



# AVIATION TIMES



## More of the Finest

An Interview with Vladimir Petak on page 2



## Maintenance provider of Choice

Interview with Thierry Barré. Read on page 6

10,000<sup>sqm</sup>  
of hangar space in Prague

51  
technicians

MORE THAN

200  
EMPLOYEES



YEARS WITH

10

fleet of 13  
48 aircraft  
SUPPORTED  
IN MAINTENANCE



## This is What makes Us Successful

Jan Kralik gives us insights of ABS Jets success. Read on page 4



## Tried & Trusted

Lenka Nahlovska is back in ABS Jets. Read on page 10

over  
12,000

handled flights @ Vaclav Havel Airport Prague

# More of the finest



'We have arrived where we begin!' Those were my words last year on the occasion of ABS Jet's 10 year anniversary. Another year has passed and it was characterized by further expansion and strengthening of our position in our core markets, as well as increasing the activities in growth markets. We can proudly look back at a year of outstanding performances and continuous growth. Performance and success find their evidence in our annual financial results; ABS Jets is a healthy enterprise, which balances its investments well with the revenues and allowing a solid positive financial outcome.

We made great strides and remarkable achievements. ABS Jets proves its one-stop-shop capabilities for business jet operators and executive travelers flying to, from, or via Europe. The Operation Control Center (OCC) was expanded to meet the significant increase in number of flight planning assignments for customers coming from the USA and China. ABS Jets' flight crews have safely clocked 3700 flight hours and operated 2100 flights. Another Embraer Legacy 650 was added to the fleet. A Legacy 600 and a Gulfstream 550 changed from private to commercial operation. Throughout the year, the Technical Department has reached some remarkable milestones. Agreements were signed appointing ABS Jets as a Honeywell Authorized Service Center as well as a Honeywell Authorized Avionics Dealership. ABS Jets received aircraft maintenance certification by the Russian aviation authorities to perform maintenance on Russian (RA) registered aircraft. ABS Jets has become the preferred maintenance center for all Embraer Legacy operating in CIS. Our 2014 Annual Report shows outstanding achievements in every department.

The vision of ABS Jets from the beginning of its operation has always been to become the best business aviation operator in the industry. What began in 2004 as a humble aircraft charter and maintenance operator of two jets with a staff of twenty, has grown into a major player in the European business aviation industry with a fleet of twelve and a team of 216 employees that is prepared to do anything

without compromises to ensure that customers will get high-class performance. ABS Jets is now a multi-faceted company forged out of challenges and opportunities that is yielding demand and a reputation as a one-stop-shop and for its business aviation services. ABS Jets has the resources and the capacity to confidently take on whatever challenge confronts us, and to provide immediate responses to any customer request or needed business aviation service. Who would have thought in 2004 when a modest company by the name of ABS Jets was founded that it would become one of the most outstanding and respected performers in our industry?

We made great strides and remarkable achievements.

ABS Jets as an internationally awarded TOP 10 European business aviation leader will continue with improvements and extensions in the already comprehensive service portfolio of the organization.

Emphasis will be placed on maintaining and furthering ABS Jets' quality and safety standards which are part of our trade mark. ABS Jets is a pragmatic and forward thinking company that keeps its promises, delivers premier quality of services and complies with the highest standards in the industry in every element of the organization. ABS Jets will uphold its reputation of a company that values and truly cares about its customers and partners; they deserve no less. Now, in our eleventh year, ABS Jets will continue the positive developments and progress and my outlook for 2015 is simply: **'More of the finest!'**



# This is what makes us successful

ABS Jets has come a long way since the company was founded back in 2004. Some of the decisions made in the early days included setting up its own Operations Dispatch Department and its Ground Handling Department and provide these services at the company's two home-bases in Prague and Bratislava. I'm pleased to say that I had the opportunity to be there and see ABS Jets' growth through the years.

Jan Kralik gives us some insights of ABS Jets' rise to success. Jan joined ABS Jets as a dispatcher in 2006. He now is the Director of Ground Operations of the company. The first dispatchers and flight planners joined the company only with previous experience in the airline industry. At that time there were no other business aviation operators around yet. It didn't take long for these people to realize

that it is a different game to serve a highly demanding clientele and aircraft owners, who never follow any schedules. They just consider their flying as a means of quick transportation from A to B wherever those A's and B's may be on the planet.

*"I myself happened to be one of those dispatchers at the time. The catering, on-schedule performance, cabin entertainment and well trained flight attendant's behavior were usually most important to the passenger,"* says Jan. *"They were not aware of what on-board fuel*

*calculations, suitable weather at the en-route alternate airport, or visibility or cloud base at the destination, meant to the planned flight. We did crucial work but remained unseen in the background."*

ABS Jets was constantly growing. So was the number of locations served. The training of dispatcher to be prepared for these type of operations became increasingly important. For instance it is obvious that there are different procedures in force for crossing the Atlantic Ocean compared to those of a Pacific Ocean crossing. Therefore someone had to sit down and write the first version of the Flight Planning Manual. Dispatchers need-



ed to better understand the habitual practices which varied from country to country, and continent to continent. Ability to speak foreign languages was a must. Training abroad was a solution. The number of flight hours kept growing and so did the number of flight dispatchers. Third party operators who didn't have their own flight planning capacity, approached the ABS Jets team for assistance to cross unfamiliar territories.

*"Our expertise and customer base grew significantly. It was the right time to make an evaluation of our activities, get organized to meet the new expectations, and get a grip on the developments and the progress,"* tells Jan. *"We began to realize that it made sense to start our own aircraft ground services. We brought new industry standards into something that was previously an offspring product of the lo-*

*cal airline handling. Ever since we took that step, the demand and advances were incredible. What once was just handling our own fleet needs in 2008, now our team became the number one service provider in our main home-base market; 70% of the total rotations were to serve third party customers. The transformation was no coincidence! It was all about excellent service."*

ABS Jets as an operator is a demanding customer itself at airports around the world. The company decided from the beginning that the same service demands and expectations it had for its flights abroad, should apply to the services that ABS Jets provides to its third-party customers on its own ramp. The own Ground Handling Department being a part of a multi-faceted business aviation operation gives it a huge advantage to be in the front line. Winning the IS-BAO certificate as an operator helped ABS Jets' Ground Handling staff implement similar procedures and practices in their department

well before the industry introduced the long expected IS-BAH standards.

*"Today it is not so difficult anymore to know the proper flight planning techniques or how to calculate fuel burned. There is no need to remind the staff that they need to take extra care about the equipment which they use to serve the aircraft and the customers,"* explains Jan. *"Procedures are set and everyone knows why and what for. And if any discrepancy occurs, then we have an internal reporting system to alert management and all colleagues. These days we are far more focused on the information transfer to avoid any discrepancies within the communication chain, fatigue monitoring and evaluation, safety occurrences prevention, systematization of processes, etc. No matter whether it is within ABS Jets' own operations or in the cooperation with our fellow crews of third party operators, we mind and we care. Our clients appreciate any suggestion we may make to them in order to be more effective or more efficient. We are happy to share some of our expertise which has been gathered over the years. This is what makes us successful."*



# Maintenance provider of choice

by Cdr. Bud Slabbaert

ABS Jets shows a tremendous increase of 148% in 2014 profits by its Technical Department. At many companies in various industries, growth in revenues and profits is attributed to a favorable market. However throughout Europe, we have seen debt crisis, austerity measures, and geopolitical unrest.

What are the reasons that ABS Jets is doing so well, I wondered? In the board room of ABS Jets in that overlooks the runway of Prague Airport, I sat together with Vladimir Petak, CEO and Member of the Board and Thierry Barré, the Technical Director of ABS Jets for an interview.

*"ABS Jets has a more sustainable approach. We all know that an aircraft sitting on the ground because of maintenance doesn't generate revenue and it also lessens the overall readiness to have aircraft operational for an assignment,"* Thierry Barré says, opening the discussion. *"We have significantly reduced the aircraft ground time without compromising excellence in quality. It makes ABS Jets' maintenance services stand out and*

*being the best means being less vulnerable to the impact of trends."*

ABS Jets is implementing a Lean Maintenance program according to the Japanese 'Kaizen' principles. The application of this Lean philosophy leads to increases in operational performance and the continuous improvement through the elimination of non-value-added activities on the shop floor, as well as reducing inventory, floor space,

and productivity in the back shops. The word Kaizen means "continuous improvement". It comes from the Japanese words 改 ("kai") which means 'change' or 'to correct' and 善 ("zen") which means 'good'. A common attitude in maintenance and repairs is 'if it ain't broke, don't fix it.' The Kaizen philosophy is to 'improve it even if it isn't broken'. The simple reasoning behind it is that if one doesn't improve, one cannot compete with those who do.

*"We have also noticed that Kaizen is a philosophy that motivates our people to constantly improve their surroundings,"* comments Vladimir Petak. *"Empowering our workers contributes to greater efficiency at ABS Jets. Since they are part of the process of making suggestions and sharing their ideas, they feel appreciated that their ideas were welcomed and thus*



*have a strong sense of pride in the difference they make."*

The availability of effective training programs, is essential to ABS Jet's overall performance. The company makes considerable investments in continuous education and training of its employees. In the Technical Department alone, the investment in training was increased by 134% in 2014. Is there a correlation between this number and the profit increase of 148% in this department?

Thierry Barré responds: *"We are creating a culture that drives learning and continuous improvement. Our team possesses more problem-solving skills are better prepared to succeed in an increasingly competitive environment. I see my already highly skilled team looking for new process approaches to reach better results. It doesn't mean to be faster but rather to be more efficient and more effective. The payoff is less cost, increased quality, shortened cycles and improved customer lead times. We have turned our maintenance processes into models of streamlined efficiency"*.

ABS Jets was originally known as an aircraft charter and management company. Over the years ABS Jets has expanded its departmental activities

as service provider to third parties. For instance, it's OCC – Operations and Control Center is now handling complete trip planning assignments for clients as far as the Americas and China and trips to very challenging destinations such as Nepal with its extremely difficult airport infrastructure.

In 2014, the ABS Jets Technical Department increased the number of technical service projects by 19% and the milestone of annual 50,000 man-hours of work has been exceeded. The significant maintenance revenue increase suggest a growing clientele and additional assignments for a good reason: a growing list of international certifications and authorizations.

*"ABS Jets is an approved certified service center for specific types of Embraer aircraft and a key player for the Embraer Legacy support in the EMEA region. We are a Honeywell Authorized Service Center,"* Thierry lists. *"Lately, we were authorized by Russian aviation authorities for maintenance of all Russian (RA) registered aircraft. It is an opportunity to prove that ABS Jets values the relationship with all Russian aircraft owners and operators regardless whether their planes RA registered or not. The most*

*recent maintenance certification came for the Gulfstream G550. The technical performance of our service center as well as our important customer portfolio are recognized by these certifications."*

ABS Jets is also authorized to perform maintenance for aircraft registered in Aruba (P4), the United Arab Emirates (A6), the Cayman Islands & Bermuda (VP), the Isle of Man (M), Ukraine (UR), Turkey (TC) and all EASA countries. ABS JETS provides dedicated daily maintenance support -Line Maintenance and AOG recovery- as well as more complex technical and repair services -Base Maintenance- for its managed aircraft and all third party customers.

Maintenance operations account for up to 18 percent of the fleet of any aircraft operator's total operating costs. There is no way around it that aircraft need to undergo scheduled maintenance. ABS Jets has proven that it is able to keep those costs low by improving the throughput in the hangar and keeping the ground time at a minimum. The company is becoming the maintenance provider of choice for a growing number of operators and aircraft owners.



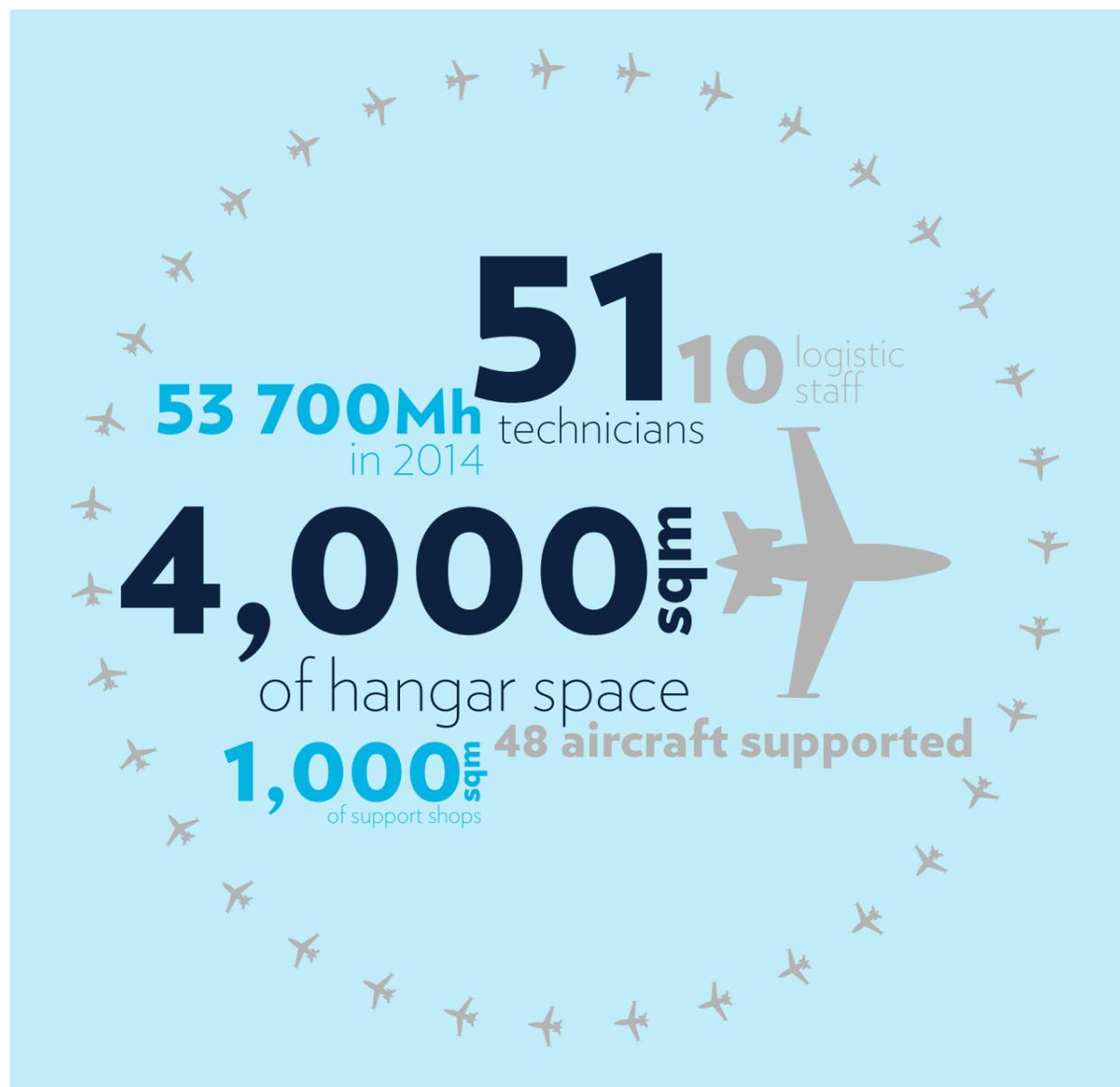
*"We have significantly reduced the aircraft ground time without compromising excellence in quality."*

"We also see that the number of tech stops in Prague is increasing," says Vladimir Petak. "It is all part of an evolution of our company to turn into a one-stop service provider in Business Aviation. It is based on the logical consequence that in-house services were developed for our own customers, fleet and operations. We then started providing those services to third parties. ABS Jets is as dedicated and passionate about fulfilling the needs and interest of other customers as we are to our own

operation and aircraft owners. We focus on delivering value by implementing cost efficient strategies that comply with safety and quality policies and result in customer satisfaction. That is exactly what customers expect and satisfied customers spread the message."

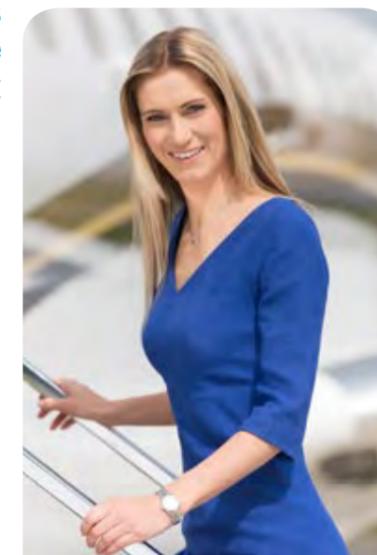
For its aircraft maintenance and other technical activities as well as storage services ABS Jets owns two hangars at Prague Airport. Combined, the two hangar facilities offer 10,000 m<sup>2</sup> (107,639 ft<sup>2</sup>) area space. ABS Jets will

continue to develop its strategic plan to consolidate its position as a European market leader by offering a complete range of services for Business Aircraft. ABS Jets is geographically perfectly placed in Prague to become the MRO center of choice in Central and Eastern Europe that handles maintenance assignments from all over Europe and for flights from Asia, Middle East and the Americas which travel onwards throughout Europe.



## ABS Jets Grand Prize contest at EBACE

ABS Jets will celebrate its 11th anniversary with a contest during EBACE. The winner of the Grand Prize will spend a fantastic luxury weekend in the gorgeous city of Prague. Besides ABS Jets will welcome the Tour of its facilities at



"Unusual as the number may sound, we are truly celebrating this 11th anniversary because it marks another year of tremendous successes both financially and performance wise," says **Vladimir Petak**, ABS Jets' CEO and Member of the Board of Directors. "It was a year of exceeding customers and stakeholder's expectations in all department and areas of our activities."

The correct answer will qualify for the prize drawing. A ballot can be picked up and dropped off at ABS Jets booth nr. P107. The drawing and the announcement of the prize winners will also take place at the ABS Jets booth on 2nd convention day May 20, 2015, at 14:00 hr. The prize winners

will also be announced in the media after the convention. "We look forward to welcoming customers, friends and guest at our EBACE booth and tell them about what we have accomplished and what we are able to offer now and in the future as our portfolio of services is growing and our performances are enhanced," says Zuzana Vaclavova, ABS Jets' Commercial Manager.

"Participating in our contest is a must for all EBACE visitors. We are excited about offering that special weekend in Prague. It provides us with an opportunity to show the winners on location how ABS Jets provides its high quality professional services with its state-of-the-art processes, equipment and facilities."

The contest question to be answered is:

**WHAT DO YOU GET IF YOU TURN AROUND THE NUMBER ELEVEN?**

Is it: A) 1, B) 11, C) 112, or D) 22 ?

# Tried & Trusted

As ABS Jets is experiencing a growing demand for its services, it became necessary to expand its charter & brokerage activities. Lenka Nahlovska was appointed to the position of Supervisor of Charter and Brokerage Department. She had originally joined the ABS Jets as Operations Dispatcher in 2004, the year the company was founded and may have said eleven years ago: "today was my first day of work at ABS Jets". She worked her way up to Chief Operations Dispatcher and then went on maternity leave. Yet, her wealth of experience in the area of flight planning operations was not lost. After establishing a new work-life balance, her loyalty to ABS Jets brought her back and she now manages the activities of the sales team.

*"Nowadays it is more challenging to act as a charter broker. There are many platforms offering easy ways to book a private jet for a client. But, easier does not mean better," Lenka explains. "What appears to be easy convenience often turns out to have hidden inconveniences. Take my case for instance. I have been an operations dispatcher in the past. That gave me the experience of knowing exactly what a passenger may be awaiting when booking a particular trip. It is that personal professional experience that safeguards the passenger's*



*wishes and comfort. Our ABS Jets sales team does have the valuable experience to make the trip as a customer expects it to be. I'm confident to say that our dedication will result in going beyond those expectations."*

Originally Lenka had planned for a career as air traffic controller. She had graduated with a Master's degree in Aviation, Department of Operations and Economics of Air Transport at the University of Zilina in Slovakia. Her thesis dealt with research and simulations of processes in air transportation. During her studies, she did a 4-month internship at Eurocontrol CRDS - Centre of Research, Develop-

*er is unique. We will manage complex missions by providing constructive and effective solutions of unforeseen situations. Of course I'm proud of the accomplishments of the department, I'm heading. But the company ABS Jets offers a variety of services. That means that we have a broad spectrum of in-house expertise and experience in all areas of business aviation operations. That gives us enormous flexibility and enables us to offer real solutions. Customers can simply leave things up to us and totally rely on us. That is where the significant difference is between using a so-called easy platform, and letting ABS Jets handle an assignment."*

*ticular and unique business trips. They are demanding. They have their preferences how they want to fly to a particular destination and in what type of aircraft. They appreciate the balance between price and performance and insist on value for their money."*

ABS Jets has its fleet of Embraer Legacy 600/650, Bombardier Learjet 60XR and Gulfstream 550. Yet, if an aircraft is not available, the ABS Jets charter & brokerage department has to make alternative arrangements through partner operators. Lenka and her team are sensitive to ensuring top services and customer satisfaction. These partners went through a care-

**"Training is an important matter to me as well as to the company. A well-trained professional staff is able to do anything within their reach to fulfill the customer's needs."**

ment and Simulation- in Budapest, Hungary. Here she fell in love with the world of flying and her professional fate was decided. She applied for a job at Air Navigation Services of the Czech Republic. Yet, she heard about this new company that was founded called ABS Jets and became one of their first employees. She is now one of the few who can proudly say "I started my professional career eleven years ago when ABS Jets started its activities." Of course, she grew with the company and knows all the ins and outs.

*"Training is an important matter to me as well as to the company. A well-trained professional staff is able to do anything within their reach to fulfill the customer's needs," says Lenka. "We will fight for the customer's interests. Fighting sounds a bit exaggerated but, I can assure you that my team will go all the way. Mind that each assignment is unique and also each custom-*

In her leadership position at the Charter and Brokerage Department, one of Lenka's main responsibilities is to ensure the sale of the spare capacity of the ABS Jets fleet of aircraft and optimal exclusive air transportation according to the client's expectations and demands. She handles market analysis and statistics, and is totally up to date on what is possible and available in that segment of the business.

*"We stay in touch on a regular basis with the entrepreneurs, CEOs, and High-Net-Worth Individuals in our region. They very much appreciate to receive relevant and comprehensive information," continues Lenka. "ABS Jets manages aircraft for owners. These owners will get regular updates with regards to the best usage of their free aircraft capacity and the open charter market opportunities. And then there are our charter customers who seek the best solutions and alternatives for par-*

ful assessment process. ABS Jets' high standards will always be maintained and guaranteed. The growing client portfolio with increasing number of charter flights, and the increasing number of respected partner operators around the world, were instrumental in honoring ABS Jets with the 'Commercial Business Flying Safety Award'.

*"I'm proud of being part of a company that offers flights and flight support services all over the world including hard to reach destinations; a company that is a one-stop-source and at the clients' disposal 24 hours a day, 365 days a year. And, I take pride in my own charter & brokerage department and professional team for its trip-to-trip customer approach," concludes Lenka. "ABS Jets' has proven throughout the years that it is a company to be tried and trusted."*

# ABS Jets presents the unique Learjet 75 business jet

The Learjet 75 business jet from the Canadian manufacturer Bombardier ranks among the absolute elite of the light jet category and is currently also heading to the Czech Republic. It would have been practically impossible for us to have found a better place to present the Learjet 75 than Terminal 3 of Václav Havel Airport and that is precisely why this location was chosen to present this jet today.

## Learjet 75 – a high level of comfort for discerning passengers

Characterized by its reliability and unique comfort, the Learjet 75 is currently generating more and more interest in European markets. The jet's main selling points are in particular its powerful engines, revolutionary aerodynamics and of course also a superb level of comfort for passengers. Its maximum speed is Mach 0.81, i.e. 860 km/h, whereas the interior offers 8 comfortable seats, a toilet and a modern galley. The jet has a range of 2,040 nautical miles, i.e. 3,778 km.

This business jet is being presented in the Czech Republic and Slovakia by ABS Jets, an internationally acclaimed operator of world class aircraft in the Business Jet category, which has bases

at airports in Prague and in Bratislava. The company has many years of experience and has among other things won the "Best Company in the Field of Business Aviation" award.

*"The Learjet 75 could attract Czech and Slovak clients as well as European clients in general with its combination of a reasonable price and optimum seating capacity and ideal range and luggage space. It also has a practical galley (kitchen) with plenty of storage space and the option of providing fully-fledged catering during the flight,"* said the CEO of ABS Jets Vladimír Peták.

## A look back over the history of Learjet aircraft

Learjet is a longtime aircraft manufacturer with a history stretching back

more than five decades. The company was founded in the United States of America in 1962 by William Powell Lear. The surname of the founder and the word "jet" (after the engine) were used to create the actual name of the company – Lear Jet Inc.

The world's first business jet, which saw the light of day in 1963, was the Learjet 23. Since that time, the company has gradually worked on many more models which have become very popular all over the world due to their quality, their reliability and also the unique comfort they offer passengers. Learjet aircraft hold many world records. Since the start of the 1990s, the company has been a subsidiary of the Canadian manufacturer Bombardier ranked in its Business Aircraft division.





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# EMBRAER AUTHORISED SERVICE CENTRE IN PRAGUE

AN AWARD-WINNING, WORLD-CLASS,  
EXECUTIVE JET OPERATOR AND  
MAINTENANCE PROVIDER BASED AT PRAGUE  
AIRPORT AND BRATISLAVA AIRPORT



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