

QUICK 6 INTERVIEW



BLOG

Quick 6 | From Components to Engine MRO: Enter Pem-Air

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Last updated on October 1, 2024

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We recently sat down with the leadership of [Pem-Air](#), the engine MRO with over three decades of experience in the industry. Here's what we learned about their journey, unique approach, and plans from the company COO, Simon Benford.

Tell us a bit about Pem-Air's history

Pem-Air's story began over 34 years ago in Miami, focusing on component and accessory maintenance services. About a decade ago, we expanded into the engine MRO business in Brooksville, just north of Tampa, Florida. We're excited about our recent move in early 2024 to a new facility that has increased our capacity about eight-fold and expanded our capabilities. We like to think of ourselves as a "2nd phase Start-up," maturing into a new chapter of our operations.

What makes Pem-Air unique in the MRO landscape?

We pride ourselves on being truly independent from OEM and Airline Operator interests, which allows us to be nimble and provide genuinely customer-focused services. When we say the customer is at the center of our focus, we mean it - there's no hidden agenda. We align our priorities with our customers' operational, scheduling, and budgetary needs.



At the same time, we have the critical mass to deliver industry-leading services, with over 1,100 component capabilities and a broad range of engine MRO capabilities across six OEMs and 12 engine types.

What are your plans for growth?

Our new facility, which opened in early 2024, was designed to support significant growth. We aim to double our previous output, both by increasing throughput for existing customers and by adding new ones. We're also exploring new markets that align well with our organization's strengths.



How is Pem-Air addressing emerging customer needs?

Currently, one of the biggest challenges in the market is managing parts and supply chain shortages. Optimal asset utilization and proper green-time management are more crucial than ever. Our roots as a company have given us tremendous experience in servicing the market under these conditions. We have robust access to parts and a strong network of partners and suppliers, allowing us to deliver top-tier services even in challenging circumstances.

What role does ILS play at Pem-Air?

ILS is an important resource for us in acquiring materials and fellow MRO support. It also provides a marketplace for selling our surplus material. We've had a long-standing relationship with ILS, having signed up with them when we first started over 34 years ago.

How is Pem-Air addressing the talent-gap challenge?

Like many in the industry, we're feeling the impact of the talent gap and labor shortage. As a growing company, we're constantly searching for qualified talent. We've recently strengthened our HR department and started

targeted recruitment initiatives, such as partnering with aviation colleges. We're also exploring creative approaches to support transitioning military personnel.

Our approach to addressing skill gaps is flexible and tailored to individual needs. This can include supervised on-the-job training, study-work collaboration programs with technical schools, and various other initiatives.

Any final thoughts for our readers?

We're excited about the future of Pem-Air and the aviation MRO industry at large. Despite the challenges, we see great opportunities for companies that can adapt, innovate, and maintain a laser focus on customer needs. We're committed to being that kind of company and look forward to serving our customers with even greater capacity and capabilities in the years to come.