

June 2, 2005

## PIEDMONT RECOGNIZED FOR HIGHER STANDARDS

**(Kernersville, NC)** – Piedmont Aviation Component Services, LLC announces that it has met the rigid standards and requirements of the ISO 9001:2000 certification process and has been registered by AQA as an ISO 9001:2000 compliant company. Paul Hilliard, Vice Chairman and Chief Information Officer states, “This achievement supports our strategy to achieve aviation repair service excellence and our continued commitment to improvement in all aspects of the business.”

ISO 9001:2000 is the most recent ISO standard and is the most demanding to date. Conformance to the ISO9001:2000 quality assurance standard required Piedmont to implement procedural changes, training of all employees, increased documentation, internal evaluation of defects, and a focus on continuous improvement opportunities.

“One of the immediate benefits derived was employee suggestions on how to make things better. The hundreds of suggestions we received and implemented have saved time, lowered costs, and significantly improved communication with our customers,” according to Bob East, Project Manager and ISO Administrator. Paul Hilliard agrees: “ISO opened our eyes to better ways to measure warranty, improve inventory planning, streamline production planning, and smooth integration between departments at our three locations. It renewed attention to detail throughout the business process, allowed better control of the thousands of pieces of documentation, and has proven to be an excellent extension of the controls required by the FAA.”

Although the business identity Piedmont Aviation Component Services, LLC is less than 3 years old, the company’s roots extend 60 years into the early days of Piedmont Airlines. ISO 9001 helped upper management leverage new best business practices into current operations. Management feels ISO will help Piedmont provide even better service to their customers.

Piedmont Aviation Component Services, formerly a division of Piedmont Hawthorne, became an independent organization in 2002. The company has earned an international reputation in all of its core businesses: propeller and landing gear overhaul and repair, APU overhaul, and related parts sales and distribution. Management believes their strongest asset is the experience and dedication of their employees. Corporate offices and APU facilities are located in Kernersville, NC. The Propeller and Landing Gear Repair Services and the Material Services departments are located at Winston-Salem’s Smith Reynolds Airport.

More information about Piedmont Aviation Component Services can be found at [www.piedmontaviation.com](http://www.piedmontaviation.com).

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