

# *Avtrac Platinum*



## Operators Guide

# What is Avtrac Platinum?

**Avtrac Platinum is a complete Maintenance Control service that provides you and your staff with the ability to better manage your aircraft fleet maintenance.**

Avtrac Platinum uses a "Team Approach" to controlling your fleet maintenance, with the Operator HAAMC and Avtrac working as a team to produce the best outcome for the organization.

Pilots at this level of aviation are true professionals, and quite capable of performing some functions of Maintenance Control – particularly planning and scheduling. By having a pilot approved as the HAAMC, full use of their valuable time can be used.

Planning and scheduling is better done by operations, particularly when international operations are carried out. Avtrac assists with the airworthiness control, and presents a set of online tools for the HAAMC to use.

Avtrac Platinum allows an Operator to use more than one Maintenance Organisation. The power and control revert back to the Operator (and Owner), and opens up more choices in scheduled and heavy maintenance.

With Avtrac Platinum you get a dedicated Maintenance Control Office – at a Franchise location in your area. We have dedicated full time LAME's and trained staff handling your aircraft airworthiness. A dedicated Continuous Airworthiness Manager is allocated to your aircraft (with three available as back up), multiple computer work stations, high speed A3 scanning ability in full colour, and archiving of records - all in house.

The interface for all maintenance actions happens online, with your own dedicated Maintenance Control Portal. Each team member in the organization has password protected access.

Pilot daily submission of hours, landings and APU cycles can be easily submitted from any computer worldwide – so our office can track your progress towards the next scheduled inspections.

All maintenance data for the aircraft fleet are available in the planning section, with Due Lists, OSIP Cards and all maintenance records available.

Avtrac Platinum is a *part* of your AoC Maintenance Control, and is CASA approved for Class A aircraft in Charter operations.

## Maintenance Control explained

The concept and regulations covering Maintenance Control in Australia have been evolving over the last few years. CASA have made it clear that the control of maintenance and airworthiness is the responsibility of the Registration Holder and Operator.

For Charter Operators this may be a new concept, as their Maintenance Organisation may have been carrying out this task as part of their total package.

For Corporate jets, and Low Capacity RPT Operators this concept is not new, as Class A aircraft have always required to have a "Maintenance Controller" appointed by CASA Instrument.

Typically, a Maintenance Controller was employed full time by the Operator, and carried out all functions of maintenance control. Picture the guy in the white coat with the clipboard, watching over all maintenance tasks, and organising everything.

Aviation has grown more sophisticated since those days, and aviation professionals are more competent and aware of higher standards required in the industry.

Maintenance Organisations are suffering an acute shortage of LAME's, and more and more are too busy to perform any maintenance control functions.

Recent changes by CASA have been to introduce the Head of Aircraft Airworthiness and Aircraft Control (HAAMC) for an AoC Operator, clearly empowering Operators to take back control of their maintenance oversight, and undertake better planning and scheduling.

Associated company AERO Group Pty Ltd pioneered the "remote control" of maintenance by the "team approach" in general aviation, and gained CASA approval for these operations in most states. Remote control is practiced by most large capacity airlines. Avtrac uses this model for maintenance control.

Avtrac Platinum is a part of this team approach, and allows AoC Operators to set up an excellent system of control of all aspects of maintenance.

Communication and display of data is done by the internet, with a password protected portal available to all Team Members assigned with maintenance control responsibilities.

# Maintenance Control – the parts

**Airworthiness Control** – is the compliance with CASA Regulations, and covers areas like AD compliance, System of Maintenance control, Aircraft Data management and compliance, Audits etc.

**Maintenance Tracking** – all events listed in the Maintenance Schedule or System of Maintenance are tracked by hours, data, cycles and landings in either our in-house Avtrac Pro software, or using CESCO, CAMP. Includes trend monitoring of engines. Reports are published as aids in planning.

**Aircraft Records Management** – managing the aircraft log books and ensuring certifications and entries are true and correct. Archiving of Work Packages and additional data.

**Maintenance Planning** - The co-ordination of maintenance sub-contractors to perform scheduled and unscheduled maintenance on aircraft at times determined by the Maintenance Controller. The management of maintenance invoicing, parts procurement, and settling of warranty claims.

**Maintenance Scheduling** - The co-ordination of aircraft flying, to ensure scheduled maintenance is performed as determined by the Maintenance Controller. This includes management of MEL items, and deferred defects.

**Work Packages** – generation of Work Packages for scheduled maintenance, and processing of returned Work Packages and Coupons to update the Maintenance Tracking System.

## What does Avtrac Platinum do?

An AoC Operator with an aircraft on Avtrac Platinum has the Aircraft Records located in Perth at the local franchise office.

The CASA approved Maintenance Controller Instrument will be held by the in-house LAME.

The AoC Operator's Maintenance Control Manual (MCM) will reflect the Avtrac Platinum procedures and forms.

A password protected Internet Portal contains a Planning Section, where current Due Lists, OSIP Cards, Trends and Work Packages are available for viewing and printing. A Pilot Section allows pilots to complete daily flight and trend submissions. A Manuals Section contains all AoC Manuals, Forms and Engineering Documents required by Team members.

Work Packages are returned by e-mail, mail, or courier from the Maintenance Organisation.

The following elements of Maintenance Control are carried out:

**Airworthiness Control** – is the compliance with CASA Regulations, and covers areas like AD compliance, System of Maintenance control, Aircraft Data management and compliance etc.

**Maintenance Tracking** – all events listed in the Maintenance Schedule or System of Maintenance are tracked by hours, data, cycles and landings in dedicated software. Includes trend monitoring of engines. Reports are published as aids in planning. May include management of CESCO, CAMP etc.

**Aircraft Records Management** – managing the aircraft log books and ensuring certifications and entries are true and correct. Archiving of Work Packages and additional data.

**Work Packages** – generation of Work Packages for scheduled maintenance, and processing of returned Work Packages and Coupons to update the Maintenance Tracking System.

### Comments on CESCO and CAMP

Most larger corporate jets are registered with CESCO or CAMP, and managed by the Maintenance Controller or Maintenance Organisation – mostly for resale value for the aircraft. Our experience with CESCO and CAMP is that the service needs vigilant management.

We have experienced numerous errors with CESCO and CAMP, and audits have exposed errors by analysts who are not LAME's processing Work packages incorrectly, and Airworthiness items are not correct. Service Bulletins are not assessed, and very often are not applicable – but your maintenance organisation may make a meal of it. Read the fine print on the CESCO or CAMP Agreement – all care and no responsibility.

Avtrac manages CESCO or CAMP for you if you choose not to use our in-house Avtrac Pro. CESCO and CAMP are slower and more expensive to run than Avtrac Pro.

Avtrac is available instantly by e-mail or phone for queries on Service Bulletin Status, or due list changes – no waiting for overnight responses from CAMP.

### Comments on Records Management

Corporate Jet maintenance records are vitally important to the aircraft value, and Avtrac ensures your aircraft records are presented well, and recorded correctly.

All records are available online, so international access is available for numerous reasons.

# What does Avtrac Platinum not do?

Avtrac Platinum does not perform Maintenance Planning or Scheduling. Due to the remoteness of the operation, and the ever-changing requirements of flight schedules, we have found that the AoC Operator better performs these activities.

The Operator will be required to these assign duties and responsibilities to a CASA approved HAAMC. The responsibilities and duties are outlined in detail in the Maintenance Control Manual.

The HAAMC uses the generated and published online tools as aids in scheduling and planning.

The following elements of Maintenance Control are **not** carried out:

**Maintenance Planning** - The co-ordination of maintenance sub-contractors to perform scheduled and unscheduled maintenance on aircraft at times determined by the Maintenance Controller. The management of maintenance invoicing, parts procurement and settling of warranty claims.

**Maintenance Scheduling** - The co-ordination of aircraft flying, to ensure scheduled maintenance is performed as determined by the Maintenance Controller. This includes management of MEL items, and deferred defects.

# Who is Avtrac Pty Ltd?

Avtrac Pty Ltd is a Franchise company, with independent aviation CAM (*Continuing Airworthiness Management organisation*) Franchisees licensed to use the Avtrac System.

We perform Maintenance Control activities for clients throughout each state in Australia, and are approved by CASA under various Instruments and Approvals.

Each Franchise is a full time business and operate from a dedicated business premises, employ full time and part time staff, and have work stations for computerised record management.

The business owner and director Paul Carey is a LAME with over 25 years experience on the floor and many positions as Chief Engineer. His ratings include Airframe Groups 1, 4,5 and 6, and Engines 1, 3 and 21(PT6A).

Paul holds CASA Maintenance Control Instruments for heavy corporate jets (eg – Challenger 600), Low Capacity RPT Operations, and ASEPTA Operations using single engine turbines.

He has been conducting maintenance control full time for over ten years, is a technical writer, and a software developer of FileMaker databases.

Avtrac's motto is "Quick and Fast" – timely and accurate airworthiness management.

## AVTRAC for the iPad

Many of our clients have upgraded to the Apple iPad in the cockpit. AVTRAC for the iPad allows the HAAMC and pilots to view the complete aircraft Due List onboard.

Planning and Scheduling is made easier with this new tool.

- Uses FileMaker GO from the App Store.
- Updated file is e-mailed to your iPad.
- Password protected for security.
- Interactive due lists after Current Aircraft Times are updated.



# iPad



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Contact us if you have migrated to the iPad and want to use the service.