

Aviation



Newsletter

January, 2020

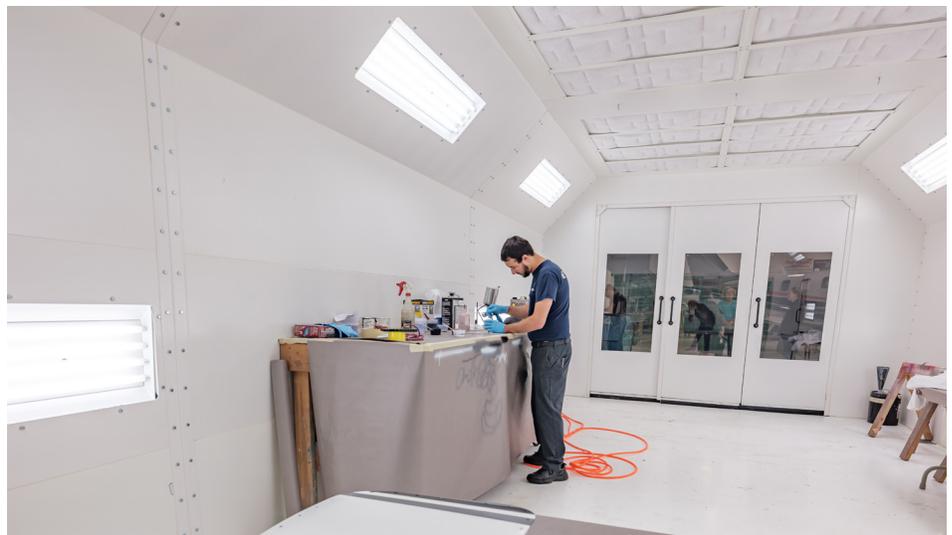
For the Latest News and Coming Events:

Wishing Everyone a Safe and Happy Holiday Season and a Prosperous New Year!!

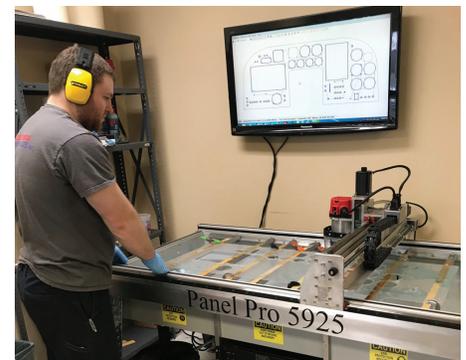


Be sure to track Santa this year at www.noradsanta.com

Making Strides & Improvements



This past year Columbia has made many improvements across our facilities to optimize productivity and enhance the environment for our employees and customers. Sales and Avionics underwent a full refurbishment including new carpeting, tile and paint. The cosmetic updates were long overdue and greatly improved the comfort and appearance of our space. In our service departments, improvements have included renovation of our maintenance offices and upgrades to our technical library. We cleared out the old microfiche machines and shelves of manuals and replaced them with PC's, laptops and iPads for our techs to gain digital access to our vast array of technical data. This year we have added



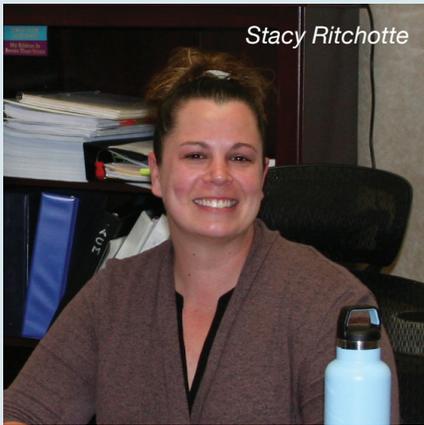
a state-of-the-art paint booth to allow for any finishing and touch-up work to be conducted in-house by our own experienced technicians rather than being outsourced. This innovation increases our

...continued on back



Making Strides...

Employee Spotlight:



Stacy Ritchotte

Stacy Ritchotte joined the Columbia team in 2006 and has spent the last 13 years building her skills working in customer service in our FBO based at KGON, Mystic Jet Center. She effectively and skillfully managed the front desk of MJC for the past several years. We are delighted to announce Stacy's recent transition to the Customer & Employee Relations Manager for Columbia Aviation Companies. Her expanded responsibilities include Payroll and HR Benefits for the entire company as well as continued resource management for key FBO personnel. Stacy also chairs our Safety Committee here at Columbia and has been instrumental with helping us meet current safety and OSHA industry standards. We are proud of Stacy's long and dedicated history with Columbia and we look forward to watching her continued success.



productivity and reduces down time for our clients. In our avionics department, we have implemented the use of a computer aided router which enables us, among other things, to design and fabricate our own panels in-house. This technology significantly decreases the time it takes to deliver the final product to our clients.

Columbia's Mystic Jet Center has also made improvements to our FBO operations by the implementation of FlightBridge, it consolidates all of scheduling and services, reservations and concierge services to one platform. We are working to bring FlightBridge to our other FBO's including KBHB, ensuring continuity and quality customer service across all our facilities.

Aside from the technical and cosmetic improvements, Columbia has made strides to increase our responsiveness to safety. Our in-house Safety Committee, chaired by Stacy Ritchotte, Customer and Employee Relations Manager, meets quarterly to address safety and environmental concerns company-wide. The committee is comprised of employees from several departments with better than 50% of them having completed the OSHA Outreach Training Course certification course for general industry. The committee has achieved many directives throughout their term including the institution of company-wide CPR certification. Columbia looks forward to improvements and innovations to come in 2020 and beyond.

Featured Aircraft: TBM 940 N940HT



- Auto-Throttle
- Auto-Deice
- E-Copilot
- Auto-Land – Available for all TBM 940's in 2020