



Bristow's Andy Stockden personally flew 3,000 miles to the UK to pick up an aircraft part and hand deliver it back to Turkmenistan.

CHALLENGE: Deliver mission critical aircraft part from the UK to Turkmenistan fast enough to avoid significant downtime.

SOLUTION: Andy Stockden flew from Turkmenistan to the UK to personally pick up and hand deliver missing part in time to avoid weeks of downtime for client.

BENEFIT: Saved client considerable expense from having to crew-change by other means.

When the Health and Usage Monitoring System (HUMS) aboard an S76C++ in Turkmenistan required a key piece of equipment, Andy Stockden sprang into action.

With the missing part over 3,000 miles away in the UK and facing nearly three weeks of downtime, Andy flew to pick up the part and hand deliver it back to Turkmenistan. Andy's pursuit of operational excellence and commitment to target zero downtime enabled the aircraft to return to service in just three days.

IBU Operations and Business Manager Jon Oakey says Andy's actions exemplify how Bristow differentiates itself from the competition. "Andy's actions show his personal commitment to the operational excellence ethos that Bristow is valued for and is a reflection of the whole Turkmenistan team's commitment to premier service to their clients. It is the willingness of many to go "the extra mile" to ensure our client's operations are not impacted that marks the Bristow workforce as true differentiators in the market-place."