

Global Parts Spares Time Worldwide

STORY BY CHRISTINE KNAUER

Often, when a customer calls Global Parts of Augusta, Kan., every minute matters. When it's a grounded aircraft, a CEO might not make it to a critical meeting, a chartered flight might not take off on time or an aircraft manufacturer's technicians might be clocking hours waiting for components. Whatever the reason, Global Parts rushes spares to wherever they're needed, and fast.

"Depending on the item, we can generally get it through our system in about 30 minutes. Some items require crates to be built, which delays the process a bit," said Tim Heter, director of operations for Global Parts.

Global Parts ships parts worldwide from two stocking locations: Augusta Kan., which is just east of Wichita, Kan., and Panama City, Panama. The Panama City distribution site was added in February 2010 to supply the Mexican and Central American markets. It serves as an authorized Hawker Beechcraft spare parts distributor for the region.

"We are currently negotiating to have inventory located in two other locations overseas. We plan to have the first one in place by the end of 2010," said Malissa Nesmith,

vice president of Global Parts. "The new locations will help better serve our customers in Europe, the Middle East, Africa and Australia. Once the inventory is in place, it will allow us to decrease delivery times in those markets — from four to seven days to just one or two days."

Global Parts is a full-line stocking distributor of avionics, instrumentation, rotables, transparencies, airframe and structures for general and corporate aviation, as well as commuter and regional airlines. Parts are available 24 hours a day, 365 days a year for purchase or exchange.

The company also offers other options, such as rental, long-term leasing and repair management. The parts can be shipped

via all major carriers, sent counter-to-counter or handled through AOG couriers, such as NGL, Schenker and Sterling.

"We're not a brokerage company but an actual stocking distributor," Nesmith said. "While we have grown in size, we have been able to maintain the agility of a small company while operating on a large company platform"

Global Parts actively purchases both new and used aircraft parts as single items and in large



The Global Parts Inc. management team includes (from left) Brad Vieux, director of business development; Troy Palmer, president; Linda Brooks, director of finance; Malissa Nesmith, vice president; Nin George, director of quality; and Tim Heter, director of operations.

WHAT THEY DO:

Global Parts distributes aircraft parts and accessories.

FACILITIES:

91,000 square feet of warehouse space and 7,500 square feet of office space

EMPLOYEES: 42

FOUNDED: July 2003 by Troy Palmer

AEA MEMBER SINCE: 2007



The company's 91,000 square feet of warehouse space houses some 75,000 individual line items, enough parts to build 90 percent of a Beechcraft 1900.

lots. Although the company specializes in Hawker Beechcraft airframes, its inventory has expanded over the years to include a variety of other airframes.

Fully Stocked

In September, Global Parts began its latest expansion, adding 2,500 square feet to the company's existing 5,000-square-foot office space in anticipation of hiring more staff. Currently, 42 personnel handle the more than 75,000 individual line items in stock.

Customers can search the extensive inventory, as well as

request quotes online at the company's website. Online order tracking and order placement is coming soon, according to Brad Vieux, director of sales and business development for Global Parts. The site should be fully functional by the end of the year.

To accommodate its ever-growing inventory, the company opened a new, 75,000-square-foot warehouse in December 2008, adding to its existing 16,000-square-foot Augusta facility. The warehouse includes 10,000 square feet of

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Employees prepare parts for shipping within 30 minutes of receiving a customer's order.

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climate-controlled space designed to protect sensitive equipment from corrosion during Kansas' hot, humid summer days.

Recently, Global Parts enhanced its quality-control program, attaining ASA-100 accreditation in November 2009, and ISO 9001:2000 and AS9120:2002 certification in January 2010.

"Quality certification essentially guarantees the customer is going to get a high-quality, fully traceable part on time, every time," Vieux said. "Certain industries require certain ones. The ASA certification is accepted by the airline industry and most fleet operators, while the ISO certifications are required by most manufacturers and some of the government contracts we deal with."

Fast Growth

Just seven years ago, Troy Palmer, founder and president of the company, sold his first part, a MST-67A transponder, out of his garage.

"Originally, Global Parts operated as a broker for Raytheon Aircraft, selling individual lines of excess inventory," Nesmith said. "In 2007, Global Parts had the opportunity to bid on the entire Legacy Parts Division of the newly formed company Hawker Beechcraft Corp. After winning the bid and acquiring 65,000 line items of inventory, Global Parts was instantly propelled into a whole new category of stocking distributors."

Why the tremendous growth in such a short time? Vieux attributes the company's focus on responsive customer service, as well as an economy that favors their business model.

"Repair stations and end-users are not looking to stock inventory. With the economy in a downturn, companies

continue to minimize inventory numbers, but still need to have the availability when the needs arise," Vieux said. "Global Parts fills that need by holding the inventory and making sure the customer can keep their plane flying without delay.

"Aviation is a relationship-driven business, and keeping the customer happy and exceeding customer expectations is key in this industry," he said. "When Troy started the company, he operated by a simple philosophy: Don't promise what you can't deliver. Our staff works very hard to nurture existing relationships, while working to develop new opportunities. With such a competitive market it is important to know your customer, understand their needs and feel their urgency." □

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