



## A Note from the President

### Supply Chain Challenges To Be Met with New Suppliers

**G**reetings from sunny Seattle! (well, sometimes) I hope your first quarter business was strong. Raisbeck Engineering is off to a great start for 2022 with demand for our products near record levels. Having said that, I'm sure you are aware that, like companies all over the globe, we too are having supply chain challenges that we are urgently working to correct. In the interest of total transparency, I'd like to share a little background on what happened and what we are doing to get things back on track.

#### SUPPLY CHAIN CHALLENGES—AND OUR SOLUTION

Last September, our composite parts supplier here in Seattle stunned us with the announcement that they would soon be closing the doors and declaring Chapter 7 bankruptcy. As you know, we utilize composites for our King Air Crown Wing Lockers, our High Float Gear Doors, and our Enhanced Performance Leading Edges. The first thing that we did was to join in with several other customers of this supplier and commit to prop the business up until the end of the year. Then we aggressively started to search the market for new suppliers that had the capacity, capability, and experience to meet our quality standards. That search resulted in selecting two new suppliers, Unitech Composites located in Hayden, Idaho, and Integrated Technologies (Intec) located in Everett, Washington.

Needless to say, it takes quite a while to stand up new suppliers with the training and tooling specific to our products. Absolute conformance is needed to meet FAA requirements as well as the fit, finish and quality that we insist on for our customers. It has been painful for us (and you too, we are sure) to not be able to immediately fill our orders coming in the door. Also, as you know, we are a supplier of Wing Lockers to Textron for the King Air 360s and that creates even more urgency to the matter.

The good news is we are almost there with both of our new suppliers. The wing lockers have been the most challenging, but the first locker will literally roll off production at Unitech in the next week. Intec is also rolling on production of the Leading Edges and High Float Gear Doors. Unfortunately, the backlog of orders that we have with Textron will severely limit availability of aftermarket lockers for our dealers until mid-summer.

We also want you to know that we are going to be proactive to make sure this never happens again. We are currently in the process of creating a second and third set of tooling so

that Unitech can increase their capacity, and we can stand up Intec as a second supplier of lockers. Please know that we are doing everything possible to return our composite parts availability to levels that meet your demand.

In appreciation for your patience on our composite challenges, for the rest of Q2 we are planning to offer customers \$2,000 off retail on Dual Aft Body Strakes and the Ram Air Recovery System. We will keep you whole by reducing your cost by the same amount.



*Hal Chrisman, President*

#### FAA CERTIFIES EPIC CARAVAN

And here is some big news...Raisbeck Engineering has just obtained the STC for the EPIC Caravan, a drag reduction system that increases performance and efficiency for the 208B Grand Caravan. We are pursuing certification of the same system on the EX Caravan, the current production model, with STC expected later this year. Of course, the majority of the Caravans are in the hands of large fleet operators, and we are focusing on direct sales to those customers first.

We intend to add a few dealers for sales to individual operators and plan to award dealerships to those with significant experience on the Caravan product.

#### MINI-DEALER MEETINGS COMING TO YOUR LOCATION

Also be on the lookout for communications from our sales team to coordinate in-person visits with your teams. We believe that "mini-dealer meetings" at your facilities will expose a broader cross-section of your team to Raisbeck's value proposition. We look forward to meeting with a record number of our dealers' personnel. It's about time that we get back to face to face business and focus on what we need to do to collectively grow our King Air aftermarket business. And as always, thanks for being a partner with Raisbeck.

# Remembering James Raisbeck

By Randy Groom, Executive Advisor to Raisbeck Engineering



James Raisbeck

## FIRST IMPRESSIONS

I recall my first impressions of James was the mid-80's when he was in the process of rapidly expanding his dealer network for his King Air performance enhancements. I was running sales at Piedmont and must admit that I was a bit skeptical of his claims. (Prior to Piedmont I was a young marketing guy at Beechcraft and had been told in no uncertain terms that no one should be making any engineering modifications to the wildly successful King Air.) Nonetheless, when James requested to speak to our sales team, we invited him in. We were impressed and that day signed up as a dealer. Piedmont soon became a strong partner with Raisbeck Engineering.

It wasn't until I was appointed President of Beechcraft in 2003 that I really got to know James well. I suspect it was only my first week in the role that James contacted my assistant requesting a meeting. "He's very insistent and a bit pushy" she said. "Do you really want to meet with him?" I agreed to the meeting. James had a great skill at being charming while at the same time being incredibly aggressive. We agreed at that time to bring his popular Nacelle Wing Lockers into production as standard equipment on the King Air 350. The Raisbeck Aft Body Strakes were already standard on the 350, so it was a natural for the line. But of course, James wanted more, asking for us to make all of his performance enhancements standard. "One step at a time James," was all I could say. However, during my time at Beechcraft, we did open the door up and sell a lot of Raisbeck mods as optional equipment, including the entire EPIC package of performance improvements. Eventually, Raisbeck props and strakes became standard on the King Air C90GTx and the Ram Air Recovery System became standard on the King Air 250 model.

## JOINING THE RAISBECK TEAM

I left Beechcraft in 2007 when the company was sold from Raytheon to two private equity firms. Once again, it wasn't a week after my departure and James was urgently calling and asking me to start supporting Raisbeck as an advisor to the company. I accepted the position and thus began many years of support for him and the company.

I had the unique opportunity to get to know James Raisbeck from three distinctly different perspectives: first, as a dealer when I was running Beechcraft sales at Piedmont Aviation in North Carolina, second as President of Beechcraft; and third as an advisor to him and the company following my years at Beechcraft. To say that he was an icon in the aviation industry is a true statement, but I think falls a bit short. I would think it more encompassing to say he was an iconic human being.

Every trip I made to Seattle, James insisted that I stay at his home on Lake Washington, which was like staying at an amazing museum. And on most trips, as soon as I arrived after flying across the country (often exhausted), he insisted that I join him at one of the numerous cultural events that he supported. I particularly remember once he and wife Sherry took me to the ballet and soon after the performance started, I fell sound asleep. I woke up during one of the more climatic moments feeling totally embarrassed but was somewhat comforted when I looked over and found James sound asleep as well.

## HIS LIFE AND LEGACY

To cite all of James bio and accomplishments would cause this article to go on forever but here are a few: After a few years in the Air Force as an enlisted man, James studied and completed his degree Aeronautical Engineering at Purdue University which later recognized him with the Distinguished Engineering Alumnus Award, and later with an Outstanding Aerospace Engineering Award. James began his engineering career as a research aerodynamicist at Boeing where he cultivated close relationships that lasted a lifetime.

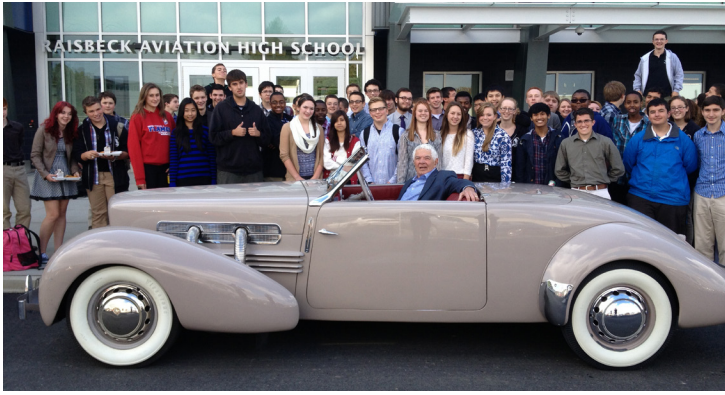
He also was President of Robertson Aircraft Company, American Jet Industries, the Raisbeck Group and later founded Raisbeck Engineering with five hundred dollars. His aircraft performance and utility enhancements range from Cessna piston twins to the Rockwell Sabreliner Jets, numerous Learjet design improvements and products for Boeing. Most notable, of course, were the fabulously successful enhancement to the full range of Beech King Air products for which his name and brand are respected around the globe. James also received the AIAA Commercial Aviation Achievement award, the Professional Pilot Magazine's Aviation Entrepreneur of the Year, the NBAA Lifetime Achievement Award and the Living Legend's Lifetime Aviation Entrepreneur Award.

Some of you, however, may not be familiar with James' incredible philanthropy. He and his wife Sherry formed The Raisbeck Foundation and gave generously to the Seattle Opera, the Pacific Northwest Ballet, the Cornish College of the Arts, the Fred Hutchinson Cancer Research Institute, and the Aviation High School now known as the Raisbeck Aviation High School. (Continues at top of page 3 ►)



James discusses Dual Aft Body Strakes with Diane White, then editor of Twin & Turbine magazine.

# Remembering James Raisbeck *(continued from page 2)*



*James in his beloved Cord at Raisbeck Aviation High School*

## Raisbeck People Spotlight

### Meet Tim Morgan, Vice President Engineering

*Most of you haven't had the chance to meet Tim Morgan, our new VP of Engineering so we thought it might be a good idea to interview him for this edition of the Raisbeck Wing. This interviewer was quite impressed and I am sure you will be, too.*

***Tim, let's start with some of the basics: where you grew up, where you went to school, and where you've lived around the country.***

I was born at Madigan Army Hospital in Tacoma, Washington, and raised in Seattle. I got my bachelor's degree at the University of Washington where I studied engineering but a whole lot more things that interested me including computer science, business, architecture, commercial photography, art, and humanities. I've lived in Seattle, Santa Barbara, California and Wichita but work has taken me all over the world including Hong Kong, Tokyo, Jakarta, Bandung, Singapore, Amsterdam, Toulouse, London, and Brazil as well as 38 states.

***Wow, I don't know many people who could tell you where Bandung is on the planet, let alone work there. Tell me about some of the different jobs you have held and companies you've worked for in the aviation industry.***

Hang on, there's a lot. I started at Boeing for four years, first on the new 767 in Hydraulics, then to creating manuals in Maintenance Training. After Boeing, I worked sixteen years as a contract engineer, working for companies like AIM, Heath Tecna, Hexcel, Nordam, Boeing, Flight Structures, and others on projects like wing & engine pylon structures; fuselage and secondary structures; systems such as water/waste, environmental control, noise attenuation, electromechanical and lighting; and composites of all types.

After a time, I got dissatisfied trying to balance a family with working 80+ hours a week and traveling all over the world without getting the recognition I thought I deserved. So, I started my own company, TTF Aerospace, with a partner. TTF designed, manufactured, and certified its own full product line of large commercial aircraft interior components, including lower lobe and main deck crew rests, galleys, lavatories, reinforced cockpit doors, overhead stowage

In addition to all of the above accomplishments, perhaps James Raisbeck's greatest contribution to our industry was all of the young people that he attracted to the aviation field and mentored them to be stars in their own right. Some he attracted from his beloved alma mater, Purdue University, and some started in humble beginnings at entry level jobs only to rise to be future leaders in aerospace sales and marketing.

I certainly miss James and I know all of the current and former employees sense the void left by his passing. But his legacy is assured in all the aircraft flying higher, faster, and farther thanks to his products and all the people he touched and inspired with his generosity and friendship.

Godspeed, James Raisbeck. ➔



*Tim Morgan, VP of Engineering*

bins—essentially everything in a commercial airplane interior except seats. Over twenty years, we became known as an innovative company with high quality products, and grew TTF to a \$30 million a year, 130 employee company in our own 70,000 sq ft facility. We had 160 customers around the world, including Airbus, Bombardier, Delta, Southwest, Hawaiian, Virgin Atlantic, Air Canada, ANA, AAR, ATS and many others. I remain very proud of what we accomplished there.

***Tell us a bit about your personal life, family, hobbies.***

I am married to my wife Janice and have three boys, ages 33, 31 and 27. Playing and watching sports along with travel are our big things. We sucked the boys in early: football, soccer, baseball, basketball, snowboarding, skiing, water skiing, fishing, golf, cycling, weightlifting, tennis and now even pickleball. The boys went on to play either college basketball or football, and we loved it.

***What attracted you to Raisbeck and where do you set the sights for the future of Raisbeck Engineering?***

Being in Aerospace, I met James Raisbeck many years ago and knew of his exploits and successes. I admire that REI has always been a place with high engineering standards and goals. So, after my TTF days, it was a natural place to gravitate.

Our founder and spiritual leader is no longer here, so everyone is now on a mission of reinventing ourselves. We are working harder to pursue new project ideas, add expertise, and broaden our horizons. We're creating new paths to make ourselves more efficient and more responsive. There are new products in the pipeline. We're not slowing down, that's for sure. ➔

# Spring City Aviation Joins Raisbeck's King Air Dealer Network

The newest Authorized King Air Dealer in Raisbeck's world-wide dealer network, Spring City Aviation (SCA) is an old hand when it comes to maintaining, repairing and upgrading the entire Beechcraft King Air line. Built on a solid reputation of providing the highest level of customer service, SCA has nearly three decades of experience in the aviation industry and has operated an all-King-Air charter services for most of that time.

Founded in 1996 as a flight school by Brian Behrens and his father Lonny at Waukesha Airport (KUES), Spring City Aviation has grown steadily and now employs over 100 people in 236,000 square feet of hangar space at three southeastern Wisconsin locations: its Waukesha headquarters, Burlington, and Milwaukee. SCA specializes in maintenance of general aviation aircraft, FBO services, aircraft sales, aircraft management, and flight training.

In addition, the company owns and operates an all-King Air charter service comprised of three B200s, one C90, one 350 and King Air 360, all serving the Great Lakes region, the Great Plains and Canada. The new King Air 360, a special

edition King Ranch, is equipped with factory-standard Dual Aft Body Strakes.

SCA's Beechcraft-factory-trained crews have been servicing King Airs for more than 20 years, taking care of aircraft operating under FAR Part 135 and Part 91. In addition to performing maintenance on all types of GA aircraft including Pilatus PC-12, Citation 10, and Learjet 60, the company's current focus is on growing their King Air business in the Midwest. And, of course, representing Raisbeck's full line of King Air performance enhancement systems.

"Our company has extensive experience with installing and utilizing Raisbeck products on our charter fleet of King Airs and we stand behind them," said Josh Siehoff, General Manager of Spring City Aviation. "As our King Air business continues to grow, we believe a partnership with Rais-

beck is a natural complement to our business and will provide an additional level of value to our current King Air owners and future customers." ✈



*"From everything we're experiencing, I think general aviation is going to be strong over the next few years. Raisbeck is a natural complement to our business."*

*Brian Behrens, President, Spring City Aviation*

## Maintenance Corner

With Paul Holmquist, Director of Customer Support

At Raisbeck Engineering, we have always placed the highest priority on taking care of our customers. If issues arise, we want to be open and transparent about what they are and what we are doing to address them.

Recently, we have received reports of issues with latches on our Wing Lockers. Apparently on some latches there are a few internal part tolerances that have created the problem. Our Engineering Department has raised this to the highest priority for a design fix and is currently drafting a service bulletin. Parts and reworked new latches are estimated to be complete in 3-4 weeks.

We will extend the warranty timeline beyond the standard one year and provide a parts and labor allowance for the replacement of any failed latches. Additionally, if a customer has a concern about a latch and wants to pro-actively eliminate those concerns, we will be creating a kit comprising of some of the key internal components which could be replaced at the next maintenance visit.

If you have any questions about this or any other customer service issues, please feel free to reach out to me at [customerservice@raisbeck.com](mailto:customerservice@raisbeck.com) or call 206.723.2000.



## Upcoming Events

We sincerely hope you will be able to join us at AERO 2022 in Friedrichshafen, Germany next week and visit us at our exhibit in the Turboprop Performance Pavilion! Following is a complete list of 2022 events where we will be exhibiting or attending:

### AERO Friedrichshafen

April 27-30, Friedrichshafen, Germany

[Information](#)

### NBAA Maintenance Conference

May 3-5, San Antonio, Texas

[Information](#)

### The Great Alaska Aviation Gathering

May 6-8, Palmer, Alaska

[Information](#)

### NATA Annual Conference & Tradeshow (attending only)

May 10-11, Yellowknife, NW Territories, Canada

[Information](#)

### King Air Gathering

May 12-15, Tullahoma, Tennessee

[Information](#)

### EAA AirVenture Oshkosh

July 25-31, Oshkosh, Wisconsin

[Information](#)

### NBAA-BACE 2022

October 18-20, Orlando, Florida

[Information](#)

### RACCA 2022 Annual Conference

November 1-3, Scottsdale, Arizona

[Information](#)