

# LARA

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Marlon Bustos of Air Accessories & Avionics and José Herrera of Jet Air MRO.



# Talking shop

**With the global maintenance, repair and overhaul market proving more competitive than ever, Rob Munro speaks to three experienced professionals about the challenges facing MRO providers in 2025 and how the latest technology and innovations are set to transform service delivery.**

At the recent MRO Europe 2024 event in Barcelona, three common themes emerged. The perennial supply chain difficulties remain a universal source of frustration and labour shortages are a global challenge. On a positive note, the introduction of new technology and AI is expected to have a huge impact on workflows and practices.

Broward Aviation Services Group (BAS) is a specialist aircraft parts provider with over five million items held in stock hubs in

Florida, Arizona, and the organisation's new base in Shannon, Ireland.

The group is also a provider of MRO repair capability with group companies Jet Air MRO and Air Accessories & Avionics.

BAS's co-founder and President, Dennis Amaty, tells *LARA* that the group is tackling the supply chain challenge head-on.

"Together we represent a strong proposition and have provisioned well in buying stock for future repairs. We always try and stay one step ahead of the

competition. All BAS companies offer an unprecedented 24-month warranty on overhauls and a 12-month warranty on repair. This is a leading warranty and the reason we can stand behind it is we strive for reliability – it is not all about price."

With all this in mind, I tracked down José Herrera, Accountable Manager of Jet Air MRO, and Marlon Bustos, Accountable Manager at Air Accessories & Avionics, to discuss the issues facing continuous performance and provision of fast and efficient MRO support for airlines.

**With the increasing pressure on low-fare and regional airlines to minimise turnaround times, how are BAS Group companies optimising their MRO**



“The labour shortage has affected the supply of good, qualified technicians with experience. We’ve had to train 40 per cent of our team in-house.”

**Marlon Bustos, Accountable Manager, Air Accessories & Avionics**

#### processes to ensure fast and efficient aircraft maintenance and repairs?

**JH:** Jet Air MRO is focusing on multiple strategies to optimise MRO processes, helping reduce turnaround times while maintaining quality and compliance.

By adopting lean maintenance principles, we are streamlining workflows, minimising waste, and enhancing productivity. This includes efficient inventory management, eliminating bottlenecks in maintenance processes, and ensuring that tools and parts are readily available to technicians.

**MB:** At Air Accessories & Avionics we have minimised our turnaround time by having a good spares inventory for the components that we repair often – and having trained technicians with proper tooling and necessary test equipment to facilitate repairing of the component. It’s a 100 per cent solution.

#### Do you expect supply chain issues and labour shortages to improve, get worse or stay the same in 2025?

**JH:** Looking ahead to 2025, I think we might see some mixed results. For supply chain issues, there’s potential for improvement as we find new ways to source materials and become more resilient. However, we might still face disruptions from things like political tensions or unexpected events, so it won’t be completely smooth sailing.

As for labour shortages, it’s a bit trickier. The aviation industry will still be competing for skilled workers, and while training programmes are expanding, these might not

fully keep up with demand. So I expect some improvement, but challenges will definitely remain. Overall, we’ll need to stay flexible and proactive to navigate whatever comes our way.

**MB:** It’s becoming difficult for us to procure some parts because if you are not fully approved by the OEM, they restrict access. We are working hard to expand our OEM approvals base so we can meet our customers’ repair needs.

The labour shortage has affected the supply of good, qualified technicians with experience. We’ve had to train at least 40 per cent of our team in-house.

#### How does BAS Group leverage technology and innovation, such as predictive maintenance and digital tools, to reduce downtime and improve the cost-effectiveness of its MRO services for budget-conscious airlines?

**JH:** Jet Air MRO uses mobile devices and digital platforms to streamline workflow. Technicians have instant access to manuals, service records and inspection checklists through mobile devices, reducing the time spent on paperwork and manual data entry.

Additionally, by cross-training technicians in multiple disciplines, we can provide a more cost-effective labour rate to our customers.

Lastly, with advanced inventory tracking systems and vendor partnerships, we ensure essential parts are stocked strategically and readily available. This minimises the delay caused by waiting for parts and helps avoid unexpected stock-outs.

**MB:** At Air Accessories & Avionics we use digital platforms and mobile devices such as Chromebooks and tablets. Each

**Air Accessories & Avionics maintains a spares inventory of components that it is frequently called on to repair.**

Image: Air Accessories & Avionics





**Air Accessories & Avionics has adopted an environmentally friendly ethos and reduced the use of toxic materials.**

Image: Air Accessories & Avionics

technician has a Chromebook that has access to the work order they are currently working on, with access to repair manual, tooling required, and service bulletins for the job. It helps us to reduce the labour hours by having everything together on one mobile device.

**Considering the financial constraints often faced by low-fare and regional airlines, what flexible maintenance programmes or pricing models does Broward Aviation Services Group offer to accommodate their budgetary needs?**

**JH:** Jet Air MRO understands the unique financial pressures that low-fare and regional airlines face, and we offer several flexible maintenance programmes and pricing models designed to accommodate their budgetary needs.

Here's how we tailor our services. For major overhauls, we provide fixed-price options to help airlines avoid unexpected expenses. With a clear upfront cost, airlines can budget effectively without worrying about cost overruns, which are especially critical for maintaining profitability on tight margins.

Additionally, airlines that commit to regular maintenance for multiple aircraft or engage in long-term partnerships with Jet Air MRO can benefit from discounted rates. These discounts provide cost savings for airlines that can project consistent maintenance needs, such as those with larger or growing fleets.

**MB:** At Air Accessories & Avionics we have fixed flat rates that will help airlines with unexpected expenses by having a set price fixed price on components under contract. Long warranty periods of 12 months for repair and 24 months for overhaul set us apart.

**With the growing emphasis on sustainability in aviation, how is Broward Aviation Services Group incorporating environmentally friendly practices into its**

**MRO and teardown operations, such as waste reduction, energy efficiency and the use of sustainable materials?**

**JH:** The Jet Air MRO maintenance facility has been upgraded with energy-efficient lighting, automated lighting controls, and energy-saving HVAC systems. We prioritise the use of sustainable, non-toxic materials, including biodegradable cleaning agents and eco-friendly solvents in our maintenance processes.

When sourcing parts and materials, we select suppliers who adhere to environmentally conscious practices, ensuring that sustainability is built into our supply chain. Our team is trained in sustainable practices, including waste segregation, efficient use of resources, and the handling of environmentally sensitive materials.

**MB:** Air Accessories & Avionics has incorporated environmentally friendly practices into our daily operations by using biodegradable and eco-friendly solvents, thereby cutting down on the use of toxic materials. ■

**Jet Air MRO's maintenance facility has been upgraded with energy-efficient lighting and HVAC systems.**

Image: Jet Air MRO

