

Report No.	IAR-2022/039
Area / Scope	GAM-AS365N3
Date of audit	16-17 AUGUST 2022

A		AUDIT DETAILS
1.	Audit Type / Category	<p>Tick where applicable</p> <p><input type="checkbox"/> Scheduled <input type="checkbox"/> Vendor</p> <p><input type="checkbox"/> Surveillance <input type="checkbox"/> Product</p> <p><input checked="" type="checkbox"/> Variation to approval</p> <p>Specify: AMO-AS365N3 APMM Readiness Audit</p>
2.	Audit Reference	<p>1. Technical Airworthiness Management Manual (TAMM) 2nd Edition.</p> <p>2. Maintenance Management Plan AW139 (GAM/MMP/AS365N3), Issue No.1 Rev 0.</p> <p>3. Engineering Procedure Manual. Issue 1 Rev 5</p>
3.	Auditor(s)	<p>1. Omar Ahmad (Lead Auditor)</p> <p>2. Ahmad Fahmi Jahaya</p> <p>3. Wan Ahmad Fadhil Wan Mohd Fauzi</p> <p>4. Nurul Syafiqah Saharudin Annuar</p>
4.	Auditee(s)	<p>1. Nurulazhan Sallehuddin, SMM</p> <p>2. Ibrahim Hazly Mohd Yusof, MM</p>
5.	Location	<p>Stesen Udara Maritim Subang, Agensi Penguatkuasaan Maritim Subang, Kementerian Dalam Negeri, Jalan TUDM, 40150 Shah Alam, Selangor Darul Ehsan.</p>
B		AUDIT SUMMARY
<p><u>General</u></p> <p>1. The audit focused on the DGTA AMO compliances to the regulations in the Technical Airworthiness Management Manual (TAMM) 2nd Edition. Audit was performed as per AMO DGTA Audit Checklist (GAM/Q-008B Rev 1 (12/21)).</p> <p>2. Scheduled audit cover mainly on the Readiness for DGTA AMO Compliance Audit.</p> <p>3. Audit methodology used were as follow:</p> <p style="margin-left: 20px;">a. sampling of documents/product,</p> <p style="margin-left: 20px;">b. interview with personnel and</p> <p style="margin-left: 20px;">c. inspection of the work area.</p> <p><u>Introduction</u></p> <p>GAM has been awarded with the new contract "PERKHIDMATAN PENYELENGGARAAN DAN SOKONGAN LOGISTIC BERSEPADU UNTUK TIGA (3) BUAH PESAWAT DAUPHIN AS365N3 UNTUK KEGUNAAN AGENSI PENGUATKUASAAN MARITIM MALAYSIA" The effective date of this contract is 1st July 2022 to 30 June 2025. The Maintenance Authorisation Office is Malaysia Maritime Enforcement Agency (APMM). The Scope and Level of approval GAM is seeking are Line and Base Maintenance, also known as Organisational Level Maintenance, Intermediate Level Maintenance and Depot Level Maintenance.</p>		

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Organisational

The setup of AMO consist of Management and working level.

Management

Accountable Manager	Dato' Shamsul Kamar Samsudin
Senior Maintenance Manager	Nurul Azhan Sallehuddin
Quality Manager	Omar Ahmad
Maintenance Manager	Ibrahim Hazly Mohd Yusof

The working level

- Maintenance inspector / Supervisor (MI/S)**, Currently 4 MI/S mechanical and 2 MI/S Avionics were available in the organisation. Moreover, 3 incoming MI/S Mechanical and 3 incoming MI/S Avionics will be reporting for duty on 1st September 2022.
- Authorised Trade Personnel (ATP)** were divided to two trades Mechanical and Avionics. Total of 6 Personnel were available in the organisation. Three of each trades.
- Non-Trade Personnel (NTP)** currently consist of 3 personnel. All of them are assigned to Technical Publication, Technical Records and Maintenance Planning.

People

Qualification, Training and Experience of Management & Maintenance Personnel Summary.

Reference can be made in GAM/MMP/AS365N3, Part 6 – Annexes, Appendix 1.

Position	Qualification	Training	Experiences
Accountable Manager (AM)	Nil	Nil	AM is qualified to manage and funding the organization
Senior Maintenance Manager (SMM)	SMM is currently holding a position as SMM MMEA AW139 ops.	SMM has attended AS365N3 General Familiarization Course. SMM has attended TAMM training and have thorough understanding of TAMM regulation in maintenance and aeronautical product.	Has more than 5 years experiences in aircraft maintenance of state aircraft.
Quality Manager (QM)	QM is graduated with bachelor's degree education.	Has attended TAMM training and fully experienced in implementing quality and management	Have more than 10 years experienced in Quality Department and qualified as Lead Auditor.

		system. Currently holding a position as Quality Manager at MMEA AW139.	
Maintenance Manager (MM)	Has CAAM B1.3 Category AMEL. Has experienced as MM, MI/S at BHICAS.	Has attended type course AS365N3. Attended Safety and Human Factor training.	Has more than 10 years experiences in aircraft maintenance.
Maintenance Inspector/Supervisor (MI/S)	Qualified Aircraft Tradesman.	Have attended type course AS365N3. Has attended Human Factor Training. However, Safety Management System Training was overdue for 2 personnel	Have more than 5 years experiences in aircraft maintenance
Authorized Trade Person (ATP)	2 trade persons are currently holding a CAAM AML LWTR. All of them are qualified aircraft tradesman.	Have attended AS365N3 General Familiarization Course. Have attended Human Factor Training. However, Safety Management System Training was overdue	Nil
Non – Trade Personnel (NTP)	Possessed a Bachelor’s degree	Attended AS365N3 General Familiarization Course. Have attended both Safety and Human Factor Training	Have more than 2 years experiences in Publication, Record & Planning.

During review of personnel file of each personnel, found that the SMS training for MI/S EMP No. 8390, 8396, and ATP EMP No. 8393, 8391 was overdue. In addition, nil evidence of general familiarization training for both ATP. (NCR 01)

Furthermore, the training or briefing on Maintenance Management Plan and Engineering Procedure Manual were not conducted prior to the audit. (NCR 02)

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Procedure

The organisation manual that are referred to are as below:

1. Maintenance Management Plan Issue 1 Rev 0 Dated 30 June 2022
2. Engineering Procedure Manual – State Aircraft Issue 1 Rev 5 Dated 8 July 2022
3. Safety Management Manual Issue 1 Rev 0 Dated 7 January 2016

By referring to MMP Part 5.2.1. Para 1. The EPM 4-05 were not incorporated to the latest Approved Engineering Procedure Manual. (NCR 03)

Maintenance Data.

GAM has subscribed as in the table below:

No.	Description	Subscription date
1.	ORION AS365 N-N1-N2-N3_ORIO_E	07/06/2022 to 07/06/2025
2.	Full Flight manual	07/06/2022 to 07/06/2025
3.	Flight Manual	07/06/2022 to 07/06/2025
4.	Master minimum equipment list	07/06/2022 to 07/06/2025
5.	Online Technical Publication ARRIEL 2C	Valid until 25 March 2023 and will renew free subscription every year.

However, during interview with NTP who is responsible to update the maintenance data. The NTP is not have access to the online Technical Publication. This is incompliance to the Part 5.1.2 Para 8. (ii) and MMP Part 5.1.2 Para 9. (NCR 04)

Material.

Maintenance Support Network has been identified and registered into MSN List Issue No 2022-001.

Two vendor file selected for review.

1. MC 29 - Airbus Helicopter
2. MC19 - Global Turbine Asia

Both vendor file reviewed and found satisfactory as per QPM 2-02. VENDOR APPROVAL

Equipment and tools.

Tools and equipment of AS365N3 AMO is listed in Tool and Equipment Master List (GAM/E-016). The list is separated as follows:

1. General
2. Special tool
3. Ground Support Equipment
4. Calibrated tool

Sampling of tool (ST13) P/N OU137736 S/N KB1415 found not listed in the Tool And Equipment Master List. Reference to MMP Part 5.5.1 Para 2, "All tools and support equipment required to carry out the maintenance activity are listed in the Tools and Equipment Master List (TEML) (GAM/E-016). The list is available at the tool store and controlled, current and updated at all time." (NCR 05)

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Facilities.

Facilities for AS365N3 AMO is located at Stesen Udara Maritim Malaysia, Jalan TUDM, Subang Airport.

The facilities consist of maintenance and parking area, holding room, POL store, and Maintenance Office.

The assessment criteria on the site as in table below.

Criteria	Remarks
Basic Facilities	<ul style="list-style-type: none"> a. Apron is large and able to accommodate the AS365N3 for EGR and Aircraft arrival/departure activities. b. The Maintenance and Parking area are able to accommodate all three aircraft.
Storage	<ul style="list-style-type: none"> a. Holding room, the environment control establishes with equipped thermohydrometer and reading is properly recorded. b. Tool store, and POL store are well organised and recorded. c. Technical Record room found satisfactory with properly locked cabinet and able to prevent against loss, damage and unauthorized alteration.
Security	<ul style="list-style-type: none"> a. SUMS have security camera in the hangar and Security guard were available onsite. Office and storage is locked when not in use.
Office	<ul style="list-style-type: none"> a. Desktop and Laptop provided to the AMO for maintenance activity use. The workstation found sufficient to accommodate the maintenance documentation process.

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Conclusion

Overall, the audit on record documentation for the APMM-AS365N3 operation is satisfactory, with improvements over the prior audit.
No major and 5 minor found during this audit.

C PREPARATION AND APPROVAL

1. Prepared by

Signature :


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