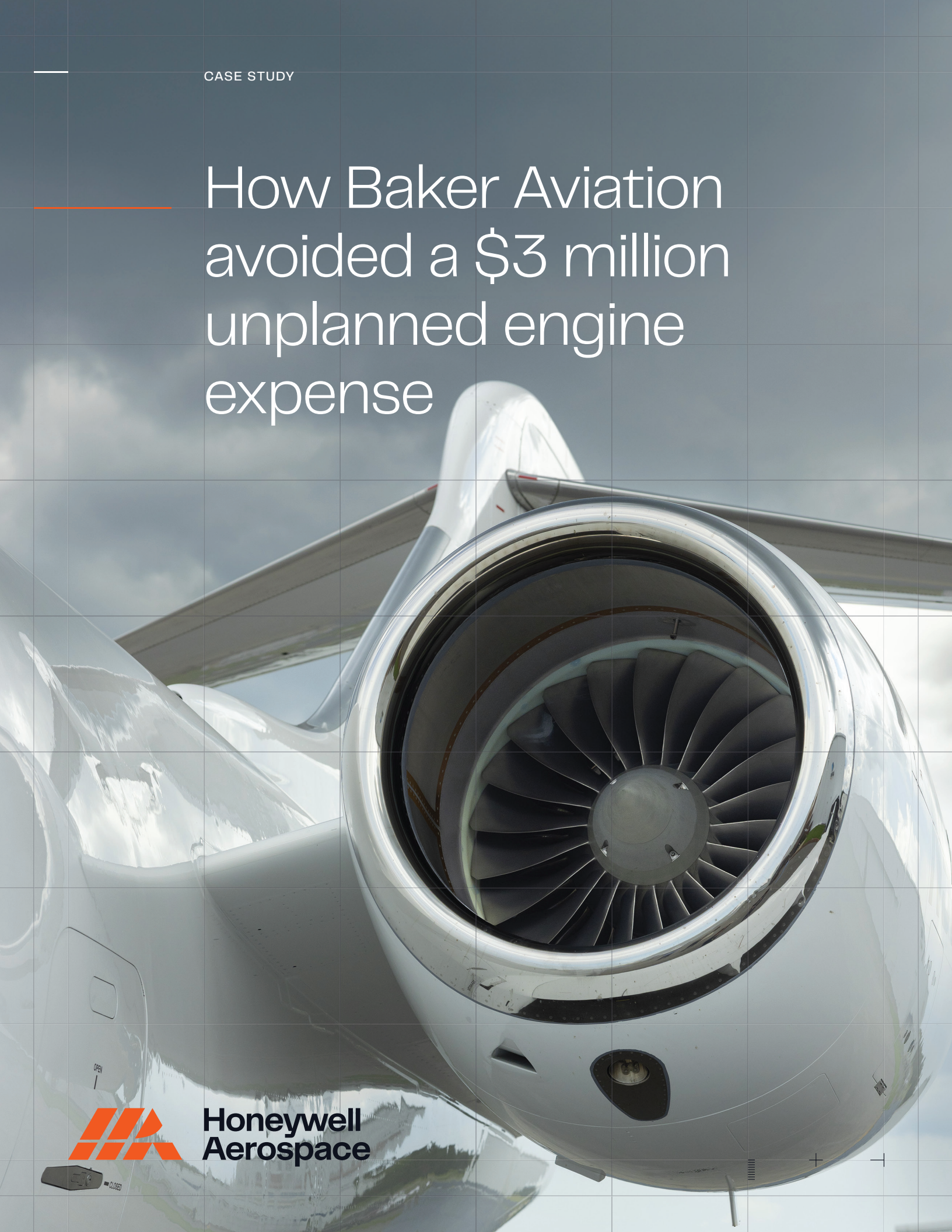
CASE STUDY

How Baker Aviation avoided a $3 million unplanned engine expense



Honeywell Aerospace

A customized Honeywell Aerospace Maintenance Service Plan (MSP) helps Baker Aviation manage engine costs and downtime across one of the highest-utilization Challenger 300 fleets in the program.

The Part 135 operator, which provides wholesale charter service to jet card companies, charter brokers and other operators, has grown its fleet rapidly. Its Challenger 300 operation alone is building toward 26 aircraft, with each one expected to fly at high utilization.

That utilization changes the economics of engine maintenance. Overhauls arrive sooner and unscheduled events carry greater operational consequences. A grounded aircraft is an aircraft Baker Aviation cannot put to work.

So, when an engine developed an unexpected issue in the field, Baker Aviation President Tim Livingston knew the potential cost immediately.

“I wasn’t preparing to spend $3 million on an overhaul that month,” Livingston said.

With Honeywell Aerospace’s Maintenance Service Plan (MSP), he didn’t have to.



The engine was covered under Baker Aviation’s customized plan. A shipping stand was sent, Baker Aviation removed the engine and it went into the shop for a fully covered overhaul.

The unscheduled overhaul put Baker Aviation’s customized maintenance strategy to work under exactly the kind of financial risk it was designed to address.

“Baker Aviation is the highest utilization fleet that we have under contract with MSP,” said Bridget Daly, MSP sales manager at Honeywell Aerospace.

A maintenance plan made for high utilization

With a larger fleet flying at high utilization, Livingston wanted to replace the financial uncertainty of individual engine events with a predictable maintenance cost. But Baker Aviation's operating profile did not fit neatly into a conventional agreement.

The company worked directly with Honeywell Aerospace to develop a fleet maintenance plan around how many hours Baker Aviation expected to fly. The agreement included a minimum of 1,000 flight hours per aircraft annually, with Livingston expecting some aircraft to reach approximately 1,500 hours.

That structure allows Baker Aviation to budget for engine maintenance as part of the cost of operating each aircraft rather than absorb a major expense when an overhaul or covered unscheduled event occurs.



The $3 million engine event showed why a tailored plan matters. The aircraft still needed attention and the engine still needed to go through the shop, but the event did not create an unexpected multimillion-dollar maintenance bill.

Planning before an engine reaches the shop

Reducing downtime requires Honeywell Aerospace and authorized service provider StandardAero to begin planning before an aircraft arrives for maintenance.

Baker Aviation communicates upcoming engine needs to Honeywell Aerospace, which coordinates supply chain requirements and works with StandardAero on scheduling and shop capacity. When engines are in the maintenance cycle, all three organizations communicate regularly on status, parts and timing.

StandardAero's Augusta, Georgia facility provides the physical engine maintenance and works directly with Honeywell Aerospace MSP, administrators and supply chain teams.

The goal is to have the requirements, shipping equipment, approvals and shop planning addressed in advance so the engine can move through the maintenance process without unnecessary delays.

StandardAero Augusta Vice President and General Manager Chris Bodine said the work that happens before an engine arrives can directly affect how quickly it returns to service.

"The planning, the coordination, getting the parts ordered early and on site ultimately should lead to a shorter downtime," Bodine said.

Proven through real engine events

Baker Aviation's customized MSP agreement provides a way to forecast engine costs. The events since then have given Livingston confidence that the support behind the agreement will be there when the fleet needs it.

Livingston said Baker Aviation had recently been through roughly six engine events under the program, including the unscheduled overhaul. Those events had been handled in line with the expectations Baker Aviation, Honeywell Aerospace and StandardAero established at the beginning of the relationship.

That track record matters as Baker Aviation continues adding Challenger 300 aircraft.

Rather than evaluating the financial risk of each future engine event independently, Livingston can make fleet decisions knowing how engine maintenance will be handled, what Baker Aviation is responsible for and who will be involved when an aircraft needs support.

Livingston advises other high-utilization operators to start with how they intend to fly their aircraft, what support they will need and where they need predictability, then bring those requirements to Honeywell Aerospace before an engine event occurs.

"You've got it handled under control until you don't," Daly said. "You want to have that early-on protection available for you when you need it."

For Baker Aviation, the value of that planning became clear.

The engine went to the shop. The overhaul was covered. Baker Aviation avoided an unplanned $3 million maintenance expense.

Baker Aviation at a glance

26	Challenger 300 aircraft planned in the first fleet by year-end
1,000	Minimum annual flight hours per aircraft under the customized MSP agreement
~1.500	Annual flight hours Baker Aviation expects some aircraft to reach
$3M	Potential unplanned overhaul expense convered under the customized plan
6	Approximate engine events supported under the program recently



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