

# AMARC

...A Diamond in the Desert

Supplement to the Desert Airman

Issue 14  
Oct 1, 2004

## AMARC team supports AMC mission



Photo by 1LT Daniel King

Mr. Raymond Wharton, AMARC small parts cleaner, preps a component in the parts packaging facility where commodities personnel prepare reclaimed parts for shipment to customers worldwide.

Story by Rob Raine

Aerospace Maintenance and Regeneration Center  
Public Affairs

AMARC welcomed the last two C-141Bs on September 16, the latest stage in the Center's continuing support for the Air Mobility Command (AMC) mission.

AMC provides airlift, air refueling, special air mission, and aeromedical evacuation support for U.S. forces. AMC also supplies forces to theater commands to meet their wartime demands.

Operating and maintaining cargo, transport and refueling aircraft over millions of air miles and hundreds of thousands of flying hours, places a tremendous demand for spares on maintenance crews. As a partner with our AMC warfighters, AMARC helps to relieve that burden.

"By recovering and returning needed parts in a timely fashion, AMARC helps our AMC customer maintain robust mission capable rates," said Mr. Charlie Brown, commodities division chief. "Take the C-5 as an example. We've received seven Galaxies during the past year. As soon as these aerospace assets arrive, our reclamation teams go to work getting the parts needed to keep the

active fleet at peak performance."

In a single week AMARC recovered 56 critical or priority parts to support C-5, C-130, C-135, and C-141 aircraft worldwide, with some being shipped directly to units operating in the Middle East and Southwest Asia. In addition, more than 170 routine parts were recovered, regenerated, packaged, and shipped in support of those aircraft types during the same week.

Teamwork combined with AMARC's ongoing process improvement efforts have reduced the request-to-shipment time for critical parts to two days.

AMARC's ability to quickly supply recovered parts to warfighters, reduces the costs associated with new buys.

Since the beginning of fiscal year 2004, more than 8,800 parts valued at more than a quarter of a billion dollars left AMARC to support operational AMC units.

"In the case of AMC, by providing aerospace maintenance and asset regeneration, the AMARC team plays an important role in sustaining these warfighters," Mr. Brown said.

## AMARC...reengineering our present to transform our future

Building a world-class organization through Lean

AMARC recently embarked on a journey toward the goal of attaining world-class status. And, as a directional roadmap, will implement the principles of Lean presented in a new Five-Year Lean Transformation Plan.

With this plan as a compass, industrial and personnel processes will be transformed by adhering to key strategic and tactical actions aimed at standardizing work practices, minimizing deviation and yielding higher quality products.

Major emphasis will be placed on developing strong systems and processes, thus providing blueprints for daily operations

and moving the organization into a proactive, problem-solving environment.

The focus for the next five years will be on the huge benefits this Lean transformation plan is expected to deliver. By following this proven path and AMARC's guiding values and principles, the center will achieve efficiency in parts reclamation, preservation, as well as aircraft modification and regeneration—processes that provide direct support to the American warfighter.

By 2010, AMARC's vision is to see superior performance industry practices benchmarked here.



## The benefit of the doubt...

Col. Lourdes Castillo, AMARC Commander

Do you need to make an effort to give people the benefit of the doubt? Do you ever think critically of others without considering their point of view? I often need to do this while driving.

For example, I was driving in the far right lane of a four-lane highway and a man was driving in front of me with his left turn signal on. I considered honking to get his attention, but decided against it. Just then, however, the driver changed lanes. It seems that he was just very cautious and was indeed waiting for a chance to switch lanes. If I had honked at him I would have felt pretty dumb when I learned that my assumption was wrong. On the road and in the workplace, it's easy to assume the worst of people. Poor assumptions are easier to make in the absence of face-to-face communication.

Unfortunately, the easiest way to dispel misunderstandings—by picking up the phone or meeting someone face-to-face—is not feasible in many cases. Most of us get many e-mail messages every day. It would be impossible to make a phone call to more than a tiny fraction of the corre-

spondents, and in most cases, it's not really necessary. So we make assumptions.

But making erroneous assumptions about others can be made during face-to-face meetings as well. When we leap to conclusions about someone's seemingly negative intentions or interpret a lack of response as a lack of interest, concentrating on our own parochial view of reality, we can be way off base, bringing ourselves and others undue misery. Ask yourself this question the next time you judge a customer, employee, colleague, friend, or family member's behavior: "Am I assuming that this person is intentionally not communicating with me?" and then, "Is it possible that my assumption is faulty?"

Now, I ask you to consider two more basic questions. First, if you frequently complain about others, do you usually expect that they are out to disregard your needs? And second, do you routinely expect the worse or the best from them? Your answers may determine how much of the day you spend frustrated and miserable. Shift your mind-set; assume that most people have positive intentions, though they may behave in ways that are not always easily

understood. Give people the benefit of the doubt—it might make you—the supervisor, employee, and co-worker—easier to live and work with.

Of course, focusing on one's self at the expense of others comes in many forms. We all sometimes tend to regard our own time as more valuable than others. But, you will find that most of the time an over-inflated sense of self-importance is the exception, not the rule. Treat others like you want to be treated. Offer respect freely and give people the benefit of the doubt. I believe that more often than not, people will surprise you—believe that they will do something good and they will please you. Perhaps I'm overly optimistic, but in the words of Voltaire's *Candide*, "I also know that we must cultivate our garden." Take the time today to plant good seeds; you'll reap what you sow.

So the next time that someone says or does something that just seems awkward to you, do more than just get offended. Instead, think that maybe their mind is preoccupied. Perhaps they have just gone through a tragedy in their life. Maybe their wife is about to have a baby. Who knows? Assume the best and don't choose to spend your life being offended...give people the benefit of the doubt.

# Spirit of Spooky flies on

By Rob Raine

(with thanks to Master Sergeant Rob Jalbert, Jr. and Technical Sergeant Paul Gernon)

Photos by Rob Raine and Sergeant Gernon

During the course of C-130E, No. 63-7771's operational life, it acquired the nickname "Spooky." Represented either as a small sheet-clad ghost, or a bowler-topped, cigar-chomping hob-goblin, someone or something haunted "Spooky." Tales of 'triple-seven-one', the haunted plane of Little Rock Air Force Base abound.

Former crewmembers tell stories about hearing the sound of footsteps walking across the top of the aircraft.

Another eerie story occurred on a duty weekend during preparation for flight operations. The witness reported power coming on in the aircraft without a power unit connected.

"When I was at Little Rock people were afraid to work on 'triple-seven-one' because of the noises and strange things that happened on it," said former Crew Chief, Master Sergeant Rob Jalbert, Jr. "Only one weird thing happened when I crewed it. The flight deck was a mess, I

left the plane. When I returned things were straightened out. I just figured people were messing with me."

So well known were "Spooky's" antics that people at Little Rock AFB allegedly refused to work on the aircraft.

Most stories seem to agree that "Spooky's" legend centers around a loadmaster who died on the plane near the end of the Vietnam War. However, researchers report that the C-130 was first nicknamed "Spooky" around July 1989.

Ghosts aside, Master Sergeant Jalbert said, "It was the best flying aircraft I ever was a crew chief on. At Patrick AFB it had a 90-plus mission capable rate."

Like nearly all U.S. aerospace assets, "Spooky" eventually retired to AMARC, where the plane continued to



Spooky and her noseart, retired at AMARC.



contribute to the Air Force mission through parts reclamation.

Bit by bit, "Spooky's" spirit made its way back to the skies — flying missions in other C-130s around the world — moving cargo, supporting ground forces in Afghanistan and Iraq, carrying parts and mail, perhaps even delivering supplies to victims of natural disasters.

Although "Spooky" didn't just fade away like a disappearing ghost — the remains of 63-7771's hulk sold for scrap — the aircraft did serve long and honorably. And today, thanks to the efforts of the AMARC team, "Spooky's" spirit flies on.