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Textron Aviation Service Centers excel at training; its FAA Diamond Awards proves it

For the professionals at the Textron Aviation Service Centers, excellence in service begins long before the customer brings in an airplane. Here, the focus is also on training ahead of time, so the customer gets the best service and greatest value – and every Textron Aviation Service Center in the U.S. has received the FAA’s top-level Diamond Award to prove it.

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“Training means being focused on the reliability of the airplane as it returns to service and on the wellbeing and expertise of our technicians,” said Brian Rohloff, senior vice president, Customer Support. “We put a premium on staying current on the in-depth knowledge we need to work more skillfully and efficiently, which adds up to a better return to service experience for our customers.”

Textron Aviation Service Center Employee, Loren Dyck, from Wichita, Kansas, is grateful for his training experience:

“Having an A&P license is having a license to learn. We spend everyday training each other and training ourselves.”

— Loren Dyck, Airframe and Powerplant Mechanic

This priority has consistently been recognized with all Textron Aviation Service Centers based in the U.S. receiving top ratings from the FAA. The Diamond rating is reserved for aircraft maintenance facilities achieving 100 percent participation of eligible employees in completing an approved training curriculum.

Kenneth Mull, director of Global Compliance, said the curriculum is a combination of employee needs, developed through individual assessments, and the requirements of the facility. Courses are offered both online through the company's own training platform, through TRU Simulation + Training, and in formal training sessions by outside companies such as FlightSafety International.

"Achieving Diamond level status signifies a serious commitment to our training and a serious commitment to our customers," Mull said.

Established in 1991, the FAA Diamond Award is the top level of recognition under the William (Bill) O'Brien Aviation Maintenance Technician Awards Program.

The first phase is called the Aviation Maintenance Technician Award program under which individual employees at an aircraft maintenance facility gain a basic level of training in subjects such as hazardous materials, Part 145 regulations, safety equipment and emergency procedures, usually through online resources.

Additional formal training typically takes place offsite at third-party locations and covers more specific subjects.





Some of the Textron Aviation Service Centers. Right to left, top to bottom: Greensboro, North Carolina; Mesa, Arizona; Milwaukee, Wisconsin; Newburgh, New York; Orlando, Florida; San Antonio, Texas; Sacramento, California; Indianapolis, Indiana.

When 100 percent of eligible employees earn at least a Bronze AMT rating, the facility is recognized with the Diamond Award. The Gold Award of excellence is received when at least 50 percent of eligible employees receive individual AMT Certificates of Training in a calendar year.

Rohloff said the consecutive string of Diamond Awards creates a high level of trust for customers and gives the company's facilities an advantage.

“Textron Aviation’s investments in training, in tooling and in facilities generates a real value to our customers that is unmatched in the industry.”

— Kenneth Mull, Director of Global Compliance

“We are committed as a company to providing our customers with the best possible aviation experience,” Mull said. “Textron Aviation’s investments in training, in tooling and in facilities generates a real value to our customers that is unmatched in the industry.”

Learn more about the vast Textron Aviation Customer Service Center network and explore opportunities to join our team.



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