

## **Maintenance Policies & Procedures**

### **Customer Maintenance Requests:**

- Customer requests LE to provide Maintenance on their aircraft or requests an estimate for maintenance on their aircraft.
  - The Maintenance Service Coordinator (Coordinator) or Maintenance Service Advisor (Advisor) reviews the customer request with the customer and then prepares a written description of work to be performed on a LE Work Authorization Form.
  - The Coordinator ensures that all customer information on Work Authorization Form is Accurate.
  - The Coordinator/Advisor reviews the customer requests with a Maintenance Supervisor as/if necessary and prepares a written price quotation for the customer.
- Customer Declines the quotation.
  - Coordinator/Advisor files the quotation and schedules it for follow-up marketing.
- Customer approves all or part of the written quotation.
  - Coordinator/Advisor obtains **written** approval from the customer or customer's representative.
  - Coordinator/Advisor reviews the approved service request with a Maintenance Supervisor and coordinates a schedule for the work.
  - Coordinator/Advisor reviews and coordinates the work schedule with the customer to receive their approval.
    - *Note: A deposit for parts in excess of \$1,000.00 is required prior to any work being performed.*
  - Coordinator/Advisor Schedules the approved work on the Large White Schedule Board.

### **Request for Service on LE Aviation Flight School Aircraft:**

- A request for Service is made by LE Flight School..
  - The Coordinator/Advisor completes a Work Authorization Form to include a written description of work to be performed.
    - *Note: If the work to be performed is not a regular scheduled inspection or is estimated to cost more than \$500.00 the Coordinator/Advisor must obtain verbal approval from the aircraft owner prior to scheduling any work.*
  - Coordinator/Advisor coordinates the schedule with the Supervisor and schedules the flight school aircraft on the large White Schedule. .
  - Coordinator/Advisor notifies the Assistant Chief Flight Instructor of the start and approximate end date of work to be performed and verifies with the Assistant Chief Instructor that the aircraft is grounded accurately on the flight school on-line schedule.

- Coordinator/Advisor will notify the Assistant Chief Flight Instructor immediately of any delays beyond the scheduled time for the work being performed.

### **Scheduled Maintenance Work**

- Supervisors remind Lead Mechanics and Mechanics of their responsibility to follow FARs and LE policy during each work shift.
- Supervisor and Coordinator review scheduled work for the day and provide updates on the current jobs and new jobs.
- Coordinator/Advisor update customers daily regarding any status changes in their aircraft maintenance schedule.
- Maintenance Supervisor assigns work to a mechanic for each scheduled job.
  - Coordinator/Advisor opens a Shop Order in Total FBO and provides the Lead Mechanic with the automatically generated Shop Order number.
  - Lead mechanic receives a folder prepared for each job with the following:
    - A copy of the completed Work Authorization Form.
    - Any quotes provided to the customer.
    - A Parts Request Form
    - A Work Order Discrepancy Log with the Shop Order number generated from Total FBO.
      - The Work Order Discrepancy Log must have all of the aircraft information recorded on the log to meet FAR Part 43.9 and 43.11 and include the engine and propeller Model number and Serial Number if work is performed on the engine and/or propeller.  
**NOTE: AN AIRCRAFT CAN NOT BE RETURNED TO SERVICE WITHOUT A DISCRPTION OF THE WORK PERFORMED, THE DATE OF COMPLETION OF THE WORK, THE NAME OF THE PERSON PERFORMING THE WORK, THE CERTIFICATE HELD, CERTIFICATE NUMBER, THE MECHANIC'S SIGNATURE ON THE WORK ORDER AS PER FAR PART 43.9. AND THE DATE OF INSPECION AND AIRCRAFT TOTAL TIME AS PER FAR PART 43.11.**
  - The Lead Mechanic shall clock into the job and reference the Shop Order Number and discrepancy number on the time card.
  - The Lead Mechanic will have the aircraft pulled into the hangar for work to be performed.
  - The Lead Mechanic will coordinate with the Supervisor and other Lead Mechanic's as necessary when other mechanics or mechanic's helpers are need to complete a job.

- *Note: Lead Mechanic's are responsible for the work other mechanic's or helpers perform while on a specific job for the Lead and must manage the allowable time available for the job.*
  - *Note: All Supervisor's, Lead Mechanic's, Mechanic's, and Mechanic's Helpers must clock in with the time cards provided, record the shop order number and discrepancy number that they are performing work on and clock out when they are done working on the discrepancy.*
  - *Note: All Supervisor's, Lead Mechanic's, Mechanic's, and Mechanic's Helpers shall clock in and out when working on a different discrepancy whether it is on the same work order or not.*
  - *All Supervisor's, Lead Mechanic's, Mechanic's, and Mechanic's Helpers shall immediately clock out of the discrepancy they are working on immediately when they have stopped working on the discrepancy, whether they have completed the task, switching tasks, or taking a break.*
- Parts Required.
  - Lead Mechanic will complete a Parts Request Form for all parts known to be required to complete each discrepancy.
  - Lead Mechanic will give the completed Parts Request Form to the Coordinator/Advisor.
  - Coordinator/Advisor will review the Parts Requested by the Lead Mechanic and determine if the customer has to be contacted for approval or pre-payment of the parts.
  - Coordinator/Advisor will update the customer of any maintenance completion status changed by the parts required.
  - Upon required approval and pre-payment, Coordinator/Advisor will pull all parts requested that are in stock and order non stock parts per LE policy.
  - Parts will be charged to the shop order as appropriate.
  - All parts ordered will be ordered by a PO charged to the work order or stock if restocking.
  - Coordinator/Advisor will monitor fulfillment of parts ordered notifying customers and Lead Mechanics of any status changes.
  - Upon receipt of Parts, the Coordinator/Advisor will receive the parts, charge any non charged parts to the shop order and give the parts to the Lead Mechanic.
- The Lead Mechanic will create a list of discrepancies upon completion of an inspection. The list will be given to the Supervisor for review.
  - The Supervisor will provide the list of additional discrepancies and additional time needed to complete the discrepancies to the Coordinator/Advisor as necessary to have them prepare a quote and communicate with the aircraft owner.
  - The Coordinator/Advisor will follow the approval process as described above.
  - Upon Approval, the Coordinator/Advisor will provide the updated Work Authorization Form to the Supervisor and Lead Mechanic per policy described above.
- The Lead Mechanic will continue with the job and perform the necessary additional approved repairs.

### Returning the Aircraft to Service

- The Lead Technician is responsible for completing and/or overseeing all the necessary paperwork for the assigned work order is completed. This is to include the following:
  - A completed Work Order Discrepancy Log with a detailed description of the corrective action for each discrepancy. Any manuals or data used to be referenced and include a description of any parts used, part numbers and serial numbers.
  - If an inspection is performed the Total Time of the aircraft must be calculated and recorded on the Work Order. If any engine or propeller work is performed the Lead Mechanic must record the engine and propeller model number and serial number on the work order.
  - If the discrepancy is generated from a flight school aircraft, the dispatch sheet must be signed off with the description of the discrepancy and corrective action before the aircraft can be returned to service. The discrepancy must be entered into Total FBO under the aircraft squawking report to include the Mechanic's name, type of certificate held, certificate number, and tach time. The Dispatch Sheet must be filed with the aircraft records and a logbook entry shall be made if necessary. See the Flight School Squawking Procedure for additional procedural information.
  - All required paper work must be filed with the aircraft records, to include 8130 parts form, 337 forms, STC forms, etc.
  - Complete AD search if necessary and include a copy of the search with the aircraft records.
  - Complete a aircraft logbook to include:
    - A description (or reference to data acceptable to the Administrator) of work performed.
    - The date of completion of work performed.
    - The name of the person performing the work if other than the mechanic.
    - Your signature
    - Your certificate number
    - Kind of certificate held by the person approving the work.
- The Lead Mechanic shall have the Supervisor inspect all completed work performed on the aircraft.
- The Lead Mechanic shall update the inspection times and dates of any Flight School Aircraft in Total FBO.
- The Lead Mechanic shall have the supervisor review the aircraft logbook entry, Work Order Discrepancy Log, Total FBO entries and have the supervisor sign the Work Order Discrepancy Log for approval to return the aircraft to service.
  - *Note: The aircraft cannot be returned to service without the Supervisor's signature on the Work Order Discrepancy Log.*

- The Lead Mechanic shall make a copy of the Work Order Discrepancy Log and give the copy to the Coordinator/Advisor for billing and advise the Coordinator/Advisor the aircraft is finished.
- The Lead Mechanic shall file the master copy of the Work Order Discrepancy Log with the aircraft records.
- The Coordinator/Advisor will close the shop order in Total FBO and have the Supervisor review it for accuracy.
- The Coordinator/Advisor will schedule the aircraft to have the interior and exterior cleaned by the line personnel.
- The coordinator/Advisor will contact the aircraft owner and review the Shop Order with the customer and answer any questions they may have.
- If it is a flight school aircraft the Coordinator/Advisor will contact the Assistant Chief Flight Instructor in charge of scheduling and notify them that the aircraft can be returned to the on-line schedule.
- Any FARs not mentioned above must be complied with.

**STATEMENT OF POSITION HOLDER:**

I have read the above maintenance policies and procedures and understand the content, and agree to meet the standards set forth. I further understand any violation to company policy, FAA regulation or state and local regulation is grounds for immediate job termination.

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Printed/Typed Name