

AVIONICS

APRIL 2010 NEWS

www.avionicsnews.net

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Vol. 47 No. 4



For a real-world perspective, the AEA thought it was a good time to conduct a survey of member shops to learn what they see as their biggest challenges in 2010 and what they intend to do about those challenges. Writer Dale Smith poses these questions to a diverse group of members, beginning on page 34.

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AVIONICS NEWS
is a monthly publication of the
Aircraft Electronics Association

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Published monthly by the Aircraft Electronics Association (ISSN 0567-2889). Periodicals postage paid at Lee's Summit, MO and additional mailing offices. Advertising rates furnished upon request. For subscription information, send name and complete mailing address to:
AVIONICS NEWS
3570 NE Ralph Powell Road
Lee's Summit, MO 64064

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