



Syafrul Yamani Safruddin <syafur.gading@gmail.com>

Surveillance Audit for PGU AW139 Subang

Muhammad Ahmad Suhaimi <muhammad.suhaimi@galaxyaerospace.my>
To: Syafrul Yamani Safruddin <syafur@galaxyaerospace.my>

Fri, Aug 18, 2023 at 11:33 AM

Dear M.r Syafrul Yamani,

I hope this letter finds you well. I am writing to address the recent lapse in my attendance for the recurrent Human Factor training, which was scheduled. I would like to sincerely apologize for not attending the training session and for any inconvenience my absence may have caused.

I understand that the recurrent Human Factor training is a crucial part of our commitment to maintaining the highest standards of safety and performance within our organization and classified as mandatory training as per CAAM CAD 6501. I fully acknowledge my responsibility in ensuring my attendance at such important training sessions.

I would like to provide an explanation for my absence. On the day of the training, I was occupied with carrying out essential maintenance tasks for aircraft registration 9M-PMD. Unfortunately, the maintenance activities coincided with the scheduled training session, resulting in a conflict that prevented me from attending.

I deeply regret my oversight in not proactively communicating this conflict to the training department and seeking a rescheduling of the training. It was my mistake, and I take full accountability for not taking the necessary steps to address this situation.

I assure you that this incident has served as a valuable lesson for me. I understand the importance of effective communication and proper planning to ensure that such conflicts do not arise in the future. Moving forward, I am committed to being more diligent in monitoring and coordinating my responsibilities to prevent any recurrence of such situations.

Once again, I deeply apologize for any negative impact my actions may have caused and for any inconvenience experienced by the company and the training department. I appreciate your understanding and consideration in this matter.

Thank you for your time and attention to this issue. I am grateful for the opportunity to address this situation and demonstrate my commitment to upholding the standards and values of our organization.

Best regards,

Muhammad Ahmad Suhaimi

Technician

for and on behalf of

GALAXYAEROSPACE (M) SDN BHD



Syafrul Yamani Safruddin <syafur.gading@gmail.com>

Surveillance Audit for PGU AW139 Subang

Abang Syazreen Abang Abdul Wahab <syazreen@galaxyaerospace.my>
To: Syafrul Yamani Safruddin <syafur@galaxyaerospace.my>

Fri, Aug 18, 2023 at 11:12 AM

Dear Mr. Syafrul,

I hope this email finds you well. I would like to extend my sincerest apologies for the inconvenience caused due to my absence from the Human Factor (HF) training session scheduled on June 26, 2023. I appreciate the opportunity to explain the circumstances that led to my inability to attend the training.

During the period surrounding the scheduled HF training, I was occupied in performing critical maintenance inspection tasks on both the 9M-PMD 900FH and 300FH aircraft. Regrettably, this led me to overlook the need to coordinate with the training department to reschedule the HF training session.

I acknowledge that my failure to proactively communicate and reschedule the training was an oversight on my part. I take full responsibility for this oversight and understand the importance of staying current with required training sessions, especially those related to human factors, which are crucial for maintaining a safe and efficient work environment.

I would like to assure you that I deeply value the importance of training and professional development, and I am committed to rectifying this situation. Going forward, I will make every effort to be punctual and up-to-date with all my training obligations. I will also ensure that I maintain better communication with the training department to avoid such situations in the future.

Once again, I sincerely apologize for any disruption caused and for not adhering to the established training schedule. I genuinely appreciate your understanding and look forward to demonstrating my commitment to continuous improvement in the workplace.

Thank you for your time and consideration.

Best regards,

Abang Syazreen Abang Abdul Wahab

Licensed Aircraft Engineer B1.3

for and on behalf of

GALAXY AEROSPACE (M) SDN BHD



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Surveillance Audit for PGU AW139 Subang

Faris Mohd Hizam <farishizam@galaxyaerospace.my>
To: Syafrol Yamani Safruddin <syafrol@galaxyaerospace.my>
Cc: ainudin@galaxyaerospace.my, amran@galaxyaerospace.my

Thu, Aug 17, 2023 at 11:23 AM

Dear Mr Syafrul,

I am writing to address the reason for my training lapse during an audit by the QA department. Firstly, I extend my apologies for the lapse in my recurrent HF retraining. The reason behind this oversight is due to unexpected heavy workload especially having to supervise the replacement of JPM main rotor hub and 1Y inspection in a tight schedule. Recognizing the significance of staying current with my training obligations I want to assure you that I have attended the HF retraining on Tuesday 15th of August 2023 at GAM HQ in Sierra.

Furthermore, I would like to suggest implementing a centralised system whereby staff can monitor their training records through GAM portal or apps. If possible a notification of training due expiry would especially be helpful in a busy environment operations that we are having right now.

Best regards,

Faris Mohd Hizam

LAE

for and on behalf of

GALAXY AEROSPACE (M) SDN BHD



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Surveillance Audit for PGU AW139 Subang

Mohamed Fazil Noorul Ameen <fazil@galaxyaerospace.my>
To: Syafrol Yamani Safruddin <syafrol@galaxyaerospace.my>
Cc: Ainudin Fazrin Anuar <ainudin@galaxyaerospace.my>

Thu, Aug 17, 2023 at 11:10 AM

Mr Syafrol,

I apologize for the oversight in my recurrent MOE training. The reason for the training lapse was due to having a heavy workload especially during 4Y inspection of PME and other operations last month. However, I understand the importance of staying current with my training requirements. Please be informed that I have taken the necessary steps and attended the MOE training last Tuesday on 15 August 2023. I also note the other trainings that are expiring in the near future.

Additionally, I would like to suggest that future training be conducted online rather than in physical classes. This could help minimize disruptions to our operations while ensuring that all necessary training is completed promptly.

Thanks and Regards,

Ts. Fazil Ameen

LAE

for and on behalf of

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