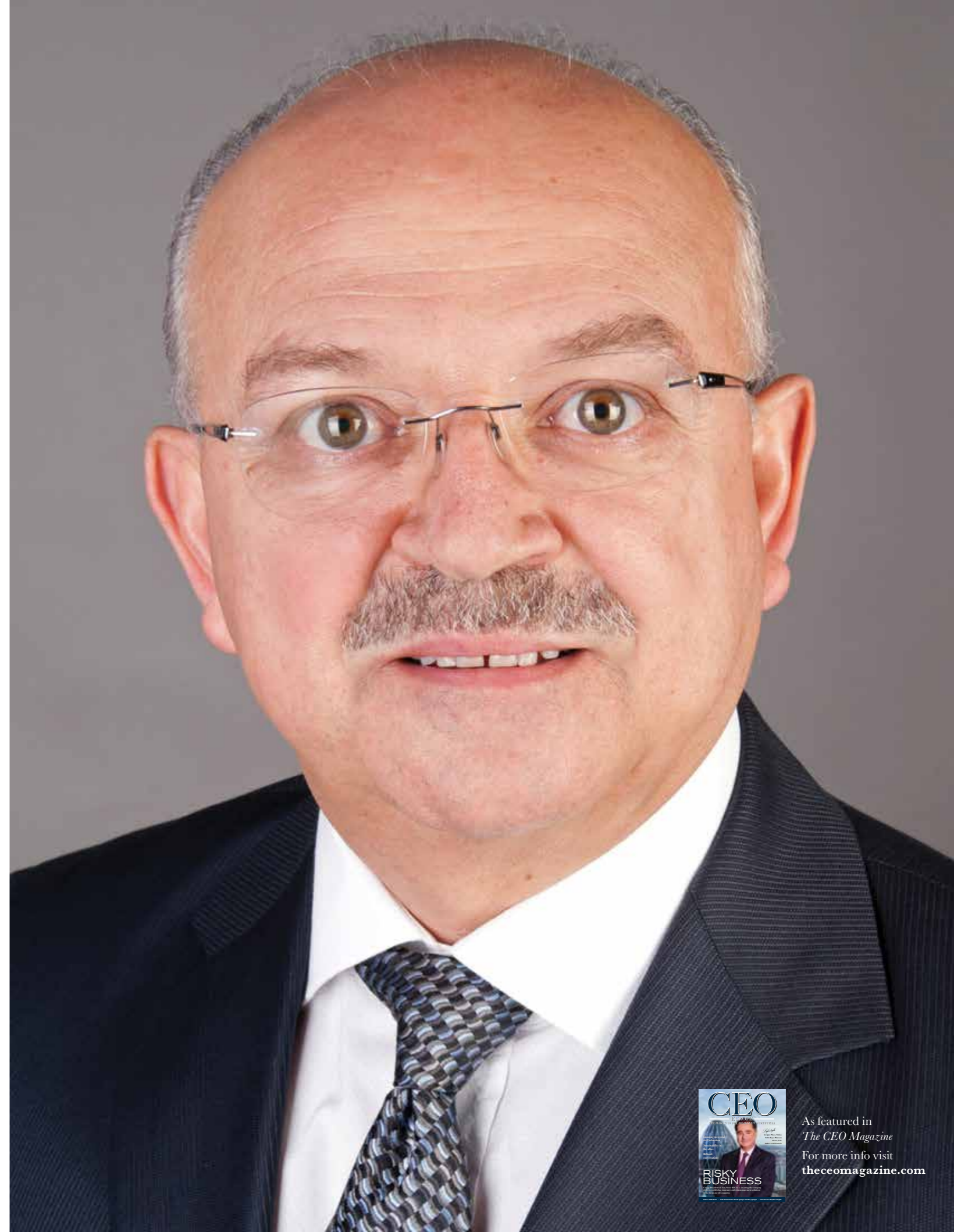
The three maintenance and production facility hangars in Europe are part of the Basel

airport's expansion zone. They have generous workshop and office space as well as securely fenced tarmac that opens directly onto the linkage taxiway. One wide-body hangar is dedicated to maintenance, and another to completions and refurbishment services. The hangars together comfortably accommodate multiple narrow- and wide-body aircraft, Boeing B747s, B777s, B787s, Airbus A340s, A330s, and they also extend to service A380s.

The third, smaller hangar is designed to house a wide variety of aircraft combinations for simultaneous maintenance work; for instance, two narrow-body aircraft, Boeing Business Jets and Airbus A318, A319, A320 or Gulfstreams and select Bombardier jets. Global maintenance facilities such as this, which are available for wide-body aircraft, are few and far between, which gives AMAC Aerospace its competitive edge.

The hangar in the Middle East is an exclusive sales distributor of the PC-12 NG and it provides clientele in the region with Pilatus maintenance services. Recently inaugurated, the facility includes spacious office and shop space as well as base and line maintenance services for Dassault Falcon 900 and Falcon 900 EX EASy (A1 Aircraft above 5,700 kilograms).

AMAC Aerospace is also in the process of building a fourth hangar at Switzerland's EuroAirport Basel-Mulhouse-Freiburg, which will take into account the enlargement of the apron area. This will give AMAC Aerospace the opportunity to further construct new offices, workshops, store and archiving areas. This project is set to be completed later this year and will meet the maintenance demands of privately owned wide-body aircraft for clients all over the world. >



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Each of AMAC Aerospace's hangars is equipped with the latest technological innovations and meets the highest standards of safety and sustainably. The business is registered with the European Aviation Safety Agency and takes full responsibility as an approved continuing airworthiness management organisation (CAMO).

CEO of AMAC Aerospace Kadri Muhiddin is an accomplished aviation expert with four decades of experience in aircraft maintenance, overhaul, and modification. He is a trained aeronautical engineer and also has his pilot's licence. His leadership style is open and honest, with his management system following a flat hierarchy. There are more than 750 employees and Kadri says each one is treated as a valued member of the team.

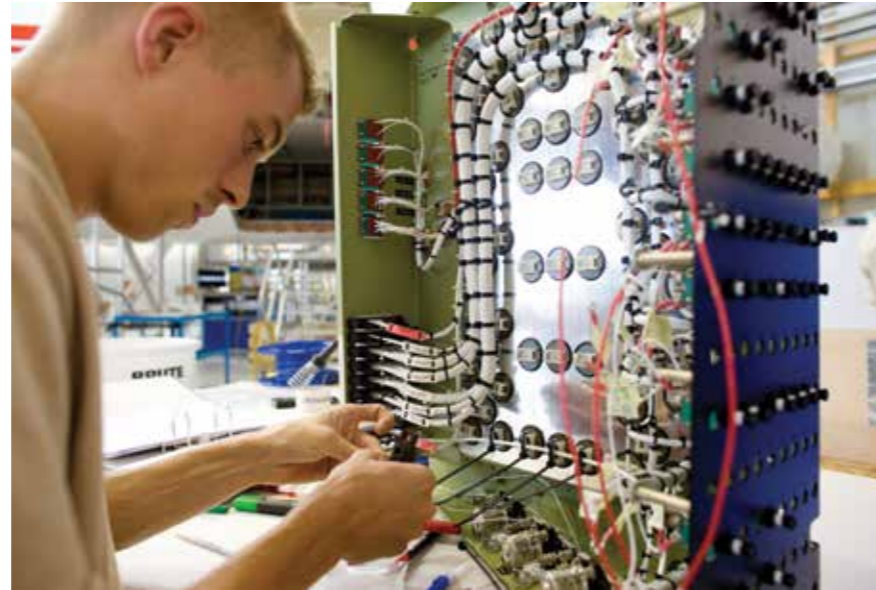
"My door is always open. Staff don't need to make an appointment to come and see me. If they feel that there is something really bugging them or something that is stopping the company from moving forward, regardless of what it is, they can always come and see me. Anybody can come up and talk to me. That's what the company is building its future on—the trust, commitment, and strong bond between management and shop floor."

Kadri believes that the people working on the hangar floors are the ones largely responsible for the success of the company, and for this reason he likes to run the business like a family. He believes there are a multitude of benefits that result from having a happy workforce; however, managing hundreds of people can also come with challenges.

"Dealing with people can be a difficult part of the business. You can fix an aeroplane—you have books, you have procedures—but to manage people, and I don't mean it in a criticising way, but to make 750 people move in one direction as a family—that is a challenge. They don't all come from one nation and work under

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the one culture. We have people from 42 different nationalities working for us. To bring them all together to work on the same procedures can be a challenge."

When AMAC Aerospace started eight years ago, it had just one small hangar with a handful of people working on it. The first aircraft to be completed was an Airbus A320ACJ for a Middle Eastern ruler. Kadri says it sat on the tarmac for eight months waiting for the hangar to be finished because the person wanted to be the launch customer.

Kadri notes the business has grown a lot over the years, entering the global market to now boast a sales turnover worth billions of US dollars. In fact, it is the largest privately owned company of its kind in the world.

"It all comes down to experience, a big amount of dedication, hard work, and an investment in the workforce. That is how the company grew so much. We had a strategy and our management is very experienced. That would be the secret to our success, I think. If you have very strong executive management but nobody can translate the strategy into a reality then the company will knock over."

AMAC Aerospace offers a wide range of aviation services for the private, VIP, and corporate client. It provides a maintenance repair organisation, refurbishment and completion services, aircraft management and charter services. The business's aim is to exceed client expectations by consistently delivering on time and within budget.

Kadri strives to establish a certain type of culture as well as particular values and policies within AMAC Aerospace. He notes that being aware of looking after the environment and the human rights of staff are of utmost importance.

Operational excellence is another priority. AMAC Aerospace collaborates with its key suppliers and partners to ensure it achieves success in the short and long term. "Being a very thin slice of the aviation industry, in regard to completion, there aren't 500 companies supplying us with what we need. I mean, for example, with some aspects of the manufacturing there are only a handful of suppliers. We maintain good relationships with them. We are their customers and they depend on us like we depend on our clients. We can't afford to break the link otherwise the chain will collapse."

Kadri says he is incredibly proud of all AMAC Aerospace's



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accomplishments. "Each aircraft, on the completion side, is a masterpiece. There is no mass production there. We turn the idea that the client has into a reality, and in our experience they are happy with that concept. Our customers are continuously coming back for more aeroplane work and that means they're satisfied.

"Most of our clients are a big order and the business is expanding in many aspects. In addition to our biggest clientele platform from the Middle East, additional clients are coming widely from Africa, Russia,

China, and Europe, so the theatre of operation has expanded. This has come from our outstanding accomplishment and not from a lot of advertising. We believe that for the market to judge based on what our clients say, that is actually the best advertising for us."

The future of AMAC Aerospace looks bright, according to Kadri. "We are one of less than a handful of companies in the industry and we are extremely proud to be one of the largest companies of our kind in the world. All of our competitors are public money or government backed. We have four shareholders of the company and it's all private money. Everybody works like a member of a big family. People have confidence and trust in AMAC Aerospace."

This assurance and comfort that customers feel after they have worked with AMAC Aerospace is no doubt what will secure the success of the business for many years to come. •

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