

# THE NAVIGATOR

Quarterly Newsletter on Inertial Navigation Repair & Overhaul

Spring/Summer 2009

**NAVHOUSE**  
CORPORATION



The Navigator is a publication of Navhouse Corporation. To learn more about Navhouse's INS programs, please contact us at:

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SAE AS9100B Certified

TC AMO Certificate 57-98  
FAA FAR 145 BASA Approval  
EASA 145.7082 Approval Certificate

## Upcoming Events

Meet Navhouse at the following upcoming industry events:

**Air Carriers Purchasing Conference (ACPC)**  
Aug 29-Sept 1, New York, New York

**P-3 IOOSC**, Oct 19-22, Atlanta, Georgia

**Hercules Operators Conference**, Oct 26-30,  
Atlanta, Georgia

## Navhouse Adds Circuit Card Repair Capabilities

Navhouse is pleased to announce the addition of circuit card repairs to the list of more than 1,000 INS repair capabilities currently offered in our repair depot. Performed on dedicated circuit card test equipment by experienced INS technicians, the initial circuit card capabilities are focused on meeting the demand for LTN-92 card repairs. As part of Navhouse's ongoing commitment to provide a total INS solution for our customers' fleets, Navhouse spent the past 12 months developing the right test equipment and repair processes for circuit card repairs. The circuit card repair program began with the addition of several senior INS specialists to the Navhouse team and 3,000 square feet of facility space.

Additional circuit card repair capabilities are currently under development and we invite customers to contact Business Development Manager Doug Jenkinson to discuss their circuit card repair requirements. Email Doug at [djenkinson@navhouse.com](mailto:djenkinson@navhouse.com)

## Navhouse Presents at SpeedNews Aviation Suppliers Conference

Navhouse Business Development Manager Doug Jenkinson outlined the myths and realities of the OEM vs. 3rd Party debate during a well received presentation at the SpeedNews Aviation Industry Suppliers Conference in Los Angeles this spring. The presentation provided an analysis of the key factors each repair provider offers customers, a guide to how to select 3rd parties and the ways OEMs and 3rd parties can work together to benefit customers. The presentation is now available through the Navhouse website.

## Navhouse Enhances Website to Provide More Customer Support

As an ISO certified repair facility, Navhouse is continuously improving our customer service and have added several new online functions to better support our customer's INS programs:

- Back issues of **The Navigator** are now online so customers can refer back to technical advice from the Navhouse team on maintaining INS.
- Conference presentations such as "OEM versus 3<sup>rd</sup> Party Repair: What You Need to Know" are now online so customers can receive Navhouse's thought leadership in the field.
- An online quote form is available so customers can save time in the quoting process by highlighting key information necessary to provide an accurate and timely quote.

Have a suggestion to enhance customer service? Email Julie D'Ettore [jdetto@navhouse.com](mailto:jdetto@navhouse.com)

## Ask Mike: How is Navhouse Helping Customers in Difficult Times?

*With more than 30 years of INS experience, General Manager Mike Butterworth has seen the highs and the lows of the aviation industry. Here Mike shares how Navhouse is helping customers get through the difficult times.*

While Navhouse has a reputation for helping customers lower the costs of their INS programs through industry leading reliability, accuracy, expertise and customer service, recessionary times in aviation require above and beyond efforts by everyone in our industry. **For our part, Navhouse has frozen labour rates for standard repairs this year.** To freeze rates without affecting quality and service, we have worked with our employees to implement new efficiencies throughout the facility. Secondly, we have turned to our suppliers, who we think of as our "Extended Team", to look at ways to reduce material costs. Thanks to the special efforts of our employees and suppliers, we're holding the line on rates while maintaining the quality and service our customers have come to rely upon.

We invite customers to share their ideas for getting through difficult times with us at one of the upcoming industry events we're attending.

A Team Reliance™ Company

**INERTIAL NAVIGATION SOLUTIONS**