



TURKISH TECHNIC



Best of comprehensive MRO services

Turkish Technic provides nose to tail MRO services with over 4,000 highly qualified employees in its state of the art facilities using latest technologies

Situated at the crossroads of two continents, Turkey offers unique advantages for businesses when it comes to attracting international clients. Turkish Technic, an association of Turkish Airlines group companies, is clearly the regional leader in its industry providing MRO (Maintenance, Repair & Overhaul) services for Boeing and Airbus airframes, engines, auxiliary power units, landing gear and components. Turkish Technic serves more than 100 airlines in Europe, the Middle East, Northern Africa, Turkey and the Commonwealth of Independent States (CIS) with its maintenance bases in Istanbul and Ankara, the capital of Turkey, and a highly qualified workforce of over 4,000 personnel.

Serving more than 200 airlines and a total of almost 600 aviation industry customers from all around the world, Turkish Technic is the leading MRO company both in Turkey and in the region with its broad capability and growing capacity. With over US\$500 million of investment for the last 10 years, Turkish Technic built lean and highly efficient service infrastructure and now has the latest technologies to provide customer oriented and high quality services with short Turnaround Times (TAT) and competitive pricing.

"Our main strength is the capability to offer most MRO services to a wide range of clientele. Turkish Technic boasts a long history backed by an experienced, skillful and ambitious staff. Furthermore, we may not offer services at the lowest cost but we are at an advantageous position against the Western companies when it comes to pricing," remarks Ismail Demir, Deputy Chairman of the Board/ General Manager Turkish Technic. He also underlines that Turkish Airlines has enjoyed 15 to 20 per cent of growth in the last 10 years and has been a profitable company. Such growth has brought numerous opportunities and additional workload to its MRO arm – Turkish Technic.

According to Mr. Demir, Turkish Technic offers its customers A to Z maintenance services from its base at Istanbul Atatürk Airport and is the only one-stop shop in the region with its wide range of back shops certified for over 4,000 Boeing and 4,000 Airbus aircraft components. The company with over 77 years of experience is also certified through EASA 145, JAA 145, FAA and Turkish DGCA for the performance of maintenance services through its diversified shops - two wide & narrow-body hangars and one VIP & light aircrafts hangar in Istanbul, and one narrow-body hangar in Ankara.

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**Ismail Demir, Deputy Chairman of the Board/
General Manager, Turkish Technic**





COVER STORY

Wide range of services

Indeed, Turkish Technic offers a one-stop solution for its clients' all MRO needs. Providing line maintenance services to domestic and foreign airlines at Istanbul Ataturk Airport according to the IATA standards, Turkish Technic offers Full Technical Handling (Transit; Preflight Check; Daily Check; Weekly Check, etc.); Assistance (Fuel; Headset; Anti/De-Icing; Supervision, etc.); and On-Call Handling. In addition to Engine and Auxiliary Power Unit (APU) services, Turkish Technic handles Landing Gear tasks with utmost professionalism. "To be able to offer such comprehensive services to our clients without the need to go anywhere else, we focus on continuous and rigorous training of our staff. We invest a lot in our training programs that keep our employees updated on latest regulations, methods and technologies," adds the enthusiastic General Manager.

In order to certify the continued airworthiness of the aircraft and the continued fitness of the product to operate safely, Nondestructive Testing (NDT) needs to be carried out by certified MRO providers. This testing is specified by the aircraft, engine or propeller manufacturer in accordance with the maintenance data as specified in 145.A.45 for in service aircraft/aircraft components. The nondestructive testing functions are carried out by appropriately qualified Level 1, 2 or 3 personnel as defined by the European Standard EN 4179. Turkish Technic is recognised as an Approved NDT Training Center and Outside Agency by NandTB-TR (Turkish National Aerospace NDT Board) and has a capability of offering NDT trainings in two levels.

Focus on the region

Turkish Technic had a prominent presence in the recent MRO Show in Dubai, UAE and made use of the event to meet its existing clients and promote its wide range of MRO services to potential companies. When asked how much importance Turkish Technic attributes to the region, Mr. Demir replies, "The Middle East is a natural market for us with its 4-hour distance from Turkey. We are very well aware of the booming aviation industry here not only with aircraft purchases but also in investments in infrastructure and airport expansion projects. These present various opportunities to work together and we are ready to do so."

He adds that the solution is not about flooding the region with aircraft hangars: "The authorities need to analyze the trends and make the right decisions. Naturally, not all MRO service providers will last. Some will not survive but others will remain in business. We are here to look for opportunities to work together and find out venues of cooperation and we want our presence to be felt."

In most of the Gulf countries, legacy airlines mainly owned by respective their governments have their own MRO business taking care of the airlines' large fleet. So, the leading airlines



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may not be potential clients for Turkish Technic but Mr Demir believes that there are other smaller and low cost airlines in the region that could be their client. In addition to common MRO services, Turkish Technic also offers value-added services such as VIP refurbishment, modification and design of cabin, which appeals to the aviation companies in the Middle East.

Challenges ahead

Whenever airline executives talk about their main business challenge, high oil prices usually tops their list. Asked what challenges Turkish Technic faces in its operations, Mr Demir acknowledges that oil prices have been going up as against falling ticket prices in the last 10 plus years and this has been the dilemma airlines face today – higher costs but less revenues.

"When airlines' profitability is challenged with higher fuel bills, they tend to look for venues to reduce their costs and cutting down MRO services is one area. This naturally means loss of business for MRO service providers. Besides, material



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and spare part prices increase at least by 3 per cent annually, which cannot always be passed on to our clients. Considering other fixed costs, we face huge pressure to remain profitable. Thus, we need to offer value-added services, get leaner and apply more effective methods to retain and make our customers happy."

Looking forward to the rest of 2014, the General Manager emphasizes the exponential growth taking place within the organization. Feeling the need for leaner processes, the company has been hiring new staff, training the new and existing employees and investing in the facilities. A new MRO company has also been acquired, which brings in additional work to Turkish Technic management.

"I also would like to share that our new facility, Turkish HABOM, has recently opened and received its first aircraft job last November. We have invested around USD650 million on this project and are looking forward to reaping the benefits of our investment in a short period of time."

Established in 2013 as a subsidiary of Turkish Airlines Companies to provide line and heavy maintenance, component and training services at two separate hangar maintenance centers within the Istanbul Atatürk and Sabiha Gökçen Airports, Turkish HABOM offers MRO services to over 18 airlines in four continents. The facility is able to accommodate 16 narrow body aircraft or four wide body aircraft and eight narrow body aircrafts at the same time. On the other hand, there are two separate maintenance hangars, one for narrow body and another for wide body aircrafts at Sabiha Gökçen Airport.

Being involved in every stage from the land acquisition of Turkish HABOM to the completion of the construction, the hands-on General Manager sees this project as a source of great pride and feels happy that Turkish HABOM has become one of the best maintenance centers in the world. Under the leadership of such a visionary man, Turkish Technic will surely continue to fly to greater heights.