

Milwaukee Service Center Celebrates 30 Years of Serving Customers

Knowledgeable, customer-focused and dedicated. Those are just a few words used to describe the employees at the Textron Aviation Milwaukee Service Center. To celebrate the center's 30th anniversary, employees and leaders reflect on the amazing work that happens at the Milwaukee location.



Decades of Experience

When the Milwaukee Service Center first opened in 1990, it was a Cessna Citation Service Center. Since then, the business has expanded to serve the full suite of Cessna, Beechcraft and Hawker products seven days a week, including Go-Teams and Mobile Service Unit teams.

Stephen Kruk, General Manager of the Milwaukee Service Center, says the people are what makes the Milwaukee Service Center exceptional.

"We have highly tenured experienced and knowledgeable employees who understand how to deliver great customer service," said Kruk. "We love fixing airplanes and taking care of customers. It's a partnership and commitment to keep our customers flying."

In fact, 10 percent of the Milwaukee employee base has served the location since the doors first opened 30 years ago.

Service that builds long-term relationships

Employees at the Milwaukee Service Center know that our customers trust and count on them to keep their aircraft flying. The relationships and bonds that have been developed between customers and employees over the past 30 years keep customers coming back for their maintenance needs and motivates employees to come to work each day.

"Being legendary is having a reputation of being trustworthy, committed and knowledgeable," said **Matthew Wild, Aftermarket Sales Manager at the Milwaukee Service Center.**

"I'm always happy to hear when a customer shares that they have complete faith that their aircraft is being maintained to OEM standards by a team with a very high level of experience, and who are committed to supporting our customers and their aircraft."

ABOUT TEXTRON AVIATION

About Textron Aviation

We inspire the journey of flight. For more than 90 years, Textron Aviation Inc., a Textron Inc. company, has empowered our collective talent across the Beechcraft, Cessna and Hawker brands to design and

deliver the best aviation experience for our customers. With a range that includes everything from business jets, turboprops, and high-performance pistons, to special mission, military trainer and defense products, Textron Aviation has the most versatile and comprehensive aviation product portfolio in the world and a workforce that has produced more than half of all general aviation aircraft worldwide. Customers in more than 170 countries rely on our legendary performance, reliability and versatility, along with our trusted global customer service network, for affordable and flexible flight.

For more information, visit www.txtav.com | www.defense.txtav.com | www.scorpionjet.com.

About Textron Inc.

Textron Inc. is a multi-industry company that leverages its global network of aircraft, defense, industrial and finance businesses to provide customers with innovative solutions and services. Textron is known around the world for its powerful brands such as Bell, Cessna, Beechcraft, Hawker, Jacobsen, Kautex, Lycoming, E-Z-GO, Arctic Cat, Textron Systems, and TRU Simulation + Training. For more information, visit: www.textron.com

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