



NEWSLETTER

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Navigating Service Partnerships in Aircraft Maintenance Hangars

In a high-pressure world of aircraft maintenance, where downtime can cost airlines millions and safety is non-negotiable, partnering with external service providers adds another layer of complexity to manage.

Customers—major carriers like Delta, American, United and others—often face challenges bringing in outside help for tasks like stand repairs, equipment upgrades, or specialized maintenance. The core concern? Balancing their rigid schedules with the unpredictability that comes from relying on an external team. We've seen how a delayed service call can ripple through an operation, turning a routine check into a scramble that affects flight rotations, crew assignments, and revenue streams.

A major pitfall is the mismatch in timing and expectations. Airlines operate on thin margins, with hangars buzzing around the clock to meet turnarounds. A service provider showing up late or underestimating the job scope can throw off everything.

Imagine a scenario where a maintenance stand needs urgent caster replacement during a heavy check on a wide-body aircraft. The customer has AMTs (Aircraft Maintenance Technicians) lined up, parts inventoried, and a slot cleared in the hangar—only for the service team to arrive unprepared, extending the job from hours to days. This scenario isn't just inconvenient; it amplifies the chaos. Variables like weather delays, supply chain hiccups, or regulatory inspections already plague hangar operations. Adding an unreliable partner is a recipe for frustration and lost productivity.

That's why holding firm to scheduled commitments is crucial. It's not about being inflexible; it's about respecting the customer's ecosystem. In large commercial hangars, every minute counts toward getting aircraft back in the sky. Partners who are punctual and communicate clearly— **(cont. next page)**

All eyes on safety

Aviation safety in the U.S. faces renewed scrutiny after **2025** as two high-profile incidents captured national attention and raised important questions about air travel safety. The year began with the deadliest commercial air disaster in over **16 years**, when **American Eagle Flight 5342** collided with a military helicopter over the **Potomac River** in late January, claiming **67 lives**. One year after, investigators called that accident 100% preventable. Another catastrophic event unfolded when **UPS Flight 2976** crashed shortly after takeoff from **Louisville** on **Nov. 4, 2025**, killing **15 people**. These events combined with ongoing general aviation accidents, have prompted immediate calls for enhanced safety protocols across all sectors of American aviation. That comes despite carriers handling over 11.2 million air departures and approximately 25 million general aviation flight hours,

Who's number 1?

Where is the most popular place to fly to in the U.S.? Orlando, Florida (MCO) is typically considered the #1 flight destination in the U.S. by passenger volume. **What is the biggest complaint of air travelers?** Delays, cancellations & schedule issues. Many complaints center on flights not operating on time or getting canceled, which disrupts travel plans and often leads to frustrations over refunds, rebooking, or compensation. **(cont. next page)**