

CONTINUING AIRWORTHINESS MANAGEMENT EXPOSITION (CAME)

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**Quality Assurance Manager
Reviewed:**

Date:

**Civil Aviation Authority of Malaysia
Approval:**

Date:

AMENDMENT RECORD

REVISION NO.	DATE	DETAILS	BY	DATE
1	16-Aug-2019	<p>Chapter 5.1 To extract some internal forms out and maintain those that require CAAM approval.</p> <p>Chapter 5.2 To include Permit to Fly (PTF) approval for ARS and update names of ARS.</p> <p>Chapter 5.8 To include aircraft 9M-SAS belonging to His Royal Highness, Sultan of Pahang</p> <p>Chapter 5.10 To reflect the list of scope of maintenance activities for the issuance of PTF in the second level, Continuing Airworthiness Management Procedure (CAMP).</p>	CAMM	16-Aug-2019
2	24-Dec-2019	<p>Chapter 0.2 To include aircraft type A109E to GAM scope of work and update AMP reference.</p> <p>Chapter 5.2 To update ARS 01 approval for airworthiness review and permit to fly for type A109E</p> <p>Chapter 5.8 To update list of aircraft managed under GAM CAMO</p> <p>Chapter 5.9 To update manpower resources and include ARS function for PTF issuance in Manpower Resources and Management Tool</p>	CAMM	24-Dec-2019

REVISION NO.	DATE	DETAILS	BY	DATE
3	28-Jan-2020	<p>Chapter 0.2.4 Include aircraft type B300 to GAM scope of work and update AMP reference.</p> <p>Chapter 0.3.5.1 Include duties and responsibilities of Accountable Manager (AM) as acting Quality Assurance Manager (QAM) in the event of his absence.</p> <p>Chapter 0.8 - Include AM office and remove specific number of mobile compactors allocated for CAMO due to variable in description of facilities. - Update facility layout for CAMO department</p> <p>Chapter 1.1.1.1 - Rephrase term of "Certificate of Release to Service" to "Maintenance Release Certificate". - Correction on policy for the submission for approval of AJL through CAAM not QAM. - Rephrase term "Technical Log" to "Journey Log".</p> <p>Chapter 1.3.2 Correction on policy to retain records for a period not less than 12 months in case of aircraft permanently withdrawn from service instead for a period not less than 36 months after the aircraft or component has been released to service.</p> <p>Chapter 1.4.2 Correction on policy to record the compliance of Airworthiness Directive in the aircraft airworthiness records (Log Books) by GAM CAMO instead of by the contracted approved maintenance organisation.</p> <p>Chapter 1.6.1 Remove policy on special repair instructions issued and approved by the OEM to be considered as data approved by CAAM.</p>	CAMM	28-Jan-2020

REVISION NO.	DATE	DETAILS	BY	DATE
		<p>Chapter 1.8 Update policy from “Mandatory Occurrence Reporting” to “In Service Difficulty Reporting (ISDR)” as per requirement by CAAM.</p> <p>Chapter 5.2 To add ARS privilege and ARS 02 approval for airworthiness review and permit to fly for type B300.</p> <p>Chapter 5.4 To update aircraft type capability for contracted AMO for type A109E, B300 and EC155B.</p> <p>Chapter 5.8 To update list of aircraft managed under GAM CAMO.</p> <p>Chapter 5.9 To update manpower resources for inclusion of aircraft type B300 in Manpower Resources and Management Tool.</p>		

0.2 General Information

0.2.1 Description of the Organisation

- a. GAM-CAMO is structured under the management of the Accountable Manager. For the complete management structure refer to the organisation's management chart in Chapter 0.4.
- b. GAM-CAMO is an approved organisation performing Part M Subpart G and I privileges for commercial and non-commercial aircraft. GAM is authorised to carry out continuing airworthiness management, in addition to make recommendations for the airworthiness review report (ARR) to CAAM.

0.2.2 Relationship with Other Organisations

- a. GAM-CAMO currently operates independently and wholly owned by Galaxy Aerospace (M) Sdn Bhd (GAM).
- b. GAM is also an independent Part 145 approved organisation performing contracted maintenance, repairs and overhaul activities.
- c. GAM-CAMO uses GAM-AMO as maintenance provider to meet the requirements of Part M and also supported by other CAAM Part 145 AMO to ensure that the aircraft managed are always within the controlled environment.
- d. Details of the current maintenance contractors are listed in Part 5 of this CAME.

0.2.3 Aircraft Managed

- a. Aircraft managed by GAM-CAMO in accordance with CAAM Part M Subpart G and I are listed in respective contract and is held by Continuing Airworthiness Management Manager (CMM).
- b. The list of aircraft controlled is as stated in Part 5 of this CAME (5.8 List of Aircraft Managed by GAM-CAMO)

0.2.4 Scope of Work

- a. The capabilities of GAM-CAMO Continuing Airworthiness Management are based on CAAM approval under Part M Subpart G and I.

Aircraft Type	Airworthiness Management	Airworthiness Review	Permit to Fly	AMP
AW139	✓	✓	✓	RMPAOF/ENG/PUB/MS/AW139 YTLPG/CAMO/AMP/AW139 AIROD/BOMBA/MP/AW139
EC120B	✓	-	-	GKSB/CAMO/AMP/ EC120B
AS355F1	✓	-	-	-
A109S	✓	-	-	GAM/CAMO/AMP/A109S
AW189	✓	✓	✓	JBPM/CAMO/AMP/ AW189
EC155B	✓	✓	✓	GAM/CAMO/AMP/EC155B
EC155B1	✓	✓	✓	GAM/CAMO/AMP/EC155B1
AS365N2	✓	✓	✓	GAM/CAMO/AMP/AS365N2
Bell 429	✓	✓	✓	GAM/CAMO/AMP/429
A119	✓	✓	✓	PBH/CAMO/AMP/A119
A109E	✓	✓	✓	AIROD/BOMBA/MP/A109E
B300	✓	✓	✓	RMPAOF/CAMO/AMP/B300

0.3 Management Personnel

- a. The management personnel listed here under Chapter 0.3 are nominated post holders that are required to fill out CAAM Form 4 and be approved by the Civil Aviation Authority of Malaysia (CAAM).

0.3.1 Accountable Manager (AM)

- a. The Accountable Manager has corporate authority for ensuring that all continuing airworthiness management activities can be financed and carried out in accordance with CAAM regulations. The duties and responsibilities associated with this post are stated in Para 0.3.5.1 and currently held by Mr. Shamsul Kamar bin Samsudin.

0.3.2 Continuing Airworthiness Management Manager (CAMM)

- a. The duties and responsibilities associated with the post of Continuing Airworthiness Management Manager are held by nominated person as stated in para 0.3.5.2, in support of the Accountable Manager. The CAMM of GAM-CAMO is currently held by Mrs. Zaty Nadhira binti Mohamed Zuhari
- b. The post holder for continuing airworthiness is responsible for determining what maintenance is required, when it must be performed and by whom and to what standard, in order to ensure the continuous airworthiness of the aircraft being managed.

0.3.3 Quality Assurance Manager (QAM)

- a. The duties and responsibilities associated with this post are currently assumed by Mr. Salman bin Abu Zarim in support of the Accountable Manager.
- b. The Quality Assurance Manager is responsible for establishing a quality monitoring program which addresses all of the areas of GAM-CAMO contracted maintenance support, monitoring all sub-contracted activities and monitoring the compliance with CAAM Part M.

0.3.4 Airworthiness Review Staff (ARS)

- a. The duties and responsibilities of Airworthiness Review Staff are as stated in Part 4.
- b. List of Airworthiness Review Staff (ARS) are as stated in Chapter 5.2 of this CAME.

0.3.5 Duties and Responsibilities

0.3.5.1. Accountable Manager (AM)

- a. In order to run the organisation in a manner that meets the requirements of the Customers and CAAM requirements as applicable, the Accountable Manager has the overall responsibility, including financial, for running the organisation with delegated responsibility for all personnel.
 - i. He is responsible for ensuring that all continuing airworthiness activities can be financed and carried out to the required standards.
 - ii. Responsibility for ensuring that the organisation has sufficient financial and personnel resources for the extent of the actual undertaking.
 - iii. Responsibility for the continuous information to the Management regarding planned and offered services or other changes that affects the Company's activity.
 - iv. Responsibility for ensuring that any charges are paid as prescribed.
 - v. Ensuring the necessary qualified staff with appropriate training.
 - vi. Review the quality system from time to time.
 - vii. To take over the duties and responsibilities of Continuing Airworthiness Management Manager (CAMM) and Quality Assurance Manager (QAM) in the event of his/her absence.

0.3.5.2. Continuing Airworthiness Management Manager (CAMM)

- a. The nominated post holder for continuing airworthiness will ensure that all maintenance is carried out by the CAAM Part 145 maintenance organisation, in accordance with the relevant approved maintenance programme, on time and to an approved standard. He will act to ensure that GAM-CAMO responsibilities in the following areas can be met.
 - i. Establishment and development of maintenance programmes for the aircraft managed by GAM-CAMO as required by the customer or CAAM.
 - ii. Preparation and presentation of maintenance programmes to the CAAM for approval.
 - iii. Manage the approval of modifications and repairs.
 - iv. Ensuring modifications and repairs (changes) are carried out to an approved standard.
 - v. Ensuring all maintenance is carried out in accordance with the approved maintenance programme and released in accordance with the CAAM requirement.
 - vi. Ensuring all applicable airworthiness directives and operational directives with a continued airworthiness impact, are applied.

- vii. Ensuring all known defects is rectified.
- viii. Ensuring coordination of scheduled maintenance, the application of airworthiness directives, the replacement of service life limited parts and component inspections to ensure work is carried out properly.
- ix. Ensure the management of all continuing airworthiness records.
- x. Ensuring the mass and balance statement reflects the current status of the aircraft.
- xi. Ensure non-mandatory modification embodiment policy, where appropriate.
- xii. Liaison to the Operator and AMO pertaining the airworthiness issues.
- xiii. Ensure the Certificate of Airworthiness for each aircraft operated by the company remains valid in respect of;
 - a. the airworthiness of the aircraft,
 - b. the expiry date specified on the Certificate of Airworthiness,
 - c. any other condition specified in the Certificate;
- xiv. The amendment and control of the Continuing Airworthiness Management Exposition.

0.3.5.3. Quality Assurance Manager

- a. The Quality Assurance Manager is responsible for the following functions:
 - i. He has direct access to the Accountable Manager in the event that reported non-compliance or discrepancy is not adequately attended by the relevant parties or disagreement over a discrepancy reported.
 - ii. Compliance with Part M requirement.
 - iii. Establishing a Quality Monitoring Programme which addresses all of the areas of GAM's contracted maintenance support (if applicable).
 - iv. Monitoring all sub-contracted activities.
 - v. To review the training needs and to schedule the training as necessary.
 - vi. To ensure the currency of staff's training.
 - vii. Ensuring that the Quality System required by Part M is effective in its application and follow up actions required to address findings are completed. Further details are provided in Part 2 of this CAME.
 - viii. Reporting any occurrences of a maintenance nature to the CAAM and the aircraft manufacturers. This includes both Mandatory Occurrences and occurrences related to maintenance findings, which fall outside the Mandatory scheme

0.3.5.4. Airworthiness Review Staff

- a. The duties and responsibilities of ARS as stated in Part 4.

0.3.6 Manpower Resources and Training Policy

0.3.6.1 Manpower Resources

- a. GAM-CAMO must always employ sufficient appropriate staff to ensure the expected work can be performed and all duties can be fulfilled. The minimum number of employees dedicated to the performance of the continuing airworthiness management systems must be employed.
- b. GAM-CAMO Manpower Management is used to ensure that the staff are sufficient to perform the airworthiness management activities. The automation manpower management tool is used to show the balance ratio of manpower to tasks and its sufficiency.
- c. Manpower Resources and Management Tool as stated in Part 5 of this CAME (Chapter 5.9 Manpower Resources and Management Tool)

0.3.6.2 Training Policy

- a. Training will be provided by GAM-CAMO to ensure that each member of staff is adequately trained to carry out the functions of, and satisfy the responsibilities associated with, the Part M Subpart G and I continuing airworthiness management functions.
- b. A schedule of required and recommended training is maintained by the Quality Department of Continuing Airworthiness Management. The competency of staff performing the continuing airworthiness activities are also must be checked to ensure the procedures are properly followed. An oral or simulation test shall be performed as an assessment.
- c. Training records and authorisations are required to meet CAAM requirements and must be retained by the QAM. These records are stored in GAM-CAMO record keeping system.
- d. Whenever changes occur to the organisation such as procedures and aircraft types operated, then suitable continuation training will be provided, where necessary.
- e. The organisation will review training needs at intervals not exceeding two years or at more frequent intervals if, and when, significant changes occur to the organisation, procedures and aircraft types operated.
- f. The details of Training Requirement are referred as per CAMP Para 0.7
- g. The type of training that must be conducted by GAM-CAMO are:

No	Course	Initial	Continuation
1.	CAME & Company Procedures	✓	✓

No	Course	Initial	Continuation
2.	Part M – Continuing Airworthiness Management	✓	
3.	Aircraft General Familiarization	✓	
4.	Human Factor	✓	✓
5.	Air Legislation	✓	
6.	CAMS (Aeronet)	✓	

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0.8 Facilities

- a. Operation of CAMO is based at Galaxy Aerospace Malaysia registered corporate office:

Suite 11-14, Helicopter Centre,
Malaysia International Aerospace Centre,
Sultan Abdul Aziz Shah Airport,
47200 Subang, Selangor.

- b. The facility for CAMO consists of individual office room for Accountable Manager, CAM Manager and QA Manager, a workplace station for Technical Record, Technical Publication, CAMO Planner, Technical Services and Airworthiness Review Staff personnel and equipped with typical office supplies such as printer, stationery, whiteboard and etc.
- c. The aircraft records are all kept securely in a vault room. The vault room is secured with locked doors and contains mobile compactor storage system which are securely locked with a key controlled by the appointed Technical Record for any access to the records. Refer Figure 1 and 2 for map location and layout of the facility.

Continuing Airworthiness Management Exposition

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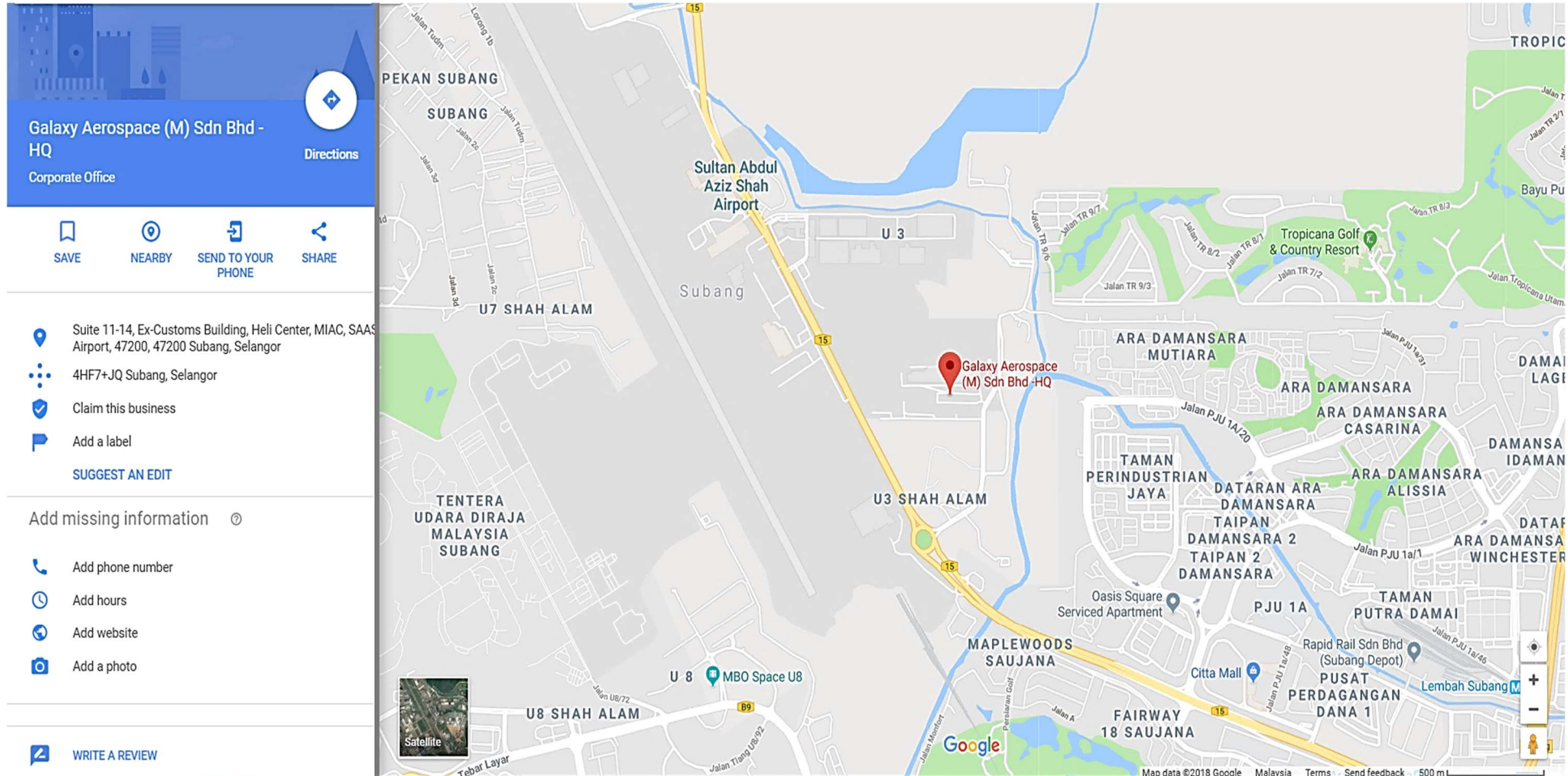


Figure 1 Facility Location (Map to Galaxy Aerospace (M) Sdn Bhd)

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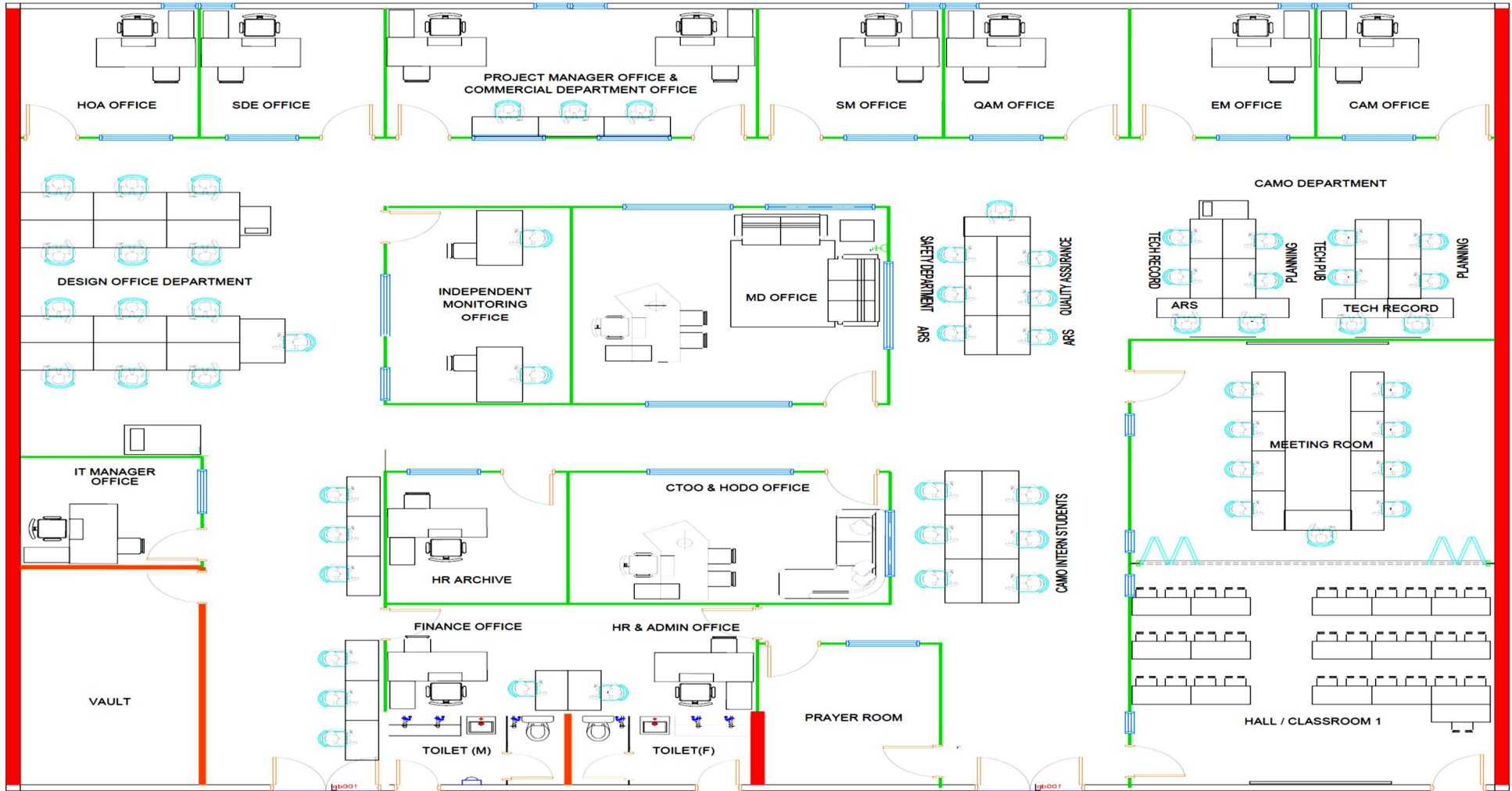


Figure 2 Facility Layout

1.1 Aircraft Continuing Airworthiness Record System Utilisation

- a. When any maintenance is completed, the associated Maintenance Release Certificate (MRC) shall be entered in the aircraft continuing airworthiness records. Each entry shall be made as soon as practicable but not more than 14 days after the date of the maintenance action.
- b. The aircraft continuing airworthiness records shall consist of:
 - i. An aircraft logbook, engine logbook(s) or engine module log cards, propeller logbook(s) and log cards, for any service life limited component and as appropriate
 - ii. The Journey Logbook (previously known as Technical Logbook).
 - iii. The aircraft type and registration mark, the date, together with total flight time and/or flight cycles and/or landings, as appropriate, shall be entered in the aircraft logbooks.
- c. The aircraft continuing airworthiness records shall contain the current:
 - i. Status of airworthiness directives and measures mandated by the competent authority in immediate reaction to a safety problem;
 - ii. Status of modifications and repairs;
 - iii. Status of compliance with maintenance programme;
 - iv. Status of service life limited components;
 - v. Mass and balance report;
 - vi. List of deferred maintenance

1.1.1 The Journey Logbook utilization

- a. The input from an operator or registered lessee / owner of the aircraft journey log is the main input for GAM-CAMO when performing activities of Part M for a contracted provider or registered lessee / owner, resulting in follow up on the above, subject to contractual coverage, using the GAM Continuing Airworthiness Management System (CAMS).
- b. All of this is used as a part of the flight safety and reliability of reporting systems to provide feedback to the operator, registered lessee / owner, staff, CAAM and manufactures.
- c. The Journey Log System includes the following information:
 - i. Observation and remarks as a result of aircraft operation including the aircraft, engines, components and systems technical status.
 - ii. All defects and malfunctions.

- iii. Corrective actions in response to recorded defects.
- iv. Record of accomplished and pending scheduled maintenance activity.
- v. Any technical limitations imposed by terms of MEL or other approved sources.
- vi. Record of base maintenance activities.
- vii. Maintenance performed by the contracted maintenance organisation which details:
 - 1. Defect rectification action taken and associated responses to crew's requests and/or remarks.
 - 2. Scheduled maintenance inspections performed.
 - 3. Next due scheduled maintenance inspections.
 - 4. Where applicable, any MEL technical limitations proposed by the maintenance organisation.

1.1.1.1 The Journey Log Content

- a. The Journey log system is contained within a folder and is comprised of:
 - i. The details the operator's name the aircraft type and the registration.
 - ii. A copy of the current Maintenance Release Certificate following Scheduled Maintenance as issued by the Maintenance contractor.
 - iii. Flight Sector Record Pages.
 - iv. Total Fuel in US gal and oil uplift including total oil in US quarts.
 - v. Daily Inspection certification column (i.e. name, license no., and signature and time inspection carried out).
- b. Any changes to the Journey Log will be submitted to the Civil Aviation Authority of Malaysia for approval. In the event that unscheduled maintenance and/or defect rectification is required to be carried out away from main base, by another maintenance organisation, the prior agreement of the primary maintenance contractor must be sought.
- c. The organization carrying out such maintenance will be required to issue a Maintenance Release in the Journey Log and details of work carried out shall be sent to operator as soon as practicable.
- d. The journey logbook shall have at least 4 copies for each page. **First copy** will be hold by **GAM-CAMO**. **Second copy** will be hold by **Operator**. **Third copy** will be used as **standby copy** and the **fourth copy** is the **Logbook copy**. The operator will ensure that copies of all Journey Log Record Pages, and any other pertinent maintenance-related information, are forwarded promptly to GAM-CAMO, to allow them to perform their planning and maintenance co-ordination functions.



1.1.2 The Journey Log Content

- a. All entries to the Aircraft Journey Log (AJL) system must comply with the following conditions:
- i. be writing in indelible ink;
 - ii. all input must be in the English Language;
 - iii. be clear, concise and use block capitals;
 - iv. all pages of log book must be legible.

1.1.3 MEL

- a. The minimum equipment list (MEL) is intended to permit operations with certain inoperative items of equipment for the minimum period necessary until repairs can be accomplished. It is important that repairs are accomplished at the earliest opportunity in order to return the aircraft to its design level of safety and reliability.
- b. GAM-CAMO shall establish, at the customer request and where possible, for each aircraft a Minimum Equipment List (MEL) and submit for approval to the CAAM.
- c. This shall be based upon, but not be less restrictive than, the relevant Master Minimum Equipment List (MMEL) if this exists, and other applicable requirements accepted or mandated by the CAAM.
- d. If the MEL is established by the operator, GAM-CAMO shall have access to the latest approved MEL for all contracted aircraft.

1.1.3.1 Repair Interval Categories (MEL classes)

- a. The maximum time an aircraft may be operated between the discovery of an inoperative item and its repair will be specified in the MMEL. Passenger convenience items such as reading lights may have no specified repair interval (no category).
- b. The category of all other inoperative items will be determined according to the time intervals specified below:
 - i **Category A**
Items in this category shall be repaired within the time interval specified in the "Remarks or Exceptions" column of GAM approved MEL. Whenever the proviso in the "Remarks or Exceptions" column of the MMEL states cycles or flight time, the time interval begins with the next flight.
 - ii **Category B**
Items in this category shall be repaired within 3 consecutive calendar days excluding the day of discovery.
 - iii **Category C**
Items in this category shall be repaired within 10 consecutive calendar days, excluding the day of discovery.
 - iv **Category D**
Items in this category shall be repaired within 120 consecutive calendar days, excluding the day of discovery. To be considered for placement in Category D, the item must be of an optional nature, or excess equipment.



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- c. To be approved for Category D, the item must meet the following criteria:
 - i. The absence of the item does not affect crew workload;
 - ii. The pilots do not rely on the function of that item on a routine or continuous basis;
 - iii. The pilot's training, subsequent habit patterns and procedures do not rely on the use of that item.

1.3 Time and continuing airworthiness records, responsibilities, retention, access

- a. GAM-CAMO Maintenance Planning and Technical Records section are responsible for continually updating the data system that tracks Aircraft Continuing Airworthiness Records.

1.3.1 Hours and cycles recording

- a. The operator shall, by fax or e-mail as described in the contract, daily submit to GAM-CAMO all necessary documents required for updating on contracted services.

1.3.2 Records

- a. Typical documents are, but not limited to; Journey Log, EASA Form One, FAA 8130-3 or equivalent and/or other type of Component tag, etc. Details of documents to be submitted by an operator are described in the relevant contract.
- b. GAM-CAMO personnel shall before updating the Technical Records, verify correct log sequence, Part number, Serial number, etc.
- c. GAM-CAMO manages all technical records and archives all technical records for contracted aircraft. These documents are retained in a fire, theft, water and alteration protected environment throughout the validity of the contract. For back up, all the records are scanned and saved in a server or any means of electronic storage.
- d. In case of aircraft withdrawal from service, GAM-CAMO shall retain all record not less than 12 months after the aircraft or component has been permanently withdrawn from service. CAAM shall be notified if the records are to be disposed after the 12 month period.
- e. Once the contracts are expired or terminated, GAM-CAMO must transfer all records to the owner or operator of the aircraft. Documents transfer to the operator must be recorded and acknowledged by the recipient in any means of declaration. Notification to CAAM must be made within 14 day after the services is terminated or expired.

1.3.3 Transfer of Continuing Airworthiness Records

- a. GAM-CAMO shall only hold and use the current maintenance data for the performance of continuing airworthiness tasks. This data may be provided by the owner or operator. In such case, the CAMO shall only keep such data for the duration of the contract, except when required by paragraph 17 of CAAM Airworthiness Notice 6102.
- b. If GAM-CAMO ceases to hold the certificate of approval under regulation 31 of MCAR, all retained records shall be transferred to the owner or operator of the aircraft as stipulated in the contract.
- c. In the event of sale of an aircraft, the owner is responsible to transfer the records to the new owner upon received of all documents from GAM-CAMO. All records will be made available by GAM-CAMO prior to transfer to the new owner.

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- d. Any aircraft leased to another operator, the lease agreement shall be stipulated the record keeping for particular aircraft.
- e. In the event of an accident or serious incident, the CAMM will quarantine the records secure until requested by the CAAM.

1.4 Accomplishment and control of Airworthiness Directives

1.4.1 General

- a. Any applicable airworthiness directive must be carried out within the requirements of that airworthiness directive.
- b. Applicable AD's issued by the CAAM or any airworthiness directive issued by a state of design for an aircraft, or for an engine, propeller, part or appliance imported and installed on an aircraft registered in Malaysia, shall be complied.
- c. GAM-CAMO performs the AD assessment, planning and follow-up for sub-contracted operators, or contracted aircraft.
- d. All AD's that affect aircraft types or components on aircraft managed by GAM-CAMO, subjected to contract coverage, are listed in the CAMS computerised system and a hard copy file is made up. The hard copy file is kept in a fire protected cabinet in the office.
- e. The AD evaluation use the Technical Instruction Compliance (Form No. GAM/CAMO-001) to evaluate the applicability of the AD and monitored the process flow until accomplishment. List of all AD evaluations must be registered and recorded.
- f. GAM-CAMO is responsible for the accomplishment and control of Airworthiness Directives for contracted aircraft. CAM is responsible for AD evaluation, accomplishment and control.

1.4.2 Airworthiness Directive Decision

- a. All AD's shall be evaluated for general applicability to A/C or A/C components. The analysis may be performed by the operator or, as described in applicable contract, by GAM-CAMO.
- b. GAM-CAMO shall evaluate all applicable AD's in accordance with this CAME. The evaluation shall be based on applicability (S/N, incorporated SB's, mod status, previous AD's, superseded AD, etc.). A copy of the evaluation must be sent to the operators for their acknowledgement and decision.
- c. GAM-CAMO is responsible to advise operators on implementation of applicable Airworthiness Directive after the analysis.
- d. All AD's handled by GAM-CAMO are communicated to the Maintenance Organisation in the form of a WO except for Emergency AD's. Refer Part 1.4.3 for detail.
- e. In a case where the operator failed to incorporate an AD which is clearly affecting the A/C or its component, this shall immediately be communicated with the operator. If the operator insists for not to incorporate the AD, GAM-CAMO has the right to immediately terminate its services and contract.
- f. The method of compliance and when such compliance was achieved will be recorded in the aircraft airworthiness records (Log Books) by GAM-CAMO.

- g. For AD's with repetitive inspection content then each and every inspection will be recorded on completion in the aircraft airworthiness records.
- h. A Maintenance Release Certificate will be issued every time compliance with an AD is established. The CAMM is responsible for control of performing the AD. He will establish the applicable work orders. The CAM also responsible for incorporation and documentation of performed AD's and to ensure that all applicable AD's will be performed in time as specified in the AD.

1.4.3 Emergency Airworthiness Directives

- a. When an emergency AD has been issued that affect types of aircraft or components that are managed by GAM-CAMO, then shall GAM-CAMO immediately inform the Operator/Owner/Lessee about the Emergency AD and what type of actions that are necessary to take.
- b. If the Operator/Owner/Lessee cannot be reached in due time, GAM-CAMO has the right to take necessary decisions. In order not to lose unnecessary time, an Emergency AD can be ordered by Phone or E-mail.

1.6 Repair Modification Standards

1.6.1 Approvals

- a. Modifications and Repairs considered as approved by CAAM:
 - i. AD's
 - ii. SB's,
 - iii. All modifications including STC's approved by relevant authority
 - iv. All modifications approved by a DOA

1.6.2 Classification

- a. All repairs/modifications performed on an aircraft, or any parts thereof, have to be classified as major or minor repairs/modifications.

1.6.3 Minor modification

- a. A 'minor change' is one that has no appreciable effect on the:
 - i. mass and balance
 - ii. structural strength
 - iii. reliability
 - iv. operational characteristics
 - v. noise
 - vi. fuel venting
 - vii. exhaust emission
 - viii. other characteristics affecting the airworthiness of the product
- b. Minor changes in a type design shall be classified and approved either:
 - i. By the CAAM; or
 - ii. By an appropriately approved design organisation (DOA) under a procedure agreed with the CAAM.

1.6.4 Major modification/Changes

- a. All other changes other than Chapter 1.6.3 are considered as 'major changes'. All major modifications shall be approved under STC by an appropriately rated DOA. STC approved outside the country must be validated by CAAM.
- b. When an operator request a Modification to be implemented on their aircraft, GAM shall perform an assessment on the modification as follows;
 - i. has the modification relevant approvals

- ii. is the modification applicable to the type/model of aircraft
 - iii. is the modification affecting mass & balance of the aircraft
 - iv. is the modification affecting any manuals (IPC, AMM, WDM, CMM, AFM / Pilot Hand Book, etc)
 - v. cost impact
- c. GAM-CAMO presents the assessment result to the operators for their decision of implementation. If the operators decide to implement the modification, GAM-CAMO shall;
- i. Issue a work order to the Part 145 to perform the modification.
 - ii. Order required supply of parts and/or mod kit.
 - iii. Order as required, all applicable maintenance data and other required documentation.
 - iv. Send above parts and maintenance data to the Part 145 organisation.
- d. After the modification has been implemented and before operation of the aircraft, GAM-CAMO shall perform the necessary updates of:
- i. Tech records
 - ii. Manuals
 - iii. Mass & balance
- e. GAM-CAMO informs the operators regarding operational changes as applicable.

1.6.5 Conformity Inspection

- a. Conformity inspections involve the review of all design data and production documents generated as part of a design approval program in accordance with the requirement of CAAM. In basic terms, a conformity inspection determines that the modification has correctly performed all processes and tests called for by the design data and has been inspected and found in compliance with the design data.
- b. Conformity inspection has to be carried out on any modification or major repair. GAM-CAMO shall consult with CAAM on whom to perform the conformity inspection. For modification subjected to conformity inspection by CAAM, the Modification Installation Approval form CAAM JPA 29 shall be issued by CAAM.
- c. Whereby the Conformity Inspection has been entrusted by CAAM to GAM-CAMO, GAM-CAMO may do the Conformity Inspection on behalf. CAM will assign the appropriate Inspector to carry out the Conformity Inspection. The Inspector then shall carry out the Conformity Inspection to ensure that:
 - i. The modification or repair instruction data/ drawing package is approved by the CAAM/DOA and is issued with CAAM/DOA SOC approval number.

- ii. The modification/ repair work is carried out as per CAAM/DOA approved data/ drawing package.
- iii. All items used or required for carrying out the modification/ repair, such as publication, parts or material, special tooling's, weight & balance measurement, ground or flight test, NDT report, etc. are available, complied with and fully utilize.
- iv. All applicable document but not limited to Aircraft Maintenance Programme (AMP), Aircraft Flight Manual (AFM), Weight and Balance Schedule and Modification Record Book duly updated to reflect the modifications.
- d. Through the Conformity Inspection, should there be any finding on modification or repair work carried out deviate from the approve data/ drawing, the CAMO and AMO shall be informed and consulted. GAM-CAMO then shall notify DOA/CAAM as applicable and obtain subsequent approval.
- e. Upon satisfactory completion of Conformity Inspection, the appointed Inspector shall complete the Conformity Inspection form (GAM/CAMO-020) and, subjected to CAAM agreement, may issue the installation approval using Modification Installation Approval form (GAM/CAMO-021).
- f. Otherwise, for installation approval to be issue by CAAM, the Inspector shall then compile the following documents to CAM for submission to CAAM for the issuance of CAAM Modification Installation Approval (CAAM JPA 29 Form):-
 - i. Conformity Inspection Form (GAM/CAMO-020).
 - ii. Modification Installation Approval Form (GAM/CAMO-021).
 - iii. A copy of the completed Repair Instruction (RI) or Modification Document (MD) with the appropriate signatory.
 - iv. A copy of Maintenance Record with a CRS statement for the modification or repair work, making reference to the Work sheet number, RI number and CAA/DOA SOC approval number.
 - v. If available a copy of OEM Product Support Engineering Letter or Repair Design Approval issued for the completed modification or repair work.
 - vi. A copy of NDT report if NDT inspection was carried out.

1.8 In Service Difficulty Reporting (ISDR)

- a. The ISDR system is an essential part of the overall monitoring function. The objective of the in-service difficulty (ISD) reporting, collection, investigation and analysis systems as described in various Notices is to use the reported information to contribute to the improvement of aviation safety, and not to attribute blame, impose fines or take other enforcement actions.
- b. The detailed objectives of ISDR systems are:
 - i. to enable an assessment of the safety implications of each occurrence to be made, including previous similar occurrences, so that any necessary action can be initiated. This includes determining what and why it had occurred and what might prevent a similar occurrence in the future; and
 - ii. to ensure that knowledge of occurrences is disseminated so that other persons and organisations may learn from them.
- c. The ISDR system is complementary to the normal day to day procedures and 'control' systems and is not intended to duplicate or supersede any of them. The ISDR system is a tool to identify those occasions where routine procedures have failed.
- d. All incidents and occurrences that fall within the reporting criteria defined in CAAM Airworthiness Guidance (AG) 8503 will be reported to the CAAM within 48 hours as required.
- e. Within the overall limit of 48 hours for the submission of a report, the degree of urgency should be determined by the level of hazard judged to have resulted from the occurrence:
 - i. Where an occurrence is judged to have resulted in an immediate and particularly significant hazard, the CAAM expects to be advised immediately, and by the fastest possible means (e.g. telephone, fax, e-mail) of whatever details are available at the time to the organisation's respective desk officer. This initial notification should then be followed up by a report within 48 hours.
 - ii. Where the occurrence is judged to have resulted in a less immediate and less significant hazard, report submission may be delayed up to the maximum of 48 hours in order to provide more details or more reliable information.
- f. All occurrences will be analysed by Quality Assurance Manager in consultation with the maintenance organisation and the owner/operator as appropriate. Any ISDRs raised by the contracted maintenance organisation on aircraft managed by GAM-CAMO will also be advised to CAMM. Both organisations and the owner/operator will hold copies of any ISDRs that have been raised that affect maintenance.
- g. Reports can be made and submitted through form CAAM/AW/8503-01 provided in the CAAM website by hardcopy and through email isdr@caam.gov.my.

5.2 List of Airworthiness Review Staff

No	Aircraft Type	Hairee Mat		Azillah Matap		Ismail Sulaiman	
		(ARS 01)		(ARS 02)		(ARS 03)	
		AR	PTF	AR	PTF	AR	PTF
1.	AW139	-	-	-	-	X	X
2.	EC120	-	-	-	-	-	-
3.	AS355	-	-	-	-	-	-
4.	A109S	-	-	-	-	-	-
5.	AW189	-	-	-	-	X	X
6.	EC155B	-	-	-	-	X	X
7.	EC155B1	-	-	-	-	X	X
8.	AS365N2	-	-	-	-	X	X
9.	BELL429	-	-	-	-	X	X
10.	A119	X	X	-	-	-	-
11.	A109E	X	X	-	-	-	-
12.	B300	-	-	X	X	-	-

5.4 List of approved maintenance organisations contracted

a. Internal AMO approval

No.	Organization's Name	Approval No.	Authority	Capability
1.	Galaxy Aerospace (M) Sdn Bhd	AMO/2016/02	CAAM	AW139
				AW189
				A109E
				EC120
				B300

b. Contracted AMO

No.	Organization's Name	Approval No.	Authority	Capability
1.	Agusta Westland Malaysia Sdn Bhd	AMO/2016/40	CAAM	AW139
				A109S
				A119
				AW189
2.	Airbus Helicopter Malaysia Sdn Bhd	AMO/2017/15	CAAM	EC 120
				EC155B
3.	Mycopter Aviation Services Sdn Bhd	AMO/2017/21	CAAM	AS355
4.	Systematic Aviation Services Sdn Bhd	AMO/2017/23	CAAM	BELL 429

5.8 Details of Aircraft Managed by GAM-CAMO

No	Aircraft Type	Aircraft Registration	Aircraft Owner
1.	AW 139	9M – PMA	Royal Malaysia Police
2.	AW 139	9M – PMB	Royal Malaysia Police
3.	AW 139	9M – PMC	Royal Malaysia Police
4.	AW 139	9M – PMD	Royal Malaysia Police
5.	AW139	9M – PME	Royal Malaysia Police
6.	AW139	9M – PMF	Royal Malaysia Police
7.	AW139	9M – YPG	YTL Power Generation Sdn Bhd
8.	AW139	9M – YTL	YTL Power Generation Sdn Bhd
9.	AW139	9M – BOC	Fire and Rescue Department of Malaysia
10.	AW139	9M – BOD	Fire and Rescue Department of Malaysia
11.	EC 120	9M – GGB	Gading Kasturi Sdn Bhd
12.	AW189	9M – BOE	Fire and Rescue Department of Malaysia
13.	AW189	9M – BOF	Fire and Rescue Department of Malaysia
14.	Bell 429	9M – PEC	Plus Helicopter Services Sdn Bhd
15.	A119	9M – PBH	Pantai Bharu Holding Sdn Bhd
16.	EC155B	9M – SAS	His Royal Majesty The Yang Di-pertuan Agong
17.	A109E	9M-BOB	Fire and Rescue Department of Malaysia
18.	B300	9M-PTA	Royal Malaysia Police
19.	B300	9M-PTB	Royal Malaysia Police
20.	B300	9M-PTC	Royal Malaysia Police
21.	B300	9M-PTD	Royal Malaysia Police
22.	B300	9M-PTE	Royal Malaysia Police

5.9 Manpower Resources and Management Tool

CAMO MAN HOUR PLANNING

POSITION	HOURS/DAY	AVAILABILITY HOURS/WEEK	HOURS/YEAR
MANAGEMENT			
ACCOUNTABLE MANAGER	3	15	780
CAM	8	40	2080
QAM	4	20	1040
			<u>3900</u>

QUALITY ASSURANCE			
AMIRA	8	40	1920
KHAIR	8	40	1920
MUZRIM	4	20	960
CHUA	4	20	960
			<u>4800</u>

AIRWORTHINESS REVIEW STAFF			
ISMAIL SULAIMAN	4	20	960
HAIREE	8	40	1920
AZILLAH	4	20	960
SAFARIN	0	0	0
SYAFIQ	0	0	0
			<u>3840</u>

TECHNICAL SERVICE			
FARHANA	4	20	960
YASIR	4	20	960
YUS	4	20	960
ZAHIN	4	20	960
NIZAM	4	20	960
AKMAL	4	20	960
AMIRAH	4	20	960
ADI	4	20	960
IZAD	4	20	960
NURIN	4	20	960
			<u>9600</u>

MAINT PLANNER			
AISHAH	8	40	1920
AZLIZAN	8	40	1920
IKRAM	8	40	1920
IHSAN	8	40	1920
KHALIS	8	40	1920
			<u>9600</u>

TECHNICAL RECORD			
HAFIZ	8	40	1920
ZUL	8	40	1920
SHAHEERA	8	40	1920
HUSNA	8	40	1920
AMANI	8	40	1920
AINA	0	0	0
YASMIN	0	0	0
			<u>9600</u>

PUBLICATION			
NABILA	8	40	1920
			<u>1920</u>

TOTAL AUDIT + AMP REVIEW HOURS	3864
REMAINING HOURS	936
STATUS	SATIS

TOTAL ARR + PTF HOURS	2136
REMAINING HOURS	1704
STATUS	SATIS

TOTAL RELIABILITY + TIC REVIEW + AMP/MEL HOURS	8840
REMAINING HOURS	760
STATUS	SATIS

TOTAL DATA ENTRY+PLANNING HOURS	8190
REMAINING HOURS	1410
STATUS	SATIS

TOTAL DATA ENTRY+TECH RECORD HOURS	8190
REMAINING HOURS	1410
STATUS	SATIS

TOTAL PUBLICATION HOURS	1612
REMAINING HOURS	308
STATUS	SATIS

QUALITY ASSURANCE

1. AUDIT CAMO

	QUANTITY	(HR/D/AC)	DAYS	H/AC/YR
AW139	9	8	10	720
AW 189	2	8	10	160
EC120	1	8	10	80
EC155B	1	8	10	80
EC155B1	0	8	10	0
AS365N2	0	8	10	0
BELL 429	1	8	10	80
A119	1	8	10	80
A109E	1	8	10	80
B300	5	8	10	400

TOTAL
1680

2. AUDIT CONTRACTED AMO

	(HR/D/AC)	DAYS	H/AC/YR
	8	10	720
	8	10	160
	8	10	80
	8	10	80
	8	10	0
	8	10	0
	8	10	80
	8	10	80
	8	10	80
	8	10	400

TOTAL
1680

3. AMP REVIEW

	(HR/D/AC)	DAYS	H/AC/YR
	8	3	216
	8	3	48
	8	3	24
	8	3	24
	8	3	0
	8	3	0
	8	3	24
	8	3	24
	8	3	24
	8	3	120

TOTAL
504

AIRWORTHINESS REVIEW STAFF

1. ARR

REG	(HR/DAY)	(DAYS)	H/AC/YR
9M-PMA	8	15	120
9M-PMB	8	15	120
9M-PMC	8	15	120
9M-PMD	8	15	120
9M-PME	8	15	120
9M-BOC	8	15	120
9M-BOD	8	15	120
9M-YPG	8	15	120
9M-YTL	8	15	120
9M-BOE	8	15	120
9M-BOF	8	15	120
9M-GGB	0	15	0
9M-SAS	8	15	120
EC155B1	0	0	0
AS365N2	0	0	0
9M-PEC	8	15	120
9M-PBH	8	15	120
9M-BOB	8	15	120
9M-PTA	0	15	0
9M-PTB	0	15	0
9M-PTC	0	15	0
9M-PTD	0	15	0
9M-PTE	0	15	0

TOTAL
1800

2. PTF

REG	(HR/PTF)	(PTF/YR)	(HR/PTF/YR)
9M-PMA	8	3	24
9M-PMB	8	3	24
9M-PMC	8	3	24
9M-PMD	8	3	24
9M-PME	8	0	0
9M-BOC	8	3	24
9M-BOD	8	3	24
9M-YPG	8	3	24
9M-YTL	8	3	24
9M-BOE	8	3	24
9M-BOF	8	3	24
9M-GGB	8	0	0
9M-SAS	8	3	24
EC155B1	0	0	0
AS365N2	0	0	0
9M-PEC	8	3	24
9M-PBH	8	3	24
9M-BOB	8	3	24
9M-PTA	0	0	0
9M-PTB	0	0	0
9M-PTC	0	0	0
9M-PTD	0	0	0
9M-PTE	0	0	0

TOTAL
336

TECHNICAL SERVICE

1. RELIABILITY

	(H/WEEK)	(H/YEAR)	TOTAL
AW139	36	1872	2288
AW 189	8	416	
EC120	0	0	
EC155B	0	0	
EC155B1	0	0	
AS365N2	0	0	
BELL 429	0	0	
A119	0	0	
A109E	0	0	
B300	0	0	

2. TIC REVIEW

	(H/WEEK)	(H/YEAR)
	18	936
	4	208
	2	104
	2	104
	0	0
	0	0
	2	104
	2	104
	2	104
	10	520

TOTAL
2184

3. AMP/MEL

	(H/WEEK)	(H/YEAR)	TOTAL
	36	1872	4368
	8	416	
	4	208	
	4	208	
	0	0	
	0	0	
	4	208	
	4	208	
	4	208	
	20	1040	

MAINT PLANNER

	1. DATA ENTRY				TOTAL	2. PLANNING				TOTAL
	QUANTITY	(HR/D/AC)	(HR/WK)	H/AC/YR		(HR/D/AC)	(HR/WK)	H/AC/YR		
AW139	9	0.5	22.5	1170	2730	1	45	2340	5460	
AW 189	2	0.5	5	260		1	10	520		
EC120	1	0.5	2.5	130		1	5	260		
EC155B	1	0.5	2.5	130		1	5	260		
EC155B1	0	0.5	0	0		1	0	0		
AS365N2	0	0.5	0	0		1	0	0		
BELL 429	1	0.5	2.5	130		1	5	260		
A119	1	0.5	2.5	130		1	5	260		
A109E	1	0.5	2.5	130		1	5	260		
B300	5	0.5	12.5	650		1	25	1300		

TECHNICAL RECORD

	1. DATA ENTRY				TOTAL	2. TECH RECORD				TOTAL
	QUANTITY	(HR/D/AC)	(HR/WK)	H/AC/YR		(HR/D/AC)	(HR/WK)	H/AC/YR		
AW139	9	0.5	22.5	1170	2730	1	45	2340	5460	
AW 189	2	0.5	5	260		1	10	520		
EC120	1	0.5	2.5	130		1	5	260		
EC155B	1	0.5	2.5	130		1	5	260		
EC155B1	0	0.5	0	0		0	0	0		
AS365N2	0	0.5	0	0		0	0	0		
BELL 429	1	0.5	2.5	130		1	5	260		
A119	1	0.5	2.5	130		1	5	260		
A109E	1	0.5	2.5	130		1	5	260		
B300	5	0.5	12.5	650		1	25	1300		

PUBLICATION

1. AIRFRAME					2. ENGINE				
TYPE	(HR/DAY)	(H/AC/W)	H/AC/YR	TOTAL	TYPE	(HR/DAY)	(H/AC/W)	H/AC/YR	TOTAL
AW139	0.2	1	52	416	PT6C-67C	0.2	1	52	416
AW 189	0.2	1	52		CT7-2E1	0.2	1	52	
EC120	0.2	1	52		ARRIUS 2F	0.2	1	52	
EC155B	0.2	1	52		ARRIEL 2C1	0.2	1	52	
EC155B1	0	0	0		ARRIEL 2C2	0	0	0	
AS365N2	0	0	0		ARRIEL 1C2	0	0	0	
BELL 429	0.2	1	52		PW207D1/2	0.2	1	52	
A119	0.2	1	52		PT6B-37A	0.2	1	52	
A109E	0.2	1	52		PW206C	0.2	1	52	
B300	0.2	1	52		PT6A-60A	0.2	1	52	
3. PROPELLER					4. AD				
TYPE	(HR/DAY)	(H/AC/W)	H/AC/YR	TOTAL	TYPE	(HR/DAY)	(H/AC/W)	H/AC/YR	TOTAL
HARTZELL HC-B4MP-3C	0.2	1	52	52	FAA AD	0.2	2	104	780
					EASA AD	0.2	8	416	
					CAAM AN/AD	0.2	1	52	
					TCCA AD	0.2	4	208	