

Spare A Thought For the Spares Guys!



How a Leading European GA Spare Parts Supplier Kept Serving Customers...

From a single screw, up to a complete engine, aps | Aviation Parts Service is a full-range European supplier offering spare parts for general aviation (GA) aircraft, regional aircraft, and business jets.

From the procurement of aircraft parts, including "hard to find parts", and the distribution of OEM and PMA parts, through the exchange and overhaul service of aircraft components, to the marketing, sale and storage of surplus spare parts, aps has much to offer.

With more than 1,500m² of warehouse space, aps lists more than 50,000 line items from 80 renowned manufacturers to over 2,000 loyal customers. This makes aps one of the largest holders of spare parts in Europe.

Its central warehouse is located in Mönchengladbach, Germany, but the company is also represented internationally with branches in Serbia for the Eastern European and Balkan market, and in Belgium for the French-speaking area.

aps provides the largest selection of FAA/PMA-approved products in Europe, which means both excellent quality and very affordable prices for customer on the continent.

In particular, aps has specialised in the procurement of "hard to find parts" — spare parts for rare aircraft or products that have been discontinued or become obsolete.

In addition, aps provides for the storage and sale of surplus spare parts (consignments). This can offer customers a great opportunity to save on storage area and working time. If a part isn't available in its inventory, it's only one click away through aps' direct contacts with all the largest parts and assembly manufacturers.

The aps spares inventory is available worldwide on all relevant online platforms, and customers will have it even easier soon: the company is working on a modern, highly user-friendly web store.

As many other businesses in GA braced themselves for the impact of the coronavirus and for a setback due to lockdown, aps managed to ship as usual — though it also opted to reduce working hours at the company. "As long as we have customers who come to us, we will help them to take off," said Wolfgang Dillbaum-Alexius, General Manager.

Fortunately, those in GA who had an overly high workload over the years, especially in summer, could look for the silver lining: many maintenance companies haven't really been able to work through all that was put in the hangar.

For the first time, all the usual frantic activity settled to a calm pace. On the positive side of less daily business, employees at aps could dedicate themselves to long-term projects which have been pushed aside in the past. In the case of aps this meant an opportunity too to take advantage of time.

The company undertook an ambitious digitalisation plan. Part of this project was the revitalisation of the consignment processing. This included a large-scale inventory and the necessary rearrangement to adapt its data set for an up-to-date software solution.

The moderate workload also provided aps with an opportunity to undertake extensive analysis and improvement of its internal processes. The third, and for customers probably the most exciting project, is a brand-new aps web shop. This is still an ongoing undertaking. In spirit of aps' customer-oriented philosophy, the developers are focusing mainly on the usability of the online platform. That's why aps management views the web shop as a gemstone that will not only fulfil but even exceed customer expectations in a few months.

With over 18 years of experience aps has established professional, competent service while keeping the relationship to its customers close and very friendly. Preserving this connection is the foremost value of aps. A helpful, international staff is working on individual solutions for every request and provides advice for costumers all over Europe in their mother tongue.

So what's next?

The example of aps shows how strong the cohesion in GA is. We are all flight enthusiasts linking us in mutual respect for each other, we stick together. That's a very important lesson to learn from the crisis. "We are grateful to have exceptional, faithful customers. We help each other in difficult times," — emphasised Dillbaum-Alexius in an interview. Instead of breaking its spirit, aps is even more motivated to improve its service and be there for its customers. "We already have interesting ongoing projects but that's not all. In the next months and in following year many will follow. It is worth keeping an eye on us," said Dillbaum-Alexius.

EXTRA BENEFITS FROM APS

Large spare parts network of over 80 well-known manufacturers and another 180 certified suppliers

Over 50,000 line items

24h worldwide delivery

ISO standard EN9120 certified

Locations in Germany, Serbia and Belgium

Storage and consignment service

Sales of aircraft parts and accessories – incl. PMA parts and "hard to find" parts

Organisation of aircraft parts and aggregates repairs and/or overhauls

Professional purchase advice by multilingual experts



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