What should an Operator/Airline Technical Representative do PRIOR to a heavy maintenance check?

1	Maintenance & Lease Agreement - Category	Checklist Item	Example/Details	Status (Mark if done)
1.1	Maintenance Agreement Review	Verify access rights of Operator's technical staff in MRO facility	Check if airline representatives are allowed access to aircraft zones, MRO planning meetings, and material warehouses	
1.2	Maintenance Agreement Review	Review rates for 'Over and Above' MHs (man-hours)	Confirm if engineering/NDT/sheet metal work is charged at ,as example, $75/hr or $120/hr, and whether weekend rates apply	
1.3	Maintenance Agreement Review	Confirm CAP limits and excess materials rates	CAP $200/ea verify if sealants, tapes, or screws over this limit are pre-approved by Operator	
1.4	Maintenance Agreement Review	Validate storage rates for removed parts, engines, LG, and GSE	Check daily/weekly storage charges, e.g., $1500/week for removed engines	
1.5	Maintenance Agreement Review	Verify GSE rental costs not included in fixed price	E.g., nitrogen carts, hydraulic rigs rented at $100/day confirm if it's included or separate	
1.6	Maintenance Agreement Review	Clarify which MHs are billable as 'Over and Above' beyond CAP scope	Ask MRO for list of special services that are excluded from base package e.g., composite repair, boroscope	
1.7	Lease Agreement Review	Confirm policy on PMA or non-OEM parts installation	As Example, Lease clause 7.4: No PMA parts permitted unless specifically approved by lessor	
1.8	Lease Agreement Review	Review repair classification and approval process	Does repair require OEM approval or can DER/Part 21 minor repair be accepted? What forms needed?	
1.9	Lease Agreement Review	Study use conditions for Maintenance Reserves (MRs)	Can reserves be drawn down to cover engine overhaul or landing gear exchange? What documentation is required?	

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2	Work Package Documentation - Category	Checklist Item	Example/Details	Status (Mark if done)
2.1	Work Package Preparation	Ensure final Work Package and Work Scope Index is prepared and approved by CAMO	Include all task cards with ATA ref, interval (FH/FC/Calendar), estimated MH, skill (A/B/C)	
2.2	Work Package Preparation	Verify inclusion of all current Line Maintenance forms	Include daily, weekly, preflight, transit check sheets with recent sign-offs for trend tracking	
2.3	Work Package Preparation	Confirm Deferred Defect List is complete and cross-checked with last ATL/CLB pages	Ensure defects are carried with reference to MEL/CDL if applicable; include related open AMM tasks	
2.4	Work Package Preparation	Provide approved list of aircraft fluids with compatibility statement	Hydraulic fluids, oils, greases, de-icing fluids with cross-reference to AMM chapter 12 and manufacturer compatibility statement	
2.5	Engineering Documentation	Include all CAMO-issued Engineering Orders (EOs)	Ensure all ADs, SBs, MODs, Repairs are covered with EO numbers, attachments, and deadline tracking	
2.6	Engineering Documentation	Include internal modification/repair instructions issued under Part 21 or DER authority	For minor structural repairs or cabin mods, include drawings, approvals, and effectivity	
2.7	Engineering Documentation	Ensure component offloads are included in scope (e.g., Engine, LG, APU)	Add tasks for removal, shipping instructions, packaging, and re-install planning	
2.8	Traceability and Control	Ensure all documents are indexed and traceable	Each task card, EO, and form must have revision number, date, CAMO control reference	
2.9	Traceability and Control	Confirm document delivery log is created and signed by MRO upon receipt	Delivery note listing all files (PDF/hard copy), who received it, and when	

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3	Aircraft Documentation - Category	Checklist Item	Example/Details	Status (Mark if done)
3.1	Mandatory Manuals	Provide Aircraft Maintenance Manual (AMM)	Ensure latest revision available; AMM Chapter 05-XX must be cross-referenced with EO tasks	
3.2	Mandatory Manuals	Provide Illustrated Parts Catalogue (IPC)	Cross-check IPC references with open replacement tasks for correct P/N installation	
3.3	Mandatory Manuals	Provide Wiring Diagram Manual (WDM) and System Schematic Manual (SSM)	Used for troubleshooting avionic defects and electrical routing	
3.4	Structural & Inspection	Provide Structural Repair Manual (SRM) and Dent & Buckle Chart	Include up-to-date D&B chart and correlate all temporary repairs with SRM limits	
3.5	Program Planning	Provide Maintenance Planning Document (MPD) and Aircraft Maintenance Program (AMP)	MPD for base check planning, AMP for regulatory compliance; highlight bridging if applicable	
3.6	Troubleshooting Support	Provide Fault Isolation Manual (FIM) and Fault Reporting Manual (FRM)	Necessary for diagnosing MEL/CDL open items and recurring snags	
3.7	Engineering Standards	Provide Standard Wiring Practices Manual (SWPM) and Non Destructive Test Manual (NDT)	Support for avionics repair and corrosion/structure inspection tasks	
3.8	Propulsion Documents	Provide Engine Manual (EM) and Powerplant Build-up Manual (PPBM)	Include engine preservation procedures and build-up requirements before install	
3.9	Configuration & Layout	Provide Layout of Passenger Accommodation (LOPA) and Emergency Equipment Layout (EEL)	Ensure seating config and EEL match actual aircraft layout; update if changes during check	
3.1	Airworthiness & Compliance	Provide AD/SB Status Reports for Airframe, Engine, APU	Ensure latest compliance status including references to EO/SB No., compliance date, and location	
3.11	Modifications	Provide STC/MOD/Optional Equipment Status and Supplemental Manuals	Cross-reference installed mods with maintenance access instructions	
3.12	Paint & Decals	Provide Paint Specification and Decal Catalogues	Livery scheme, stripe dimensions, placards, registration markings in accordance with lease return standards	

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3.14	Completion & Execution	Provide Documentation Completion Procedures	Define how documents will be closed, approved, and transferred at RTS	
3.15	Other	Provide Last Weighing Report and Weight & Balance Manual (WBM)	Confirm last weighing within limits; WBM needed for ZFW recalculations after interior change	
3.16	Other	Include All Service Bulletins (latest revisions) to be performed	Ensure each SB is matched with task card or EO reference and kit availability confirmed	
4	**Materials & Tool Status - Category**	**Checklist Item**	**Example/Details**	**Status (Mark if done)**
4.1	Material Planning	Prepare a comprehensive Material List for tasks over CAP scope (AD/SB/EO/MJO/Repairs)	Use Work Scope to extract material requirements; highlight parts like LG pins, engine seals, custom fasteners. Example: SB737-28-1294 Fuel line seal kit P/N A62009-203	
4.2	Material Planning	Classify materials by type and delivery risk	Critical: LG kits, engines, thrust reversers; Medium: cabin inserts, galley panels; Low: consumables like sealant or tapes. Tag items by expected lead time.	
4.3	Delivery Monitoring	Establish and update daily Material Delivery Tracker	Tracker fields: P/N, Description, Qty, Expected Date, Actual Delivery, Status (Open/In Transit/Delivered), Owner (Operator or MRO)	
4.4	Delivery Monitoring	Assign material focal point from both Operator and MRO sides	Contact list and escalation matrix in place; both parties work off same Excel/ERP tracker to prevent mismatches	
4.5	Delivery Monitoring	Implement color-coded system for material status tracking	Green = delivered; Yellow = delayed 2 -3 days; Red = critical missing or overdue item; include notes on mitigation (alternate part, expedite request)	

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4.6	Project Risk Control	Identify impact of material delay on Gantt Chart activities	E.g., missing AD kit delays Fuel Tank Inspection (Task 28-11-00), impacts delivery date by 2+ days	
4.7	Tooling Coordination	Verify all special tools are ordered or available at MRO	Cross-reference task card tooling section with MRO tool pool; Example: Cradle sling P/N B767-TRT-112 required for LG removal	
4.8	Tooling Coordination	Prepare spare tool support plan for long-duration jobs	E.g., second hydraulic mule available if first breaks; check calibration certificates for torque wrenches, gauges	
5	**Contact Management - Category**	**Checklist Item**	**Example/Details**	**Status (Mark if done)**
5.1	Communication Management	Ensure all key Operator stakeholders are identified and recorded in contact sheet	Include Full Name, Title, Department, Email, Mobile, and Time Zone	
5.2	Communication Management	Maintain master contact list shared with MRO team	Google Sheet/Excel updated in real time; version-controlled if shared via email	
5.3	Communication Protocol	All Manager-level stakeholders must be CC'ed in project-critical communication	E.g., Technical Director, Engineering Head, VP Maintenance ensure visibility on key decisions and escalations	
5.4	Role Assignment	Identify supply and logistics contact responsible for material flow and shortages	e.g., Mary Choon Spare Parts Logistics +971 50 123 4567, marychoon@airline.aero	
5.5	Role Assignment	Identify engineering contact responsible for task card clarifications and EO issuance	e.g., Ahmed Rahman CAMO Engineering +966 54 876 3452, ahmed.rahman@carrier.com	
5.4	Role Assignment	Identify planning contact for work pack structure and daily progress coordination	e.g., Diana Petrova Maintenance Planning, diana.p@operator.net	
5.5	Role Assignment	Identify customs clearance contact for cross-border parts or tool shipments	e.g., Mikhail Leonovan Import Coordinator, mikhail.customs@airline.ae	
5.6	Redundancy Plan	Ensure backup contacts are available for each function in case of unavailability	Define secondary points of contact and escalation flowchart	

6	Aircraft Technical Inspection -Category	Checklist Item	Example/Details	Status (Mark if done)
6.1	Pre-Maintenance Checks	Inspect tire and brake condition before ferry flight	Use AMM Chapter 32-45 & 32-48; if tire depth > X mm or brake wear pin flush replace before departure	
6.2	Pre-Maintenance Checks	Issue VCO to inspect and verify emergency equipment as per EEL	Cross-check EEL layout with physical presence of life vests, fire extinguishers, PBE, etc. Replace any missing items	
6.3	Cabin Condition Assessment	Issue VCO to inspect cabin condition and identify defects	Inspect seat covers, tray tables, PSU panels, lavatory modules. Log minor cosmetic and functional defects. Order kits or OEM repair data	
6.4	Cabin Condition Assessment	Coordinate with OEMs for repair instructions on damaged interior components	Example: Torn seat cover or damaged galley insert requires CMM or SB repair procedure from Zodiac/B/E Aerospace	
6.5	Airframe Damage Review	Inspect aircraft exterior for dents and structural damage	Use SRM limits (Chapter 51) to evaluate damage size, depth, location. Document all out-of-limits cases	
6.6	Airframe Damage Review	Update Dent & Buckle Chart and plan material orders for repair	Reflect new damages on chart, assign zone, frame/station reference. Order doublers, fasteners, repair kits if needed	
6.7	Risk Mitigation	If unrepairable damage found, seek manufacturer's flight concession	Submit SRM deviation/concession request to Airbus/Boeing, provide location, damage dimensions, justification for ferry	
6.8	Documentation Control	Record all VCOs, photos, and logbook entries before ferry flight	Attach images of damage, inspection tags, tire/brake change confirmations to aircraft log	

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7	**Business Trip Preparation - Category**	**Checklist Item**	**Example/Details**	**Status (Mark if done)**
7.1	Travel Documentation	Ensure business trip contract/mission order is signed and approved	Include employee ID, travel dates, destination, purpose, company stamp/signature	
7.2	Accommodation & Flights	Book hotel and round-trip air tickets aligned with project schedule	Hotel should be close to MRO; flight arrival at least 1 day before pre-input meeting	
7.3	Ground Transportation	Arrange transport during stay rental car or local taxi app	Check if international driver license is required; install Bolt/Uber if preferred	
7.4	Legal Compliance	Review country-specific laws and company policies for international work	Check visa requirement, local work permit rules, tax declaration needs, MRO security protocols	
7.5	Access Preparation	Request airport and hangar passes via MRO security office	Provide copy of passport, staff badge, maintenance mission approval letter to MRO access control team	
7.6	Emergency Contact & Safety	Register personal emergency contact and health insurance	Ensure travel insurance includes medical evacuation and technical mission coverage	
7.7	Communication Setup	Activate international roaming or get local SIM for communication	Ensure access to WhatsApp, email, and project tools (e.g. Teams, Slack, etc.)	
8	**Pre-Input Meeting - Category**	**Checklist Item**	**Example/Details**	**Status (Mark if done)**
8.1	Work Scope & Critical Path	Review critical path tasks in work pack and identify RTS blockers	Examples: Fuel tank entry, landing gear change, special NDT, structure repair; align with Gantt milestones	
8.2	Materials & Tools	Confirm delivery status of all long-lead materials and special tools	Verify status of engine kits, LG actuators, AD/SB kits using shared Material Tracker	
8.3	Open Defects	Discuss Deferred Item list and rectification strategy	Clarify MEL/CDL items requiring OEM coordination or special procedures	

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8.4	Logistics & Customs	Verify customs clearance, incoming/outgoing shipments, third-party providers	Status of inbound rotables, out-of-country component exchanges, or boroscope subcontracts	
8.5	Aircraft Condition	Review Dent & Buckle Chart and scope of new inspections	Ensure all SRM-approved repairs are mapped; define evaluation process for out-of-limit damage	
8.6	Airworthiness Compliance	Review AD/SB/MOD task planning and kit availability	Ensure kits match aircraft MSN/config; confirm compliance tracking method	
8.7	Paint & Weighing	Confirm repaint requirements, stripping method, weighing slot	Define scheme (2-coat vs base/clear); check if re-weighing mandatory due to mods	
8.8	OEM Systems Access	Validate credentials for OEM portals: MyBoeingFleet, Airbus World, or Embraer AHEAD	Ensure engineer has access to latest SBs, AMMs, SRMs for the MSN	
8.9	Documentation	Confirm delivery of all required technical manuals and control procedures	Checklist includes AMM, IPC, SRM, D&B Chart, EO index, and Form 1 list	
8.1	Regulatory Approval	Clarify role of authority representatives and requirements for final CRS approval	Will GCAA or EASA inspector attend RTS? Define point-of-contact for approval signature	
8.11	Engineering Support	Define escalation path for EO/OEM enquiries and response times	E.g., EO-2024-188 requires Airbus Concession; assign focal and SLA	
8.12	Reporting & Updates	Agree on project status reporting format and frequency	Daily status sheet, MH burn-down, defect closure %; sent via email and shared folder	
8.13	Scheduling	Review and finalize Gantt chart with freeze dates	Lock key milestones: Inspection complete, SB phase, Paint window, RTS readiness	
8.14	MRO Contacts	Exchange full contact list of responsible MRO staff	Names, emails, mobiles of: PM, Planner, Procurement, Material Controller, Eng Mgr, Planning Mgr, Customer Support	

9	Landing Approval - Category	Checklist Item	Example/Details	Status (Mark if done)
9.1	Preliminary Coordination	Contact MRO to initiate landing permit coordination with airport authority	Confirm MRO has formal agreement or process to request landing slots and apron space	
9.2	Permit Documentation	Prepare and submit official Landing Request form	Include aircraft type, registration, flight number, ETA/ETD, pilot-in-command details	
9.3	Permit Documentation	Prepare Maintenance Request to justify the purpose of the landing	Indicate C-Check project scope, planned downtime, MRO hangar and facility address	
9.4	Regulatory Certificates	Ensure Air Operator Certificate (AOC) is valid for entire maintenance period	Cross-check expiry dates and include official stamp or endorsement	
9.5	Regulatory Certificates	Provide Certificate of Registration (CoR) and Aircraft Operation Specification	Attach as PDF or scanned copy from civil aviation authority	
9.6	Regulatory Certificates	Provide Certificate of Airworthiness (CoA) and Noise Certificate	Ensure CoA validity covers ferry and maintenance period	
9.7	Regulatory Certificates	Provide Certificate of Insurance valid for location and activity	Insurance must include MRO location, third-party liability, and ground movement	
9.8	Regulatory Certificates	Include Radio Station License for aircraft	Often overlooked document, required for some countries to allow airfield communication	
9.9	Validation	Double-check all documents have valid expiration beyond scheduled RTS	RTS date + 10 days buffer should be covered to avoid permit rejection	
9.1	Final Step	Obtain and archive approved Landing Permit from Airport Authority	Ensure hard/soft copy is shared with Flight Ops, MRO, and Dispatch	

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What should an Operator / Airline Technical Representative do DURING heavy maintenance check?

1	Technical Arrangements - Category	Checklist Item	Example/Details	Status (Mark if done)
1.1	Galley & Loose Equipment	Request MRO to inventory and remove all galley loose items upon arrival	Trolleys, inserts, standard containers, hot cups to be counted and labeled; stored in a secure MRO location	
1.2	Emergency Equipment	Request MRO to inspect and list emergency equipment for expiry or missing items	Life vests, PBEs, ELTs, fire extinguishers to be removed from board; discrepancies logged with tags	
1.3	Cockpit Items	Request MRO to remove all cockpit documentation for safekeeping	QRH, FCOMs, logbooks, checklists, and nav charts should be boxed and sealed with inventory list	
1.4	Initial Defect Evaluation	Conduct joint interior walkthrough with MRO Project Manager to log all visible defects	Seats, tray tables, side panels, lavatories, galley zones; note rectification method (repair/replace/order)	
1.5	Flight History & Deferred Items	Request MRO to extract recent flight log data from ATL/CLB	Capture ATC/CLB remarks, fuel remaining, open MEL/CDL references, aircraft FH/FC snapshots	
2	**Documentation Information - Category**	**Checklist Item**	**Example/Details**	**Status (Mark if done)**
2.1	Manuals & Documentation	Verify MRO has received all required technical documentation and manual revisions	Include AMM, IPC, MPD, FIM, SRM, Dent & Buckle Chart, plus a list of current revision numbers	
2.2	Flight & Engine Data	Collect and forward Airframe & Engine FH/FC, remaining fuel quantity, ATL/CLB page photos	Request snapshots from MRO Planning; include fuel in kg/lbs and clear image of last log entries	
2.3	Component Data	Provide full operational time and cycles for APU, engines, aircraft (TCN/TCOH)	Use CAMO logs; TCN = Time Since New, TCOH = Time Since Overhaul; verify against engine logbook	
2.4	Deferred Item Tracking	Issue Customer Work Orders (CWOs) for all open MEL/CDL/deferred maintenance items	Use company CWO template including Task Description, ATA reference, EO/SB link, Target RTS date	

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3	Material Supply Management - Category	Checklist Item	Example/Details	Status (Mark if done)
3.1	Supply Coordination	Brief supply department on components expected to exceed CAP (e.g., $200/ea)	Highlight critical kits: engine parts, LG seals, filters. Confirm process for return logistics post-maintenance	
3.2	Supply Coordination	Ensure both Operator and MRO supply teams use the same Material Supply Tracker	Shared Excel with version control. Fields: P/N, Qty, ETA, Owner, Comments (last updated), Status	
3.3	Communication Clarity	Define and document areas of responsibility and interaction in material handling	Operator supplies all rotables; MRO sources consumables under CAP; mutual agreement on exceptions	
3.4	Delivery Monitoring	Daily follow-up of rotable components, kits, and high-value parts under Operator responsibility	Review daily material delivery log with MRO; escalate delays for critical items	
3.5	Exchange Process	Track status of exchange components and verify contractual repair/economical limits	Confirm with OEM whether repair is economical or BER (Beyond Economical Repair); trigger pre-approved replacements	
4	**Project Routine - Category**	**Checklist Item**	**Example/Details**	**Status (Mark if done)**
4.1	Project Milestones	Monitor and push MRO toward timely completion of the Inspection Phase	Remind MRO of agreed target date; inspection closure affects SB sequencing and repair start	
4.2	Fuel Safety & Coordination	Arrange fuel draining/storage plan if tank opening is required	Coordinate with airport or MRO for bonded storage or refueling options; record drained fuel qty	
4.3	MH Oversight	Control man-hours (MHs) spent daily on your aircraft project	(a) Review MHs roster; (b) physically inspect aircraft progress; (c) compare real vs reported status in Gantt	
4.4	Fluid Systems	Ensure early sampling/analysis of fuel, hydraulic fluid, and oil	Send samples to lab with clear labeling; verify reports are issued before closure of affected systems	
4.5	Dent & Buckle Control	Track newly reported damages and ensure D&B Chart is updated	All added dents must be geo-located, logged with depth, and reported to CAMO with status	
4.6	Emergency Equipment	Record Oxygen Generator and Life Vest inventory if needed	List items removed for replacement or hydrostatic testing; consult CAMO on rotation policy	

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4.7	Task Clarification	Coordinate any task cancellation or deferral with CAMO/Planning	Raise formal request with justification; ensure deferred item list is updated in real-time	
4.8	Component Repairs	Follow up in-house shop repairs and issuance of EASA Form 1	Verify repaired components are certified before reinstallation; retain Form 1 copy	
4.9	OEM Involvement	Track all out-of-limit repairs requiring OEM or Part 21 support	Initiate concession/repair approval requests to Airbus/Boeing; store reference ID and approval email	
5	**Project Status Meetings - Category**	**Checklist Item**	**Example/Details**	**Status (Mark if done)**
5.1	Communication	Conduct regular project status meetings with MRO and Operator management	Daily or weekly meetings via video or on-site; share structured progress summary	
5.2	Airworthiness Directives	Track performance and closure of AD, SB, STC, and MODs	Verify compliance documents (EO/SB ref, completion date, responsible engineer)	
5.3	Scheduled Component Management	Monitor replacement of Hard-Time (HTC) and Life-Limited Parts (LLP)	Track part number, serial, FH/FC; confirm with Form 1 and updated component log	
5.4	Special Skill Tasks	Follow-up critical task groups: ETOPS, CPCP, CMR, RII, ALI, AWL, NDT, SSI	Confirm availability of authorized staff and recorded sign-off per regulation	
5.5	Powerplant & Gear	Track Engine, Landing Gear, Thrust Reverser, APU removals and shipments	Check packing list, shipping documents, repair shop ETA, and re-install schedule	
5.6	Interior & Emergency Equipment	Monitor progress of interior and emergency unit removal and repairs	Seats, lavatories, galley inserts, fire extinguishers; confirm ship-to and return status	
5.7	Documentation	Ensure timely progress on maintenance documentation completion	Work pack closure rate (%), EO status, component removal/installation records	
5.8	Major Repairs	Track major structural repair and OEM coordination	Include repair sketches, OEM approval letters, and Part 21 engineering orders	

6	Project End - Category	Checklist Item	Example/Details	Status (Mark if done)
6.1	Fuel & Flight Preparation	Collect copy of MRO fuel receipt for leak test or ferry flight	Used to verify quantities, cost allocation, and fuel log closure	
6.2	Fuel & Flight Preparation	Verify nav database expiry and update if due before RTS	Ensure FMC/FMS system contains current AIRAC cycle matching RTS date	
6.3	Fuel & Flight Preparation	Request fuel quantity confirmation from OCC and inform MRO	OCC provides departure fuel amount, fueling split, and routing constraints	
6.4	Component Traceability	Report removed/unserviceable parts to Supply for routing	List P/N, S/N, reason for removal, destination: scrap/repair/BER/store	
6.5	Component Traceability	Collect EASA Form 1 for all replaced/purchased components	Match forms with CRS and On/Off list to ensure compliance	
6.6	Documentation Collection	Collect CRS, signed Package Index, and On/Off Component List	CRS must reflect aircraft configuration; include completed EO references	
6.7	Cabin Restoration	Verify all cockpit documents are returned onboard	QRH, checklists, logbooks returned to original locations in flight deck	
6.8	Cabin Restoration	Ensure FAK, emergency, and galley items match original pre-input list	Use initial loose equipment inventory for validation	
6.9	Flight Dispatch	Coordinate with Dispatch for ferry flight plan, crew names, TO time	Send details to MRO for planning and handling service setup	
6.1	Flight Dispatch	Arrange catering if needed for ferry flight	Inform MRO to coordinate with local catering provider	
6.11	Procurement Follow-Up	Monitor return/repair of all exchanged components	Check tracking status and PO closure with procurement/logistics	
6.12	Financial Control	Audit C-Check invoice vs actual job cards and report discrepancies	Cross-check billed MHs, parts, and tools against Package Index and daily logs	

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