

Weekly Logan Site Management Checklist

Week of: _____

This form is to be completed at the weekly management meeting

Line Responsibilities

Kim

Day to Day Operations/Customer Service/Sales/Reports

- Review daily that the items listed below are being completed by the staff
- Assist line personnel as necessary either strategically or tactically
- Customer Fuel Billings are billed daily and accurately
- All Customers are taken care of and happy. Have we exceeded their expectations?
- All Shifts are covered for the day
- There is adequate office coverage April 1st through November 1st Monday through Saturday.

Note: Kim or Eric shall be available to help when there is not a office person scheduled during the time specified above above. If Kim or Eric is not available then extra staff must be called in to make sure we have adequate office coverage.

- Fuel and Oil Inventory is accurate and reported daily
- All Company Procedure's and checklists are being followed
- Meet weekly with the Operations manager and review all company policy is being followed
- Attend company meetings required by management

Kim

Office Training

- Complete all office/computer/billing training required for line technician position
- Complete Customer Service Training per Line technicians job description
- Complete Daily and closing checklist training with line personnel
- Complete ongoing recurrent training as needed

Kim

Bi-Weekly Staff Meetings

- Perform Staff Meetings bi-weekly
- Discuss, Monthly Goals, Equipment condition, work schedule conflicts, safety, and any items deficiencies needing addressed, Such as: Customer issues or Billings, Flight School Aircraft Wash, Hangar Procedures, Flight School Issues, other relevant issues
- Perform a bi weekly training task.

Brett SVR

Line Training

- Complete practical and paperwork required by the NATA Safety First Line training for all Line employees.
- Complete recurrent NATA Safety First Line Training as required or requested.

James

Fuel Quality Control

- Verify Phillips Daily Inspections are complete and documented accurately. This shall be verified weekly
- Perform Phillips Monthly inspection and document accurately. This shall be completed by the 5th day of the following month
- Perform Phillips Quarterly inspection and document accurately. This shall be completed by the 5th day of the following quarter
- Perform Phillips Yearly inspection and document accurately. This shall be completed by the 5th day of the end of the year.
- Fix any inaccuracies with inspection
- Document any inaccuracies for future training.

James

Fuel Billing Control

- Verify Weekly Billings are accurate.
- Fix any inaccuracies with Billings
- Document any inaccuracies for future training.
- Complete Monthly Fuel Inventory Adjustment per company policy

Braydon

Line Equipment Service Checks

- Verify weekly the equipment service checklist is completed by line personnel.
- Check oil level, battery levels, tire pressure, other fluids, on trucks, tugs, courtesy cars, and other line equipment weekly
- Notify management of any discrepancies immediately
- Perform maintenance needed on equipment or schedule third party to repair equipment. (PO is required).
- Complete the required checklist and submit to management
- Notify all other co-workers of equipment discrepancy and put together a plan of action if equipment is completely unusable
- Document the discrepancies for future training

Desi

Line Staff Schedule

- Create and maintain the Line employee work schedule 60 days in advance
- Every shift shall be covered. Notify manager if unable to schedule an employee during a shift.

Desi

Customer Thank You's and Survey calls

- All line staff is trained on how and when to send thank you cards
- Verify weekly that all line staff are sending Customer Thank you cards daily for customer's they worked with during their shift.
- Customer Thank you cards and stamps are stocked and easily assessable to line personnel
- Five survey calls are being performed each month
- Survey calls are being documented for further review and training with the line staff

Desi

USU Pilot Shop Orders

- All Staff is trained on how to complete a USU pilot shop sale
- All USU pilot shop sales are accurate and submitted monthly

Mike/Scott Line procedures and Checklists

- Review weekly that all procedures and checklists are being followed by all line personnel and all standards are being met
- Record any deficiencies with the line procedures and checklists for future change
- Implement new procedures or checklists and train all line personnel on changes

Mike

Site safety Officer

- Act as the site Safety Officer and perform the duties required by the company safety program.
- Reinforce good safety habits and the safety reporting form
- Submit the required forms to the safety chair per company policy
- Train employees on any safety deficiencies.

Mike

Hangar Procedure and Hangar Billing procedures

- Maintain a hangar billing spread sheet
- Be familiar with all hangar procedures
- Train all line staff on such procedures and billing procedures
- Audit invoices monthly to ensure hangar billings are accurate

Pia

Office Cleanliness and Organization

- Verify cleaning is being done and report any deficiencies to management for future training
- Train staff on opening and closing cleaning checklist requirements
- Clean and organize office as necessary

Pia

Weekly items needed - ordering

- Inventory office supply stock, Printer cartridges, complementary items, janitorial items, etc.
- Create a weekly list of items we are low on. Give to Kristen on Tuesday.

Pia

Pilot Shop organization and ordering

- Pilot shop Shelves, floors, cabinets are organized and clean.
- All inventory in cabinets is put on display as space permits
- A weekly inventory list is prepared weekly per company policy
- New inventory is displayed neatly or put away under cabinet

Pia

A/C Flight School Washing Schedule

Verify all flight school aircraft are being cleaned and cleaned weekly.

Maintain a monthly cleaning schedule for line employees

Current: Braydon - N769NE Desi - N1632M

Mike - N55242 Ryan - N66LY

Refill aircraft bins with oil, rags, and cleaner as necessary.

Schedule aircraft wax quarterly and yearly. Quarterly requires top of cowling and leading edge's. Yearly requires entire a/c.

Maintenance Responsibilities

Kim

Day to Day Operations/Customer Service/Sales/Reports

Review daily that the items listed below are being completed by the staff

Assist maintenance personnel as necessary either strategically or tactically

Customer Maintenance Billings are billed daily and accurately

All Customers are taken care of and happy. Have we exceeded their expectations?

All Shifts are covered for the day

All Company Procedure's and checklists are being followed

Meet weekly with the Operations manager and review all company policy is being followed

Kim

Outside Customer Maintenance and Scheduling

Customer are scheduled in a timely manner

Customers are updated of the work status daily

Customers review and approve any work needing performed

Customer deposits are taken when parts cost more then \$1,000.00

Perform the necessary work in a timely efficient manner providing quality work

Complete all daily reports and shop work orders prior to releasing the aircraft

Complete logbook entries prior to aircraft release per FAR 91.417

Schedule aircraft wash with Line Personnel

Finalize shop order, review with the customer and receive payment

Follow-up Calls are performed within one week of maintenance being performed

Kim/Jeff Inventory Stock ordering

- Stock orders are prepared and submitted to Jeff
- All stock orders are approved by management and issued a PO
- All Inventory is put away on stock shelves

Kim A/C Outside Customer Washing

- All Customer aircraft are washed when maintenance is performed
- Line personnel is scheduled in a timely manner

Kim Weekly Meeting/Training

- Meet weekly with the Operations manager and review all company policy is being followed
- Perform weekly staff meetings with maintenance personnel
- Discuss, Monthly Goals, Equipment condition, work schedule conflicts, safety, and any items deficiencies needing addressed,
Such as: Customer issues or Billings, Flight School Aircraft Wash, Hangar Procedures, Flight School Issues, other relevant issues
- Participate with South Valley Training meetings monthly

Eric Daily Shop Reports/Billing

- Prepare and submit prior day shop labor report by 11 AM.
- Update Shop Work orders at the end of each day
- Prepare shop work orders on Total FBO and verify all labor and parts are billed accurately
- Review shop work order with customers as necessary
- Shop work orders are to be completed prior to releasing aircraft from the shop

Eric Log book Entry completeness and accuracy

- Logbook entries are completed daily for any maintenance repairs as necessary per FAR 91.417
- Logbook entries are completed prior to releasing aircraft from the shop to meet FAR 91.417
- Logbook entries are to be completed accurately and meet the requirements of FAR 43

Eric

Hangar organization and cleanliness

- Organize hangar and parts room as necessary to maintain efficiency
- Schedule line personnel as necessary to assist with maintaining a clean and organized hangar
- Act as the department safety officer
- Reinforce good safety habits and the safety reporting form
- Train employees on any safety deficiencies.
- Submit the required safety form per company policy

Eric

Flight School Maintenance and Scheduling

- Maintain aircraft per company policy as necessary to meet Far 43 and 91.
- Schedule flight school aircraft out on Flight Schedule Pro
- Notify flight school staff of any flight school aircraft being schedule for maintenance
- Contact customers as necessary to let them know of any maintenance scheduling conflicts
- Update the maintenance schedule daily on Flight Schedule Pro and update staff
- Perform required maintenance
- Complete required daily reports and shop work orders prior to releasing the aircraft
- Complete log book entry as required prior to releasing the aircraft as required by FAR 91.417
- Schedule aircraft for wash with Line Personnel
- Release Aircraft and update schedule on Flight Schedule Pro
- Flight School Aircraft Squawks are completed daily and paperwork completed
- Flight School Aircraft Squawks are entered into Total FBO after the aircraft is returned to service
- Squawked Dispatch Sheets are completed accurately and filed with the aircraft records

Scott

Procedures and Standard Implementation

- Train maintenance personnel of any company policy change
- Implement new procedures and necessary