

# OUT OF AFRICA

Sylvia Schlosser and Hub Roeland

by  
Sylvia Schlosser  
and  
Hub Roeland



***"Of course it is remarkable that there are five aircraft from four different African customers currently being serviced in Woensdrecht, but I'm not all that surprised," says Sylvia Schlosser, Sales Support Manager for the Middle East and Africa. "We have a particularly good relationship with our African customers. Because we have often worked with the same contact person for years, and of course the products we deliver are of a good quality. We also have a very proactive problem-solving approach to our customers, they have plenty of confidence in us". As soon as their aircraft need servicing, they get in touch with Fokker Services straightaway to ask for a quotation. That has everything to do with the way we look after our customers in between the big maintenance jobs."***

Tanzania team at Fokker Services



## TECHNICAL SUPPORT AND PROJECT MANAGEMENT SERVICES

Sylvia Schlosser has the job of bringing together Fokker Services, the Account Managers for Africa, Arjen Vos and Henk Jan de Koning, and the African customers. Hub Roeland, as Account Support Manager, keeps in touch with the customer representatives stationed at Fokker Services. He is very impressed with the working relationship too. Hub: "I have been involved with the African customers since the beginning of this year. They do not only appreciate our personal approach, they also like the way we come up with ideas to solve their problems.

On request we carry out a survey and make an estimate before the plane leaves for the flight to Holland. This way we prevent any unpleasant surprises and the customer knows right from the beginning exactly how much work is involved. And where necessary, we also offer to arrange financing."

## FOKKER IS A FIRM FAVORITE

In the period from February to May this year, a total of five African aircraft passed through Woensdrecht.

There was an F27 and a Fokker 50 from Angola, an F27 from Senegal, a Fokker 100 from the Ivory Coast, and a Fokker 50 from Tanzania. Hub Roeland: "African companies have always had a preference for Fokker aircraft. That is hardly surprising really, because these airplanes are , reliable, and of a high quality. We don't usually get such relatively new aircraft as the Fokker 50s and Fokker 100s though." Sylvia agrees: "They mainly fly F27s and F28s in Africa. There are only a couple of Fokker 50s, and only two Fokker 100s in the whole of Africa. But we expect Fokker 50s and Fokker 100s starting to move to African operators over the coming years. Fokker Services often acts as an intermediary between customers and leasing companies. With our knowledge of Fokker aircraft, and with our worldwide customer base, our company is the ideal partner to keep an eye on this market. Every possible service is available for a smooth and trouble free operation.

## TOTAL CONFIDENCE

For the near future some new orders have been signed already. Two F27s from Ghana Airforce are on their way to Fokker Services for a maintenance program. Also a contract with Air Burkina has been signed for repair work on an F28. This job will be done at the home base of Air Burkina and a team of Fokker Services is already on its way to Burkina to do this job. Sylvia: "We are well aware of the trust the African operators have in Fokker Services and its experts. We are a reliable business partner and they know their planes are in good hands with us." STORY\* Fokker

# THE UNIQUE FOKKERS OF THE RNLAF

by  
Marco Borst

**Where other air forces in the world have tried to standardize their fleets, the Royal Netherlands Air Force's 334 Squadron has transitioned from a single type of aircraft to a mixed fleet of five very different types. The reason for this interesting and challenging change was the call for dedicated aircraft for a variety of missions in the changing environment of new peace keeping tasks. The changes started in the early nineties. The old transport fleet of 12 Fokker F-27 Troopship aircraft required replacement and has since then made room for two KDC-10 tanker/transport aircraft, two C-130H Hercules, four Fokker 60 Utility aircraft, two Fokker 50's and a single Gulfstream IV jet.**

The six Fokker turboprops form the backbone of 334 squadron's fleet and four of these aircraft are absolutely unique. The Royal Netherlands Air Force is the only operator in the world who ever took delivery of the Fokker 60, a stretched utility version of the Fokker 50, before the production of aircraft in The Netherlands came to an end. The four Fokker 60's were handed over to the RNLAF in June and July 1996. Their main role is to transport small groups of personnel and medium size cargo in support of peace keeping and humanitarian missions.

Marco Borst



Fokker 60



But the aircraft are also suitable for the training of paratroopers and for medical evacuation flights. When compared to the Fokker 50, the stretched fuselage and the large cargo door on the right hand side of the forward fuselage are the main differences. A strengthened cargo floor makes it possible to transport large pieces of equipment, cargo pallets and even a complete F-16 engine without any trouble. For operations in conflict areas the four "Sixties" are equipped with self defence systems.

334's two Fokker 50's were added to the fleet by the end of 1996. Basically these two aircraft are not very different from a Fokker 50 in service of an airliner, except for the military

communication and navigation systems which are also on board. Both aircraft are mainly used for passenger transport. For commonality the Fokker 50's are equipped with the same Pratt & Whitney PW127B engines as the Fokker 60's.

The six Fokkers of the RNLAF have flown around 250 missions in the first five months of 2002. Twice a week a Fokker 50 or 60 is doing a shuttle-flight to Split in former Yugoslavia with rotating personnel and a load of mail and cargo. This year, the Fokker 60's flew 15 paradrop missions in The Netherlands, Norway and Spain and one of the "Sixties" even did a long range support flight to Goose Bay in Canada via Iceland and Greenland. STORAF Photo

The first Fokker 60 of the Royal Netherlands Air Force rolled into the hangar in Woensdrecht on 15 March for the first six-years inspection and an update to the new TCAS- (Traffic Alert and Collision Avoidance System) and IFF-system (Identification Friend or Foe). Immediately after "roll-in" actions were taken to prepare the aircraft for the maintenance work to be done. Everything went so fast, that by Saturday 16 March the first shift had already started stripping off the old paintwork. The wings also underwent some structural modifications. In the first three weeks of April, the team was working round the clock in three shifts to get the wings ready for the application of the new paintlayer. RNLAF representatives who closely followed all the activities have been monitoring the supplied quality throughout the entire programme and were very satisfied. The inspection and the modification activities were completed right on schedule and the Fokker 60 was completely up-to-date and airworthy again by the middle of May.

# ICARO – A DREAM CAME TRUE GIVING SERVICE, ACCEPTING SERVICE

By  
Robert Koolen

***After two years of dollarization, Ecuador is improving remarkably. The economy grows, productive investments and consumer spending keeps increasing. Oil, the country's biggest export product, is giving the country jobs and revenues. Ecuador's oil and fuel business and everything around it, is a solid foundation of one of the ambitious companies that strives to grow fast, ICARO.***

It was November last year when we heard for the first time of an Ecuadorian company named ICARO. Our colleagues from Fokker Services Inc. in Atlanta informed us that they were in contact with them since ICARO was interested in flying ex-Horizon F28's.

From that moment several discussions were held between ICARO and Mr. Johan van Dorst, Account Manager Latin America backed by his account team. What started with some requests for advice regarding the use of a maintenance program ended in selling an Integrated Customized Service Package. Supporting and servicing a company,

who in turn have the opinion that their customers deserve the best service, is what inspires the account team to contribute to the success of this start-up.

ICARO was founded in 1971 when a group of young people, lead by Captain Guido Saltos Martínez (currently the President and CEO of the company), inspired by their passion to conquer the skies started a civilian flight school for pilot training in Quito.

The inexhaustible drive of Captain Guido Saltos to renew and expand their services has resulted in being the company in Ecuador that offers the most aviation services. Services which include 24 hours national and international Charter services and Air Ambulance, Helicopters, Flight School, Aircraft Handling, Fuel Distribution, and recently Regional Airline services. The current fleet exists of jet-aircraft (Fokker F28's), turbo-props (Beechcraft 1900D), Helicopters (e.g. Puma and Chinook) and training aircraft (Cessna).

With the introduction of the F28 aircraft ICARO Air was born as the first new Ecuadorian airline of the 21st century. This new venture is

the base for the introduction of Jet aircraft into the ICARO fleet, modern Fokker F28 Mk4000 Fellowship, adequate to the demands of operating from high altitude airports and short runways. It's mission is to gain customer satisfaction by means of a courteous and on time service.

F28



With these aircraft ICARO seeks to expand its frontiers, reaching more destinies inside and outside Ecuador, and offering the passenger the attention he deserves.

A spokesman of ICARO states: "ICARO seeks to change the way of flying in Ecuador by offering the best service and attention, because our passenger deserves the option of a more dynamic safe, and on-time flight. ICARO reaches new frontiers in commercial aviation and is without doubt the airline that the new millennium demands in Ecuador."

In the process of obtaining the aircraft and starting the operation, ICARO was faced with a lot of consultants knowing what was best for them. The Ecuadorian Authorities (DAC) however more relied on the advice and information coming from Fokker Services.

F28 Mk4000 in Icaro colour



In March 2002 ICARO decided that the best way forward was to choose Fokker Services to assist them in the start-up. As the TC-holder of Fokker aircraft, we are capable of supplying total service to our operators. Many of the available services became involved in meeting the ICARO needs. In April ICARO received the first F28 in Quito, meanwhile an Integrated Customized Service Package was discussed. The package consisted of the following services:

- **Material Support:**

Providing a logistic service in the form of initial provisioning for Tooling, Expendables and Rotables based on a recommendation. The recommendation is made by Fokker Services and based on extensive experience with Fokker aircraft.

- **Technical Services:**

Providing an initial documentation package and revision service, technical training and services resulting from the CASA agreement.

- **Aircraft Services:**

This service consists of the stationing of a Licensed Field Assistant for one year and a Licensed Technical Assistant for a period of six months. Two experienced engineers supporting the operation, helping ICARO organizing the maintenance, replenishment, etc. ...

An "on the job" training in the widest sense.

- **Component Maintenance:**

Sole supplier of repairs and overhauls and shop maintenance on all components.

The component maintenance and logistical routine supplies resulting from the F28 operation is for a period of 18 months based on fair market prices. This period will be extended in the situation that Fokker Services demonstrates to be capable

to accommodate this.

Due to the high costs involved with this start-up program, the whole program was organized in a financial arrangement along with the cash-flow of ICARO's start-up operation.

ICARO's first flights in commercial operation (Quito-Guayaquil) have been successful. ICARO even is considering seriously to acquire two additional F28's.

In the near future we expect that the Fokker F28 fleet will migrate outside North America and Europe. Being a unique size and available at an interesting price, the F28 is becoming a very attractive and reliable source for start-ups. We consider it our job to give also full support to these customers. The way we support ICARO gives them a solid "no worries" base. The way ICARO is giving us the opportunity to support them helps us to use our expertise and experience in the field. They learn from us, we learn from them ... a win-win situation! This will be beneficial to all our customers. STORIK

