

Report No.	IAR-2022/021
Area / Scope	PGU KK – PC6 & 208
Date of audit	30-31 Mar-01 Apr 2022

Audit methodology used were sampling of documents/products, interview with personnel and observation/inspection of work area.

The scope of audit covers:

- a. Facility requirement
- b. Personnel requirement
- c. Tool & Equipment requirement
- d. Maintenance Data / Documents

2. **Facilities**

General.

- a) The facility PGU - KK designated for line and base maintenance location for RMPAOF fleets.
- b) The facility is gated, guarded and access to the facility is controlled by Polis DiRaja Malaysia (PDRM).
- c) The facility comprised of office work area for AMO production planning and certifying staff, tool store, POL store, holding room, Engineering room, Engine Ground Run Bay, and maintenance area (designated approved hangar).
- d) The emergency evacuation plan in the case of emergency found not available at the base.
- e) It was found that Hygro Thermometer in POL room, Tool Store and Holding room was not available. Thus, the temperature and humidity were not controlled.

Hangar

- a) The existing hangar is presently an approved CAAM maintenance facility for Caravan 208 and Pilatus PC-6 aircraft which maintained by Systematic Aviation Services Sdn Bhd (SAS).
- b) The hangar is adequate; however, cleanliness of the area was not well maintained, and housekeeping of the hangar was found not satisfactory. Refer Figure 1.
- c) There was no first aid box in the hangar and engineering room (Bilik Kejuruteraan).
- d) Fire extinguisher in the Bilik Kejuruteraan was found expired.
- e) Maintenance rack in hangar was found inadequate for holding parts during maintenance as the several parts from Aircraft C208 were placed on floor. Refer Figure 2.
- f) The hangar's lighting was deemed to be suitable for maintenance purposes. The lighting is featured as part of the hangar's amenities.

Engineering room (Bilik Kejuruteraan)

- a) 1 x office allocated for operation purposes. The office consists of crew rest area, electronic station (desktop PC) to access maintenance data and technical record area.
- b) The office was not well maintained and organised.
- c) Aircraft records were not stored and controlled. i.e. AJL for C208 was found on the on common area table, no allocated locked cabinet to store the aircraft document.
- d) The bilik kejuruteraan door was broken, where there is possibility of unauthorised personnel access to the room.
- e) Lighting in the engineering room were inadequate due to 4 out of 6 light panel were inoperative. Refer Figure 3.
- f) The office is equipped with network to access email and maintenance data, however the internet connection found weak and unstable.

Holding room

- a) The holding room allocated side of maintenance area.
- b) Used for parts storage in transition.

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- c) However, using of pigeon hole to store aircraft parts was not practical especially for bulky items where as during audit, those bulky items were found kept on the floor.
- d) Required to repaint as there was trace of termites on visible on wall. Refer Figure 5.

POL Storage

- a) A room for POL items found available at the hangar.
- b) The POL items were not controlled, and most of the POL items were discovered to be expired.
- c) The room found not suitably equipped to store POL items due to there no ventilation available.
- d) Items were stored together in the POL room such as sanitizer and spray paint can. Refer Figure 4.

3. **Personnel & Certifying Staff**

- a. A total of nine (9) personnel has been assigned to the PGU – KK operation, which includes two (2) Cat A approval, six (6) technicians, and one (1) technical record.
- b. However, there was no stationed approved engineer for B1 and B2 approval at PGU – KK.
- c. No training records were made available during the audit
- d. All personnel were due for mandatory training such as Human Factors, Safety Management System, Fuel Tank Safety and Electrical and Wiring Instrumentation System.
- e. Record of every incoming Work Order in a book as initiative to trace the maintenance job number.

4. **Tools, Equipment & Materials.**

- a. The POL master list was not updated accordingly and discovered majority were expired POL items. The personnel in charge for POL has updated accordingly and segregate the expired item from the shelf on 31st March 2022. Refer Attachment 1.
- b. POL items were not being labelled appropriately and there was no Material Safety Data Sheet and Certificate of Conformity available together with POL stored items.
- c. Component acceptance (spare parts) was made at PGU - Subang operation.
- d. The tool store was accessible at the hangar. However, there was no Tool Master List presented in the store. Thus, upon request rectification, the personnel have made the tool master list on hand on 31st March 2022. Refer Attachment 2.
- e. Most of calibrated tools were not accompany with calibration certificate.
- f. Quarantine tool was registered on Borang Aduan Hilang/Rosak (RMPAWED/AMO/BHR-306A) and documented on Fail Pelupusan.
- g. GSE was available at the hangar. Refer Figure 6. GSE Master List was available. Refer Attachment 3. However, the records of calibration and load test were not available during the audit.



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5. Maintenance Data

- a. Publication master listing was not available and no copy and record of updated publication master list in PGU – KK.
- b. The personnel were informed through Whatsapps for new username and password to access the approved maintenance data online.
- c. There was only one (1) available computer in PGU – KK which were dedicated for administration, access of maintenance data and maintenance record purposes. The computer was found not updated with the latest window software. Thus, this concern on the accessible of personnel with updated maintenance data from approved publisher. Currently they are using personnel laptop to access maintenance data which is uncontrolled.
- d. The control of aircraft documents procedure in EPM – PGU was not implemented in PGU - KK operation for no electronic devices such as printer, scanner, and photocopy provided to the office. As per interviewed, they are having a hard time to implement the procedure because they are required find nearest stationary shop to make copy of maintenance work order / worksheet and no scanner to scan any maintenance records were made for softcopy record.

6. Conclusion

GAM PGU-Kota Kinabalu operation has demonstrated their readiness to extend capability to an approved base and line maintenance facility for Pilatus - PC6 and Textron Caravan 208 provided the highlighted issue have been resolved.

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Figure 1: The maintenance area was not tidy.



Figure 2: Holding parts were on the ground.



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Figure 3: Lighting are broken.



Figure 4: POL Storage Room



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Figure 5: Holding Room Condition



Figure 6: GSE in the hangar.