

IN-Sourcing of Continuing Airworthiness Management Functions for the Boeing BBJ Fleet

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In-Sourcing of Continuing Airworthiness Management Functions for the Boeing BBJ Fleet Royal Jet, Abu Dhabi, United Arab Emirates

Introduction

Royal Jet is an award-winning international luxury flight services provider headquartered in Abu Dhabi, the capital of the United Arab Emirates (UAE). It is jointly owned by Abu Dhabi Aviation and the Presidential Flight Authority or PFA, the royal flight service.

Operating a varied fleet of BBJs, Global 5000, Gulfstream 300, LearJet 60 XR and LearJet 60, this FBO provides a wide range of services including Luxury VIP Aircraft Charter, Medical Evacuation Services (Medevac), Charter Brokerage, a Fixed Base Operation (FBO)/VIP Terminal at Abu Dhabi International Airport as well as aircraft Management and acquisition.

Scope of Required Activity

Previously, the bulk of the continuing airworthiness management of the Royal Jet BBJ fleet was being handled by the company's co-owner 'Presidential Flight Authority'. Owing to operational changes at PFA, it was decided that Royal Jet should make alternative arrangements as regards the oversight of its aircraft. The business determined that in-sourcing of CAMO functions was the best approach.

Rustom Sutaria was engaged to deliver project co-ordination, management, guidance together with the duty to support and assist in obtaining the necessary General Civil Aviation Authority (GCAA) approval in connection with the 'Continuing Airworthiness Management Exposition', 'Quality Manual' & 'Policy & Procedures Manual'.

Additionally, Rus was also asked to plan, implement and roll-out Trax MRO software together with supporting procedures which ranged from development of workflow diagrams to detailed procedural development.

A necessary requirement of this project was to perform a 'Gap Analysis' of the existing CAMO & CAME with a view to identification of operational shortfalls in terms of personnel, and procedural issues that would present themselves as the CAMO underwent re-development, and functionalities that were previously out-sourced, had been re-introduced to the organisation. Rus was asked to get involved with

the selection/interview process, as well as make recommended changes to process and procedure.

Project Elements

Preliminary Research & fact-finding was accomplished, to establish a full understanding of the regulatory framework together with the operational needs to deliver the most efficient processes and procedures.

This involved a series of site visits with Royal Jet & PFA arranged to ensure all elements which needed to be addressed were identified and included in the process of introducing Trax and re-developing the RJ CAMO.

A full 'Gap Analysis' together with data-gathering and bench-marking was performed in order to understand workload requirements and to develop a project timeline.

Rus was asked to deliver the following:

- Review & re-write of CAR M Continuing Airworthiness Management Exposition.
- Review & re-write of CAR M Quality Manual
- Re-development and introduction of existing & new internal procedures i.a.w. best practices and GCAA requirements
- Re-development and introduction of existing & new interface procedures and processes to the customers and suppliers
- Planned & Managed the introduction of the Trax MRO Software system including introduction of hardware, Oracle databases, data migration, verification, training & 'Go-Live'.
- Developed Trax CAR M processes, developed & delivered training.
- Liaise with Royal Jet, Trax and the Presidential Flight of the UAE.

Detailed analysis of the current procedures and processes was also accomplished in order to ensure compliance, by identifying any shortfalls and gaps as well as utilising the opportunity to recommend optimising improvements to the processes and procedures associated with airfield operations, the safety and security departments.

The development of interface processes & procedures that ensure the delivery of a co-ordinated approach to airworthiness oversight, aircraft maintenance was also undertaken by liaising with all relevant FBO departments, as well as external bodies including GCAA, Trax, etc.

Development, Approval & Implementation

The following activities performed to ensure that (Procedures and Manuals) were completed and approved demonstrating full compliance with CAR M & other GCAA requirements:

- Re-development, production and roll-out of Royal Jet Continuing Airworthiness Management Exposition
- Re-development, production & Roll-out of Royal Jet Quality Manual
- Re-development, production & roll-out of Royal Jet Policies & Procedures Manual
- Presentation of Manuals to RJ Quality Manager for final approval.

Continuous Process Review

Throughout the project, and driven by the development and a deeper understanding of Royal Jets Continuing Airworthiness Oversight duties, Rus was able to optimize these processes in context of GCAA CAR-M and Royal Jets' organisational structure.

This facilitated the basis for quality & safety assurance through audit & assessment.

Such steps were taken to strengthen and/or enhance existing elements including procedural & management changes, introduced through RJs own Continuing Airworthiness Management Team.

Where appropriate Rus was able to further enhancement Safety & Quality in context of the newer and more complex Continuing Airworthiness Management remit.

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