

Số: 764 /QĐ-CHK

Hà Nội, ngày 13 tháng 04 năm 2023

### QUYẾT ĐỊNH

Về việc phê chuẩn tài liệu Giải trình quản lý bảo dưỡng, PH 05 SĐ 05 (MME Iss 05 Rev 05 dated 28Mar2023) của Công ty CP Hàng không Vietjet

### CỤC TRƯỞNG CỤC HÀNG KHÔNG VIỆT NAM

Căn cứ Luật Hàng không dân dụng Việt Nam năm 2006 và Luật sửa đổi, bổ sung một số điều của Luật Hàng không dân dụng Việt Nam năm 2014;

Căn cứ Nghị định 66/2015/NĐ-CP ngày 12/08/2022 của Chính phủ qui định về Nhà chức trách hàng không;

Căn cứ Thông tư số 01/2011/TT-BGTVT ngày 27/01/2011 của Bộ trưởng Bộ Giao thông vận tải ban hành Bộ quy chế An toàn hàng không dân dụng lĩnh vực tàu bay và khai thác tàu bay và Thông tư số 03/2016/TT-BGTVT ngày 31/3/2016, Thông tư 21/2017/TT-BGTVT ngày 30/6/2017, Thông tư số 56/2018/TT-BGTVT ngày 11/12/2018 và Thông tư số 42/2020/TT-BGTVT ngày 31/12/2020 sửa đổi, bổ sung một số điều của Bộ quy chế An toàn Hàng không dân dụng lĩnh vực tàu bay và khai thác tàu bay;

Căn cứ Quyết định số 2606/QĐ-BGTVT của Bộ Giao thông vận tải ngày 07/09/2017 quy định chức năng, nhiệm vụ, quyền hạn và cơ cấu tổ chức của Cục Hàng không Việt Nam và Quyết định số 1055/QĐ-BGTVT của Bộ Giao thông vận tải ngày 31/05/2019 về sửa đổi, bổ sung Quyết định số 2606/QĐ-BGTVT;

Xét đề nghị của Công ty Cổ phần Hàng không Vietjet tại công văn số 157-23/VJC-SQA ngày 29/03/2023;

Theo đề nghị của Trưởng phòng Tiêu chuẩn an toàn bay.

### QUYẾT ĐỊNH:

**Điều 1.** Phê chuẩn tài liệu Giải trình quản lý bảo dưỡng ban hành 05 sửa đổi 05 ngày 28/03/2023 (MME Iss 05 Rev 05 dated 28 Mar 2023) của Công ty Cổ phần Hàng không Vietjet.

**Điều 2.** Quyết định có hiệu lực kể từ ngày ký.

**Điều 3.** Trưởng phòng Tiêu chuẩn an toàn bay, Công ty Cổ phần Hàng không Vietjet và các tổ chức, cá nhân có liên quan chịu trách nhiệm thi hành quyết định này./. 

**Nơi nhận:**

- Như điều 3;
- Cục trưởng (để báo cáo);
- Lưu: VT, TCATB. (nch03b)

**KT. CỤC TRƯỞNG  
PHÓ CỤC TRƯỞNG**



Hồ Minh Tân

## DECISION

### To approve the Maintenance Management Exposition (MME) Iss05 Rev05 dated 28 Mar 2023 of Vietjet Aviation Joint Stock Company

#### GENERAL DIRECTOR OF CIVIL AVIATION AUTHORITY OF VIETNAM

Pursuant to the Vietnam Civil Aviation Law 2006 and the Law on Amending And Supplementing A Number Of Articles of the Vietnam Civil Aviation Law 2014;

Pursuant to the Decree No. 66/2015/NĐ-CP dated 12/08/2022 of the Government on regulation on aviation authorities;

Pursuant to the Circular No. 01/2011/TT-BGTVT dated 27/01/2011 of the Transport Minister issuing Aviation safety regulations on aircraft and aircraft operations and the Circular No. 03/2016/TT-BGTVT dated 31/03/2016; the Circular No.21/2017/TT-BGTVT dated 30/06/2017; the Circular No.56/2018/TT-BGTVT dated 11/12/2018 and the Circular No. 42/2020/TT-BGTVT dated 31/12/2020 amending and supplementing certain articles of the Aviation safety regulations on aircraft and aircraft operations of the Transport Minister;

Pursuant to the Decision No. 2606/QĐ-BGTVT dated 07/09/2017 of the Ministry of Transport stipulating the functions, accountabilities, authorities and organizational structures of the Civil Aviation Authority of Vietnam and the Decision No.1055/QĐ-BGTVT dated 31/05/2019 amending and supplementing the Decision No. 2606/QĐ-BGTVT;

In consideration of the proposal of Vietjet Aviation Joint Stock Company in the official letter No. 157-23/VJC-SQA dated 29/03/2023;

Based on the proposal of the Director of Flight Safety Standard Department of Civil Aviation Authority of Vietnam.

## DECIDES

**Article 1.** To approve the Maintenance Management Exposition (MME) Iss05 Rev05 dated 28 Mar 2023 of Vietjet Aviation Joint Stock Company.

**Article 2.** This decision is effective on the dated signed.

**Article 3.** Director of Flight Safety Standard Department, Vietjet Aviation Joint Stock Company and the relevant organizations, individuals are responsible to implement this decision./.

**Recipient:**

- As Article 3;
- General Director (report);
- Archives: VT, TCATB (nch03b)

**PP. GENERAL DIRECTOR**

**DEPUTY GENERAL DIRECTOR**  
(Signed and sealed)  
**HO MINH TAN**

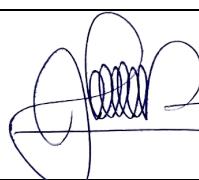
**Note:** This translation was prepared by DCC-SQA in good faith and to the best of our knowledge.  
If there is/are any contradiction(s), the original Vietnamese version shall prevail.

# Maintenance Management Exposition

Revision Date: 28 Mar 2023

Issue 05 Rev 05

Document No.: VJC-ENG-M-001

<i>Authorization</i>	<i>Name</i>	<i>Signature</i>	<i>Date</i>
<i>Engineering Director</i>	<b>TRAN CONG NGHIEP</b>		29/03/2023
<i>SQA Director</i>	<b>HOANG HAI TRINH</b>		29/03/2023
<i>VP SSQA</i>	<b>TO VIET THANG</b>		29/03/2023
<i>Accountable Manager</i>	<b>DINH VIET PHUONG</b>		29/03/2023

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>AUTHORIZATION PAGE</b>	AUTH - 1
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

This MAINTENANCE MANAGEMENT EXPOSITION is published under the authorisation of the VietJet Air CEO/ Accountable Manager and final approval by CAAV. Any questions with respect to the use of this manual or information contained herein should be addressed to:

Safety, Quality Department  
 VietJet Aviation Joint Stocks Company  
 8 th Floor, VietJet Plaza Building  
 Truong Son Street, Tan Binh District  
 Ho Chi Minh City.

Tel: + 848 35471852, Ext: 184

Email: ssqa.tqa@vietjetair.com

<b>vietjetAIR.com</b>	<b>AUTHORIZATION PAGE</b>	AUTH - 2
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>PREAMBLE</b>	PRE - 1
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev05
		28 Mar 2023

Reference: VAR 12.067(b)(1)

#### MNT 1.7.1

This Maintenance Management Exposition (MME) has been prepared to support VietJet Air (VJC) adopting VAR-Part 12 Air Operators Certificate (AOC) and VAR-Part 04 Continuing Airworthiness requirements and compliance with supplementary conditions for the Approval of the CAAV.

As a component of the AOC approval, it provides requirements for continuing Airworthiness plus compliance with supplementary conditions for the Approval of the CAAV. The Chief Executive Officer (CEO) of VietJet Air is the Accountable manager for the Airline, as nominated Post holder approved by the CAAV. The Engineering Director VietJet Air is accountable for the Maintenance and continuing Airworthiness of the VietJet Air's fleet.

An MME is a document that defines how VJC, through its AMO and all contracted AMOs, accomplishes and controls its aircraft maintenance activities.

The MME provides all Engineering and Maintenance personnel with the necessary information to enable them to accomplish their duties.

The purpose of the MME is to set forth the procedures, means and methods of the VJC in fulfilling its maintenance responsibilities. Compliance with its contents assures fulfillment of the VJC's maintenance responsibilities.

The manual is divided as per Table of Contents by Chapter/Part, which describe the organization put in place in order to comply with VAR Requirements. The Maintenance Quality System includes Quality System procedures that are intended to provide compliance with the requirements VAR-Part 12 is described in MME Chapter 3.

Working procedures between the VJC AOC holder and its AMO, contracted AMOs are established and may be produced as separate procedures manuals e.g. Line Maintenance Manual (LMM), Aircraft Maintenance Control Procedure (AMCP), Interface Procedure Manual (IPM) and cross-referenced from the management part of the MME. LMM, AMCP and IPM shall be approved by SQA Director or TQA Manager. Such manuals complement the policies and requirements as laid down in MME, MOPM.

Personnel from both the VJC and the AMO are normally expected to be familiar with sections of the manuals that are relevant to the work they carry out.

In addition, detailed implementation to the requirements of this MME is further supported by Standard Operating Procedures (SOP). A SOP should be developed by relevant Departments of VJC to serve their operation demand when needed.

.

<b>vietjetAIR.com</b>	<b>PREAMBLE</b>	PRE - 2
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev05
		28 Mar 2023

INTENTIONAL BLANK PAGE

## LIST OF DISTRIBUTION

Holder	Format	Copy No.
Document Control Center	Electronic	Master Copy
CAAV	Electronic	
Technical Library	Electronic	
VJC Maintenance Stations	Electronic	
CEO/ Accountable Manager	Electronic	
VP Technical	Electronic	
VP SSQA	Electronic	
SQA Department	Electronic	
Engineering Management	Electronic	
AMO Management	Electronic	
FCD Management	Electronic	
GO Management	Electronic	
AMO QA Department	Electronic	
Technical Services Section	Electronic	
Planning Section	Electronic	
Maintenance Watch Section	Electronic	
Maintenance Control Center	Electronic	
Supply Section	Electronic	
Reliability Section	Electronic	
Technical Training Section	Electronic	
All Maintenance Employees	Electronic	
Contracted Maintenance Providers	Electronic	

Note: Electronic version of the document made available through SharePoint DMS/ Coruson are official and controlled.

<b>vietjetAIR.com</b>	<b>LIST OF DISTRIBUTION</b>	LOD - 2
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>RECORD OF REVISIONS</b>	ROR - 1
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

## RECORD OF REVISIONS

Issue No.	Rev. No.	Revision Date	Reason for Revision
01	00		Initial Issue
02	00	18 Mar 2012	
02	01	23 Apr 2013	
03	00	01 Sep 2014	
03	01	15 Aug 2015	
03	02	12 Oct 2016	
04	00	21 Jul 2017	
04	01	15 Apr 2018	
04	02	01 Aug 2018	
04	03	24 Oct 2018	
05	00	01 Oct 2020	To comply with regulatory requirements; applicable standards and current operations.
05	01	01 Sep 2021	To comply with Circular 42 and current operations; Added RNAV 2 To conformity with IOSA ISM Ed14 Added A330
05	02	01 Jun 2022	To comply with current operations.
05	03	18 Jul 2022	To comply with current operations; Added RNP APCH
05	04	21 Nov 2022	To comply with current operations; Added LVO
05	05	28 Mar 2023	Updated Concession Procedures

<b>vietjetAIR.com</b>	<b>RECORD OF REVISIONS</b>	ROR - 2
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

INTENTIONAL BLANK PAGE

<b>vietjetAll.com</b>	<b>RECORD OF TEMPORARY REVISIONS</b>	ROTR - 1
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

<b>RECORD OF TEMPORARY REVISIONS</b>
--------------------------------------

Refer to Quality Manual 4.10.5.4 for Policy and Procedure of Temporary Revision.

TR No.	Date	Effective TR Pages	Pages Affected	Validity	Authorized by	Reviewed by

<b>vietjetAIR.com</b>	<b>RECORD OF TEMPORARY REVISIONS</b>	ROTR - 2
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
28 Mar 2023		

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>REVISION HIGHLIGHTS</b>	RH - 1
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

## REVISION HIGHLIGHTS

<b>Section</b>	<b>Description of Significant Changes</b>
1.5	Updated CEO/Accountable Manager, Reliability Manager in Technical Organization Chart; Updated item a) in section 1.5.4.1 for the role of CEO as Accountable Manager
2.1.2.6	Added "CDL item whose due date was not specified" to MEL Repair Interval Extension
2.19	Revised concession procedure
2.20.5.5	Updated Qualification of AMR Staff
2.21.6.6	Updated References in Renewal/Re-approval procedure
3.9	Revised Concession Procedure

<b>vietjetAIR.com</b>	<b>REVISION HIGHLIGHTS</b>	RH - 2
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev05
		28 Mar 2023

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>LIST OF EFFECTIVE PAGES</b>	LEP - 1
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

### LIST OF EFFECTIVE PAGES

The new pages by 'N' and the revised pages by 'R'.

N/R	Section	Pages	Issue No.	Rev. No.	Rev. Date
	AUTH	1 – 2	5	0	01/10/20
R	PRE	1 – 2	5	5	28/03/23
R	LOD	1 – 2	5	5	28/03/23
R	ROR	1 – 2	5	5	28/03/23
R	RTR	1 – 2	5	5	28/03/23
R	RH	1 – 2	5	5	28/03/23
R	LEP	1 – 4	5	5	28/03/23
R	TOC	1 – 4	5	5	28/03/23
	1.1	5 – 6	5	0	01/10/20
	1.2	7 – 8	5	0	01/10/20
	1.3	9 – 10	5	0	01/10/20
	1.4	11 – 12	5	1	01/09/21
R	1.5	13 – 24	5	5	28/03/23
	1.6	25 – 34	5	2	01/06/22
	1.7	35 – 36	5	0	01/10/20
	1.8	37 – 38	5	0	01/10/20
	1.9	39 – 40	5	2	01/06/22
	1.10	41 – 46	5	1	01/09/21
	1.11	47 – 50	5	1	01/09/21
	1.12	51 – 58	5	1	01/09/21
R	2.1	9 – 18	5	5	28/03/23
	2.2	19 – 22	5	2	01/06/22
	2.3	23 – 28	5	1	01/09/21
	2.4	29 – 32	5	1	01/09/21
	2.5	33 – 34	5	1	01/09/21
	2.6	35 – 38	5	1	01/09/21

#### SQA DIRECTOR



Date: 12/04/2023

#### CAAV APPROVAL

(Refer 764/QĐ-CHK dated 13-Apr-2023)



CAAV/FSSD  
C

Date: Nguyen Chi Hieu - Airworthiness Inspector

<b>vietjetAir.com</b>  MAINTENANCE MANAGEMENT EXPOSITION	LIST OF EFFECTIVE PAGES	LEP - 2
		Iss05/Rev05
		28 Mar 2023

N/R	Section	Pages	Issue No.	Rev. No.	Rev. Date
	2.7	39 – 44	5	1	01/09/21
	2.8	45 – 50	5	1	01/09/21
	2.9	51 – 54	5	1	01/09/21
	2.10	55 – 58	5	1	01/09/21
	2.11	59 – 60	5	1	01/09/21
	2.12	61 – 62	5	1	01/09/21
	2.13	63 – 64	5	1	01/09/21
	2.14	65 – 66	5	1	01/09/21
	2.15	67 – 68	5	1	01/09/21
	2.16	69 – 70	5	1	01/09/21
	2.17	71 – 76	5	2	01/06/22
	2.18	77 – 78	5	1	01/09/21
R	2.19	79 – 80	5	5	28/03/23
R	2.20	81 – 84	5	5	28/03/23
R	2.21	85 – 90	5	5	28/03/23
	2.22	91 – 92	5	1	01/09/21
	2.23	93 – 102	5	4	21/11/22
	2.24	103 – 110	5	3	18/07/22
	2.25	111 – 124	5	4	21/11/22
	2.26	125 – 126	5	1	01/09/21
	2.27	127 – 128	5	3	18/07/22
	3.1	5 – 8	5	2	01/06/22
	3.2	9 – 10	5	0	01/10/20
	3.3	11 – 12	5	0	01/10/20
	3.4	13 – 14	5	0	01/10/20
	3.5	15 – 16	5	1	01/09/21
	3.6	17 – 20	5	2	01/06/22
	3.7	21 – 26	5	2	01/06/22
	3.8	27 – 28	5	0	01/10/20
R	3.9	29 – 34	5	5	28/03/23

**SQA DIRECTOR**



Date: 12/04/2023

**CAAV APPROVAL**

(Refer 764/QD-CHK dated 13-Apr-2023)



CAAV/FSSD  
CONTROL

Nguyen Chi Hieu - Airworthiness Inspector

Date:

<b>vietjetAir.com</b>		LIST OF EFFECTIVE PAGES			LEP - 3
MAINTENANCE MANAGEMENT EXPOSITION					Iss05/Rev05
					28 Mar 2023
N/R	Section	Pages	Issue No.	Rev. No.	Rev. Date
	3.10	35 – 36	5	2	01/06/22
	3.11	37 – 38	5	3	18/07/22
	4.1	3 – 10	5	1	01/09/21
	5.1	3 – 4	5	1	01/09/21
	5.2	5 – 6	5	0	01/10/20
	5.3	7 – 8	5	1	01/09/21
<b>SQA DIRECTOR</b>		<b>CAAV APPROVAL</b> (Refer 764/QĐ-CHK dated 13-Apr-2023)			
		 Nguyen Chi Hieu - Airworthiness Inspector			
<b>Date: 12/04/2023</b>		<b>Date:</b>			

<b>vietjetAIR.com</b>	<b>LIST OF EFFECTIVE PAGES</b>	LEP - 4
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>TABLE OF CONTENTS</b>	TOC - 1
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

## TABLE OF CONTENTS

Authorization Page	AUTH 1 – 2
Preamble	PRE 1 – 2
List of Distribution	LOD 1 – 2
Record of Revisions	ROR 1 – 2
Record of Temporary Revisions	ROTR 1 – 2
Revision Highlights	RH 1 – 2
List of Effective Pages	LEP 1 – 4
Table of Contents	TOC 1 – 4
 <b>CHAPTER 1 – MAINTENANCE MANAGEMENT</b>	
1.1 CORPORATE COMMITMENT BY THE ACCOUNTABLE MANAGER	5
1.2 SAFETY AND QUALITY POLICY	7
1.3 NON-PUNITIVE REPORTING POLICY	9
1.4 GENERAL INFORMATION	11
1.5 VJC'S MAINTENANCE MANAGEMENT ORGANIZATION	13
1.6 VJC'S MAINTENANCE POLICIES	25
1.7 NOTIFICATION PROCEDURE TO CAAV REGARDING CHANGES TO THE ORGANISATION ACTIVITIES	35
1.8 HCMC OFFICE - FACILITIES LOCATIONS	37
1.9 REVISION PROCEDURE AND NOTIFYING TO CAAV	39
1.10 JOB QUALIFICATIONS OF TECHNICAL STAFF	41
1.11 ABBREVIATIONS	47
1.12 DEFINITIONS	51
 <b>CHAPTER 2 – CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURE</b>	
2.1 AIRCRAFT TECHNICAL LOG UTILISATION AND MEL APPLICATION	9
2.2 AIRCRAFT MAINTENANCE PROGRAM (AMP) DEVELOPMENT AND AMENDMENT	19

<b>vietjetAir.com</b>  <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>TABLE OF CONTENTS</b>	TOC - 2
		Iss05/Rev05
		28 Mar 2023

2.3 TIME AND CONTINUING AIRWORTHINESS WORK RECORDS, RESPONSIBILITIES, RETENTION, AND ACCESS	23
2.4 ACCOMPLISHMENT AND CONTROL OF AIRWORTHINESS DIRECTIVE	29
2.5 ANALYSIS OF THE EFFECTIVENESS OF AMP	33
2.6 NON-MANDATORY MODIFICATION PROCEDURE	35
2.7 MAJOR REPAIR AND MODIFICATION STANDARDS	39
2.8 DEFECT REPORTS	45
2.9 ENGINEERING ACTIVITIES	51
2.10 RELIABILITY PROGRAM	55
2.11 PRE-FLIGHT INSPECTION	59
2.12 AIRCRAFT WEIGHING	61
2.13 CHECK FLIGHT PROCEDURE	63
2.14 DOCUMENTATION AND MAINTENANCE DATA CONTROL AND DISTRIBUTION	65
2.15 CONTROLLING LLP AND HARD TIME COMPONENTS	67
2.16 ADDING VARIANT AIRCRAFT AND AIRCRAFT TYPE TO VJC'S FLEET	69
2.17 RVSM MAINTENANCE	71
2.18 AIRCRAFT CERTIFICATE CONTROL	77
2.19 CONCESSION CONTROL	79
2.20 CERTIFICATE OF MAINTENANCE REVIEW	81
2.21 CONTRACTOR/ SUPPLIER EVALUATION AND CONTROL	85
2.22 AIRCRAFT IN-SERVICE INFORMATION REPORT	91
2.23 MAINTENANCE OF PBN (RNAV AND RNP) EQUIPMENT	93
2.24 DUPLICATE INSPECTION	103
2.25 ALL WEATHER OPERATION MAINTENANCE CONTROL PROCEDURE	111
2.26 SPECIAL FLIGHT PERMIT	125
2.27 CONTROL AND AUTHORIZE VJC MAINTENANCE INSTRUCTOR	127

<b>vietjetAir.com</b>	<b>TABLE OF CONTENTS</b>	TOC - 3
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

## CHAPTER 3 –QUALITY SYSTEM

3.1	MAINTENANCE QUALITY SYSTEM AND AUDITING ACTIVITIES	5
3.2	SUPERVISION OF PREVENTIVE MAINTENANCE ACTIVITIES	9
3.3	RESERVED	11
3.4	SUPERVISION OF MAINTENANCE MANAGEMENT ACTIVITIES	13
3.5	SUPERVISION OF EFFECTIVENESS OF AMP	15
3.6	MONITORING THAT ALL MAINTENANCE IS CARRIED OUT BY AN APPROPRIATE MAINTENANCE ORGANISATION	17
3.7	REQUIREMENTS OF CONTRACTED MAINTENANCE	21
3.8	QUALITY AUDIT PERSONNEL	27
3.9	AIRCRAFT OR AIRCRAFT COMPONENT MAINTENANCE TASKS CONCESSION/ VARIATION/ EXEMPTION PROCESS CONTROL	29
3.10	PIC TRANSIT CHECK AUTHORIZATION	35
3.11	PERSONNEL RECORDS	37

## CHAPTER 4 – CONTRACTED MAINTENANCE

4.1	CONTRACTED MAINTENANCE	3
-----	------------------------	---

## CHAPTER 5 – APPENDIX

5.1	LIST OF FORMS	3
5.2	ASSOCIATED PROCEDURES	5
5.3	AIRCRAFT SYSTEMS AND EQUIPMENT	7

<b>vietjetAIR.com</b>	<b>TABLE OF CONTENTS</b>	TOC - 4
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b>	
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		<b>Iss05/Rev00</b>
		<b>01 Oct 2020</b>

**CHAPTER 1**  
**MAINTENANCE MANAGEMENT**

<b>vietjetAIR.com</b>	<b>MAINTENANCE MANAGEMENT</b>	
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev00
		01 Oct 2020

INTENTIONAL BLANK PAGE

<b>1.1</b>	<b>CORPORATE COMMITMENT BY THE ACCOUNTABLE MANAGER</b>	<b>5</b>
<b>1.2</b>	<b>SAFETY AND QUALITY POLICY</b>	<b>7</b>
<b>1.3</b>	<b>NON-PUNITIVE REPORTING POLICY</b>	<b>9</b>
<b>1.4</b>	<b>GENERAL INFORMATION</b>	<b>11</b>
<b>1.4.1</b>	<b>Description of the Organization</b>	<b>11</b>
<b>1.4.2</b>	<b>Maintenance Arrangement</b>	<b>12</b>
<b>1.4.3</b>	<b>Fleet Composition</b>	<b>12</b>
<b>1.4.4</b>	<b>Type of Operation</b>	<b>12</b>
<b>1.4.5</b>	<b>List of Approved Maintenance Program</b>	<b>12</b>
<b>1.5</b>	<b>VJC'S MAINTENANCE MANAGEMENT ORGANIZATION</b>	<b>13</b>
<b>1.5.1</b>	<b>AOC Organization Chart</b>	<b>13</b>
<b>1.5.2</b>	<b>Technical Organization Chart</b>	<b>14</b>
<b>1.5.3</b>	<b>Intentionally Reserved</b>	<b>15</b>
<b>1.5.4</b>	<b>Management Personnel</b>	<b>15</b>
<b>1.5.4.1</b>	<b><i>Chief Executive Officer/ Accountable Manager</i></b>	<b>15</b>
<b>1.5.4.2</b>	<b><i>Engineering Director</i></b>	<b>15</b>
<b>1.5.4.3</b>	<b><i>Deputy Engineering Director</i></b>	<b>16</b>
<b>1.5.4.4</b>	<b><i>Technical Service Manager</i></b>	<b>17</b>
<b>1.5.4.5</b>	<b><i>Maintenance Control Center Manager</i></b>	<b>18</b>
<b>1.5.4.6</b>	<b><i>Maintenance Watch Manager</i></b>	<b>19</b>
<b>1.5.4.7</b>	<b><i>Supply Manager</i></b>	<b>19</b>
<b>1.5.4.8</b>	<b><i>Technical Training Manager</i></b>	<b>21</b>
<b>1.5.4.9</b>	<b><i>Planning Manager</i></b>	<b>21</b>
<b>1.5.4.10</b>	<b><i>Reliability Manager</i></b>	<b>22</b>
<b>1.5.4.11</b>	<b><i>Technical Project Manager</i></b>	<b>23</b>
<b>1.5.4.12</b>	<b><i>Safety and Quality Assurance Director</i></b>	<b>23</b>
<b>1.5.4.13</b>	<b><i>Deputy Director SQA/ Technical Quality Assurance Manager</i></b>	<b>24</b>
<b>1.6</b>	<b>VJC'S MAINTENANCE POLICIES</b>	<b>25</b>
<b>1.6.1</b>	<b>Manpower Resources and Training</b>	<b>25</b>
<b>1.6.1.1</b>	<b><i>Manpower Resources</i></b>	<b>25</b>
<b>1.6.1.2</b>	<b><i>Training Policy</i></b>	<b>25</b>
<b>1.6.2</b>	<b>Maintenance Responsibilities</b>	<b>26</b>
<b>1.6.2.1</b>	<b><i>General</i></b>	<b>26</b>
<b>1.6.2.2</b>	<b><i>Maintenance Planning</i></b>	<b>27</b>
<b>1.6.2.3</b>	<b><i>Maintenance Control</i></b>	<b>27</b>

<b>vietjetAIR.com</b>	<b>MAINTENANCE MANAGEMENT TABLE OF CONTENTS</b>	Page 1 - 2
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

<b>1.6.3 PMA Parts Usage</b>	<b>27</b>
<b>1.6.4 Part Installation</b>	<b>28</b>
1.6.4.1 <i>Used Part</i>	28
1.6.4.2 <i>New Part</i>	28
1.6.4.3 <i>Used Life-Limited Part</i>	29
1.6.4.4 <i>Part handling by contracted maintenance organization</i>	29
1.6.4.5 <i>Installation of fabricated parts</i>	30
<b>1.6.5 Maintenance Communication Exchange</b>	<b>30</b>
1.6.5.1 <i>Method of communication</i>	30
1.6.5.2 <i>Meeting</i>	31
1.6.5.3 <i>Soft copy</i>	31
1.6.5.4 <i>Other means of communication</i>	32
<b>1.6.6 Technical Documentation System</b>	<b>32</b>
<b>1.6.7 Policy for Swapping/ Robbery of Component</b>	<b>32</b>
<b>1.6.8 Continuing Airworthiness Information</b>	<b>32</b>
<b>1.6.9 Components Removed From An Aircraft Involved In An Accident/Incident</b>	<b>32</b>
<b>1.7 NOTIFICATION PROCEDURE TO CAAV REGARDING CHANGES TO THE ORGANISATION ACTIVITIES</b>	<b>35</b>
<b>1.7.1 General</b>	<b>35</b>
<b>1.7.2 Procedure</b>	<b>35</b>
<b>1.8 HCMC OFFICE - FACILITIES LOCATIONS</b>	<b>37</b>
<b>1.9 REVISION PROCEDURE AND NOTIFYING TO CAAV</b>	<b>39</b>
<b>1.9.1 Purpose</b>	<b>39</b>
<b>1.9.2 Reference</b>	<b>39</b>
<b>1.9.3 General</b>	<b>39</b>
<b>1.9.4 Approval of Changes</b>	<b>39</b>
<b>1.9.5 Revision Procedure</b>	<b>39</b>
<b>1.9.6 Implementation and Distribution of New Revision</b>	<b>40</b>
<b>1.10 JOB QUALIFICATIONS OF TECHNICAL STAFF</b>	<b>41</b>
<b>1.10.1 Purpose</b>	<b>41</b>
<b>1.10.2 Reference</b>	<b>41</b>
<b>1.10.3 Duties and Requirements</b>	<b>41</b>
1.10.3.1 <i>Maintenance Planner</i>	41
1.10.3.2 <i>Technical Service Engineer</i>	41
1.10.3.3 <i>Technical Librarian</i>	42
1.10.3.4 <i>Tech Records Staff</i>	42

<b>vietjetAll.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>TABLE OF CONTENTS</b>	Page 1 - 3 Iss05/Rev05 28 Mar 2023
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

1.10.3.5 <i>MCC Controller</i>	43
1.10.3.6 <i>MCC Technical Support</i>	44
<b>1.10.4 Competence assessment</b>	<b>44</b>
1.10.4.1 <i>General</i>	44
1.10.4.2 <i>On Job Training</i>	45
1.10.4.3 <i>Assessment</i>	45
<b>1.11 ABBREVIATIONS</b>	<b>47</b>
<b>1.12 DEFINITIONS</b>	<b>51</b>

<b>vietjetAIR.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>TABLE OF CONTENTS</b>	Page 1 - 4
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

INTENTIONAL BLANK PAGE

## 1.1 CORPORATE COMMITMENT BY THE ACCOUNTABLE MANAGER

This exposition defines the organization and procedures in compliance with VAR Part 12 and other requirements of the Civil Aviation Authority of Vietnam (CAAV), upon which CAAV approval for VJC is based.

These procedures are approved by the undersigned and must be complied with, as applicable, in order to ensure that all maintenance of VJC fleet of aircraft is carried out on time to an approved standard.

It is accepted that these procedures will be controlled and amended from time to time to meet all CAAV requirements being in force.

This Maintenance Management Exposition is not allowed to conflict with or override the requirements of CAAV, whenever there is a difference between the procedures and CAAV regulations, the CAAV regulations shall be complied with.

It is understood that the CAAV will approve this organization whilst the CAAV reserves the right to suspend, revoke or cancel the maintenance system approval of the organization, as applicable, if the CAAV has evidence that the procedures are not followed and the standards are not always maintained.

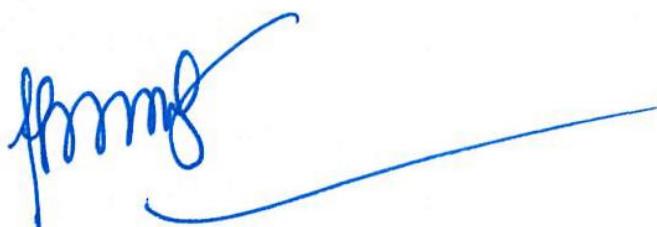
For the CAAV to determine continued compliance with the applicable regulations, the VJC shall grant the CAAV access to and co-operation with any of its organizations, facilities and aircraft and ensure that the CAAV is granted access to and co-operation with any organization or facilities that it has contracted for services associated with commercial air transport operations and maintenance for services.

The VJC shall allow the CAAV to conduct tests and inspections, at any time or place, to determine whether VJC is complying with the applicable laws, regulations and AOC terms and conditions.

It is further understood that suspension or revocation of the approval of the maintenance system will be immediately invalidate the AOC approval.

VJC's Accountable Manager

Ho Chi Minh City, 01 Oct 2020



Dinh Viet Phuong

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> CORPORATE COMMITMENT BY THE ACCOUNTABLE MANAGER	Page 1 - 6
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev00
		01 Oct 2020

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT SAFETY AND QUALITY POLICY</b>	Page 1 - 7
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev00
		01 Oct 2020

## 1.2 SAFETY AND QUALITY POLICY

An toàn Chất lượng luôn là giá trị cốt lõi của Công ty cổ phần hàng không VietJet. Đảm bảo An toàn Chất lượng là phương châm của mọi hoạt động hàng không để Công ty ngày càng phát triển lớn mạnh.

Safety and Quality are core values of VietJet Aviation Joint Stock Company. Our business will be strengthened by making Safety and Quality excellence an integral part of all our aviation activities.

Thay mặt toàn thể lãnh đạo, cán bộ và nhân viên của Công ty, Người chịu trách nhiệm chính của Công ty cổ phần hàng không VietJet cam kết:

On behalf of the company's Board of Management and all staffs, I, as Accountable Manager of VietJet, commit to:

1. Đảm bảo hoạt động khai thác, bảo dưỡng và cung ứng dịch vụ tuyệt đối tuân thủ các yêu cầu của Cục Hàng Không Việt Nam, các tổ chức Hàng không Quốc tế và nhà chức trách hàng không khác có liên quan nhằm duy trì An toàn khai thác.  
Ensure all operations, maintenance activities and services strictly comply with the regulations set forth by the Civil Aviation Authority of Vietnam, the international aviation organizations and other aviation authorities, for maintaining Safe Operations.
2. Xác định và truyền thông rõ ràng trách nhiệm và nghĩa vụ của toàn thể nhân sự nội bộ Công ty, cũng như các đối tác về quản lý An toàn, và quán triệt quản lý An toàn là trách nhiệm chính yếu của mọi cán bộ và nhân viên.  
Clearly define and thoroughly communicate the responsibilities and accountabilities of all levels of personnel of VietJet, as well as its partners, in the management of safety, and enforce the management of safety as a primary responsibility of all managers and employees.
3. Cung cấp mọi nguồn lực, trang thiết bị và huấn luyện đào tạo cần thiết cho nhân viên đảm bảo đủ điều kiện thực hiện nhiệm vụ tuân thủ theo tài liệu Quản lý An toàn và Sổ tay Chất lượng cũng như các chính sách khác nhằm đáp ứng các yêu cầu, quy định của nhà chức trách.  
Provide all necessary resources, facilities and training to enable all employees to perform their tasks in compliance with the Safety and Quality Manuals and other policies designed to meet the regulatory requirements.
4. Động viên, khuyến khích trao đổi thông tin và phản hồi trong tổ chức với phương châm phát triển "Văn hóa chuẩn mực về An toàn". Đảm bảo không kỷ luật đối với nhân viên chủ động báo cáo sự cố, mối nguy hiểm hay các vấn đề liên quan theo đúng quy định; trừ khi các nguồn thông tin này có liên quan đến hành động bất hợp pháp hay cố ý, coi thường bất kỳ quy định, qui trình được ban hành và áp dụng.  
Foster and encourage open communication and transparency within the organization by developing "Safety Culture – Just Culture" by ensuring that no action will be taken against any employee who reports incidents, hazards or safety occurrences, except if such disclosure involves an illegal act or deliberate, willful disregard of any promulgated regulations or procedures.
5. Xây dựng, vận hành và đảm bảo không ngừng cải tiến Hệ thống quản lý An toàn nhằm hướng đến Hệ thống quản lý An toàn tiên tiến SMS.  
Establish, implement and ensure the continual improvement of an active safety management process that works towards a predictive SMS concept.
6. Đảm bảo nhận diện các mối nguy hiểm tiềm ẩn, quản lý và giảm thiểu những rủi ro liên quan đến quá trình khai thác, thường xuyên xem xét đánh giá hoạt động quản lý An toàn để đảm bảo các hành động phòng ngừa được thực hiện có hiệu quả.  
Implement a hazard identification and risk management process to minimize the risks associated with aircraft operations, and conduct safety reviews to ensure that relevant actions are effectively taken.

Chúng tôi vững tin vào việc tạo lập một môi trường tuyệt đối an toàn cho khách hàng và người lao động, với mục tiêu: "Khách hàng là lý do để VietJet tồn tại và phát triển bền vững"

We strongly believe in providing our customers and employees with a safe environment, recognizing that: "Our valued customers play a vital role in VietJet's existence and sustainable development"



**Dinh Viet Phuong**

ACCOUNTABLE MANAGER/ VIETJET AVIATION JOINT STOCK COMPANY

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT SAFETY AND QUALITY POLICY</b>	Page 1 - 8
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev00
		01 Oct 2020

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>NON-PUNITIVE REPORTING POLICY</b>	Page 1 - 9 Iss05/Rev00 01 Oct 2020
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

### 1.3 NON-PUNITIVE REPORTING POLICY

VietJet will cultivate and foster a proactive safety culture in which employees and customers are comfortable and encouraged to bring safety concerns to the attention of management. VietJet commit that no person will be disciplined or retaliated against for bringing safety issues to the attention of management.

A safe operation is the most important commitment of VietJet. To ensure this commitment, we have uninhibited reporting of all incidents and occurrences that compromise the safety of our operations.

VietJet expects each employee to accept the responsibility to communicate any information that may affect the integrity of flight safety. Employees must be assured that this communication will never result in reprisal, thus allowing a timely, uninhibited flow of information to occur.

All employees are advised that VietJet will not initiate disciplinary action against an employee who discloses an incident or occurrence involving flight safety. However, this policy does not apply to wilful, negligent or criminal behaviour.

VietJet has developed a safety reporting system to be used by all employees for reporting information concerning flight safety. The system is designed to protect the identity of the employee who provides information. The report forms are readily available in the employee work areas.

VietJet urges all employees to use this system to help the company continue its objective of providing our customers and employees with the highest level of flight safety.

Safety culture consists of five elements:

- a) **Informed Culture:** In an informed culture, the organization collects and analyses relevant data, and actively disseminates safety information to staff.
- b) **Reporting Culture:** A reporting culture means a cultivating atmosphere where people have confidence to report safety concerns without fear of blame. Employees must know that confidentiality will be maintained and that the information they submit will be acted upon.
- c) **Learning Culture:** A learning culture means that an organization is able to learn from its mistakes and make changes. Staff is encouraged to develop and apply their own skill and knowledge to enhance organization safety. Staff is updated on safety issues and incidents outcomes so that everyone learns the lessons.
- d) **Just Culture:** just culture is safety culture in which errors and unsafe acts will not be punished if the error was unintentional. However, those who act recklessly or take deliberate and unjustifiable risks will still be subject to disciplinary action.
- e) **Flexible Culture:** A flexible culture is one where the organization and the people in it are capable of adapting effectively to changing demands.

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>NON-PUNITIVE REPORTING POLICY</b>	Page 1 - 10
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev00
		01 Oct 2020

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT GENERAL INFORMATION</b>	Page 1 - 11
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

## 1.4 GENERAL INFORMATION

### 1.4.1 Description of the Organization

Reference: VAR 12.063, MNT 1.1.1, 1.4.1, 1.4.3

- a) VIETJET AVIATION JOINT STOCK COMPANY, heretofore referred to as "VJC" is a joint stock company founded in 2007 with founders come from different environments: professional managers, businessmen and foreign and local experienced specialists in the aviation industry.
- b) VJC's goal is to become a large and professional airliner in the Vietnam region, focusing on two key factors: "Compassion" and "Technology", providing reliable service and quality at reasonable costs to our customers. Internally, VJC is committed to building a distinctive corporate culture and image, contributing to the market development of airlines in Vietnam, as well as contributing to the whole of society.
- c) The VJC management system for maintenance operations is in place and shall ensure:
  - 1) Management of safety and quality in maintenance operations;
  - 2) Supervision and control of maintenance activities;
  - 3) Compliance with applicable regulations and standards of the VJC.

The Management system for maintenance operations is documented in chapter 1 of this MME.

- d) A Maintenance Quality System is established which works independently and monitors all activities on the continuing airworthiness management system to ensure that VJC remains in compliance with the applicable VARs. For the complete management structure refer to the organization management chart in part 1.5.
- e) The location of the head office accommodations for the proper performance of the continuing airworthiness management are in 60A Truong Son St., Tan Binh Dist., HCMC, Vietnam and an airside in Tan Son Nhat Airport.
- f) The VJC shall provide for facilities, workspace, equipment, personnel and supporting services, as well as work environment, as necessary to ensure the implementation of the following maintenance management and control functions:
  - 1) The initial development of the maintenance schedule;
  - 2) Scheduling maintenance, elementary work and servicing to be performed within the time constraints specified in the approved maintenance schedule;
  - 3) Scheduling the accomplishment of Airworthiness Directives (ADs);
  - 4) Operation of an evaluation program to ensure that all required procedures and, in particular the maintenance schedule, continue to be effective and in compliance with the VAR and other applicable regulations;
  - 5) The proper dispatch of aircraft, with regard to:
    - i. Control of defects;
    - ii. Availability of spare parts;
    - iii. Conformity with the type design;
    - iv. Requirements of other applicable operating rules.
  - 6) Liaison with approved maintenance organizations for the performance of maintenance;
  - 7) The development and update of the Maintenance Management Exposition.

<b>vietjetair.com</b>	<b>MAINTENANCE MANAGEMENT GENERAL INFORMATION</b>	Page 1 - 12
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

#### 1.4.2 Maintenance Arrangement

Reference: Appendix 1 to VAR 12.227(a)(1)(i)

- a) VJC has its own approved CAAV Part 05 AMO and performs aircraft line maintenance and aircraft components maintenance for VJC Operator, within the limits specified in its CAAV Approved Maintenance Organization Certificate (VN-688/CAAV) and Operation Specification.
- b) Aircraft base maintenance, engine shop maintenance and component maintenance that is not within scope of approval of VJC AMO are contracted to CAAV approved AMO.
- c) At other locations where are not VJC AMO's approved stations, unscheduled line maintenance maybe carried out by contracted CAAV approved/accepted AMO.
- d) Preflight inspection (first flight of the day) is carried out by VJC AMO certifying staff at its approved stations and by contracted AMO at outstations. Transit check might be carried out by Pilot in Command (PIC).

#### 1.4.3 Fleet Composition

Reference: Appendix 1 to VAR 12.227(a)(10)

VJC operates aircraft A320/A321 and A330 currently. The registration marks of the VJC's aircrafts can be found in the its AOC Ops Specs.

#### 1.4.4 Type of Operation

At present, VJC is certified to operate passenger and cargo services as a scheduled operator with a mixture of medium haul, short haul, regional and international networks.

#### 1.4.5 List of Approved Maintenance Program

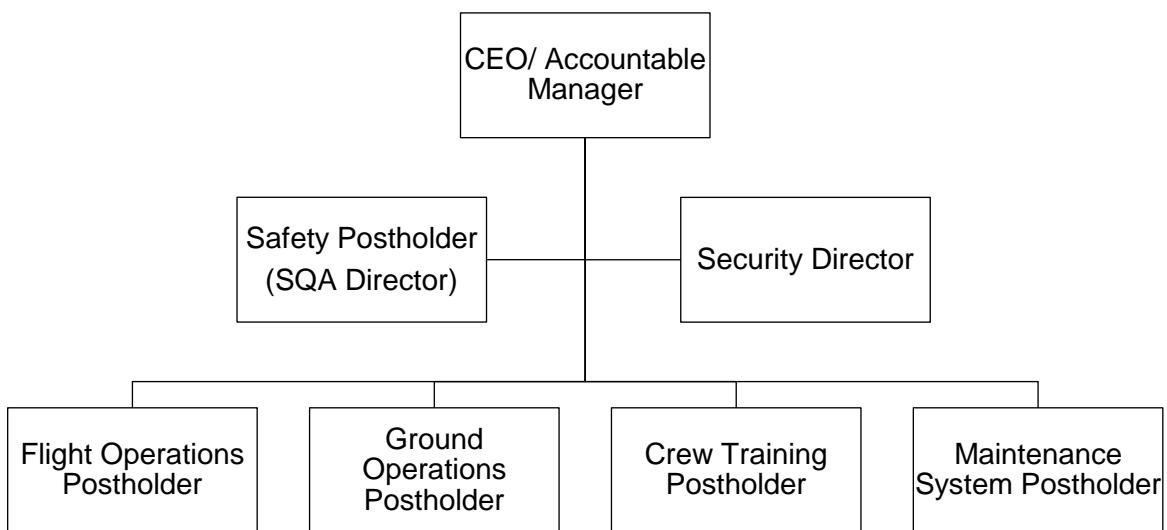
Reference: Appendix 1 to VAR 12.227(a)(3)

Aircraft type	Aircraft Maintenance Program (AMP)
A320/A321	VJC/AMP/003
A330	VJC/AMP/005

## 1.5 VJC'S MAINTENANCE MANAGEMENT ORGANIZATION

### 1.5.1 AOC Organization Chart

Reference: VAR 12.060(b)

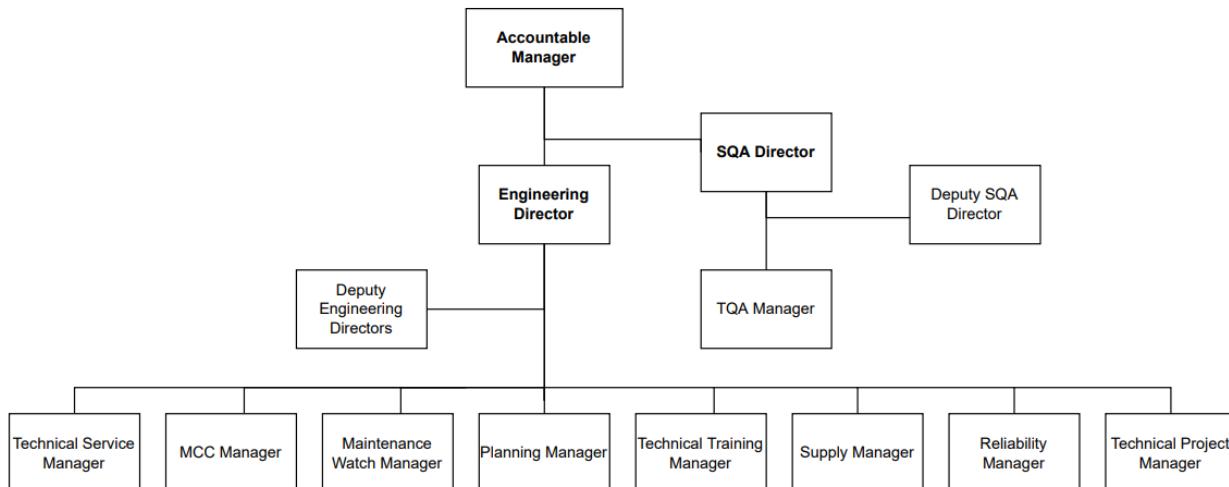


Names of VietJet Air's management, who are accepted by CAAV, are as follows:

Position	Name
CEO (Accountable Manager)	Mr. Dinh Viet Phuong
SQA Director (Safety Postholder)	Mr. Hoang Hai Trinh
Engineering Director (Maintenance System Postholder)	Mr. Tran Cong Nghiep
Ground Operations Director (Ground Operations Postholder)	Ms. Phung Thi Ngoc Thuy
Flight Operations Director (Flight Operations Postholder)	Mr. Hoang Nhat Truong
Crew Training Manager (Crew Training Postholder)	Capt. Nguyen Duc Ngoc Minh

### 1.5.2 Technical Organization Chart

Reference: Appendix 1 to VAR 12.227(a)(2)



### Maintenance Management Personnel

Position	Name	Deputies
CEO/ Accountable Manager (*)	Mr. Dinh Viet Phuong	N/A
SQA Director (*)	Mr. Hoang Hai Trinh	TBD
Engineering Director (*)	Mr. Tran Cong Nghiep	Mr. Nguyen Thien Truong
Technical Quality Manager	Mr. Tran Giang Phong	Mr. Nguyen Hung Son
Technical Services Manager	Mr. Nguyen Tien Dung	Mr. Renz Kristian Inocencio
Acting Maintenance Watch Manager	Mr. Nguyen Minh Nhut	N/A
Maintenance Control Center Manager	Mr. Giang Xuan Tuyen	Mr. Nguyen Trung Hieu Mr. Luong Quoc Hieu
Planning Manager	Mr. Nguyen Viet Nam	N/A
Reliability Manager	Mr. Luong Thanh Hao	N/A
Technical Training Manager	Mr. Nguyen Thien Truong	N/A
Supply Manager	Mr. Pham Anh Tai	Mr. Hussin Moktal Mr. Bui Huy Hoan
Technical Project Manager	Mr. Nguyen Thien Truong	N/A

(\*) Management personnel accepted by the CAAV

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT VJC 'S MAINTENANCE MANAGEMENT ORGANIZATION</b>	Page 1 - 15 Iss05/Rev05 28 Mar 2023
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

### 1.5.3 Intentionally Reserved

### 1.5.4 Management Personnel

Reference to VAR Part 12.060; Part 12.073; Part 12.227; Part 12.235

Delegation: Refer to VietJet's Quality Manual – Section 2.6.6 for delegation process.

MNT 1.1.1, 1.1.2, 1.1.3, 1.2.1

#### 1.5.4.1 Chief Executive Officer/ Accountable Manager

##### a) Function

VietJet's Chief Executive Officer (CEO) has overall corporate authority for ensuring all VJC flight operations and maintenance activities can be financed and carried out to the highest degree of safety standards required by the CAAV, and any additional requirements as defined by VJC.

##### b) Minimum qualification and experience

- 1) Formal tertiary qualifications in business management, or a related discipline, with a minimum of 5 years management experience;
- 2) Occupying an appropriately senior position within the organization in order to be able to direct its activities.

##### c) Responsibilities

- 1) Controlling an allocated budget and determining what size that budget should be, and also controlling over the disbursement of company funds;
- 2) Provide suitable facilities, workspace, equipment and supporting services, as well as work environment, to enable employees to perform their duties relative to safety and security requirements;
- 3) The management structure itself, including the appointment of those nominated post holders, where required by CAAV, setting up an appropriate management structure, using suitable technically-qualified persons with an adequate knowledge of the standards required by CAAV;
- 4) Commitment to the management of safety and SMS principles and practices where such a system operates, or is required to operate, within the company for which they are responsible;
- 5) Establishment of a quality system to support management of the company and to monitor compliance both with VARs and with those standards specified by the operator to ensure a safe operation or product; and
- 6) Ultimate responsibility for operational standards and compliance with the relevant regulations to ensure compliance on a day-to-day basis. Evaluation of the qualities and qualifications required for those persons within the Company with designated responsibilities for compliance with standards.
- 7) When being unable to perform work duties, the Accountable Manager shall delegate the Accountable Manager responsibilities to his Deputy or to a suitably qualified designated representative.

#### 1.5.4.2 Engineering Director

##### a) Function

The Engineering Director (Maintenance System Post holder) reports to the Accountable Manager and is responsible for the control of all technical, engineering

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>MAINTENANCE MANAGEMENT</b> <b>VJC'S MAINTENANCE MANAGEMENT ORGANIZATION</b>	Page 1 - 16 Iss05/Rev05 28 Mar 2023
---	---	---

and maintenance functions and the management of safety, security threats, risk tolerability and quality outcomes, including implementation and monitoring of safety, security and quality activities and processes in accordance with VARs and VJC policies.

- b) Minimum qualification and experience
  - 1) Be qualified in accordance with VAR Parts 5 and 7; and
  - 2) At least 3 years' experience in aircraft maintenance.
- c) Responsibilities
  - 1) Management of safety risks and security threats in maintenance operations;
  - 2) Ensuring maintenance operations are conducted in accordance with conditions and restrictions of the AOC, and in compliance with CAAV regulations and standards set in the MME;
  - 3) Ensuring adequate resources and spare parts to support aircraft engineering and maintenance;
  - 4) Approval for part cannibalization when limited stock or part nil stock;
  - 5) Ensuring that the necessary functions to establish and revise the Aircraft Maintenance Program and monitor the aircraft system reliability by Reliability Control Board operations;
  - 6) Ensuring that maintenance carried out by the approved organization meets the Aircraft Maintenance Programs and standards required by the CAAV;
  - 7) Ensuring that satisfactory control function is performed to maintain the aircraft in an airworthiness condition;
  - 8) To monitor the overall engineering and maintenance status of aircraft operated by VJC to ensure that defects are rectified in a timely manner;
  - 9) To liaise with original equipment manufacturers and other relevant external entities regarding engineering and maintenance requirements;
  - 10) To chair Technical Safety Action Group and Reliability Control Board;
  - 11) Responsible for taking corrective actions for any deficiencies resulting from internal and external audits carried out by company auditors, authority surveyors, or assessment body assessors;
  - 12) When being unable to perform work duties, the Engineering Director shall assign his responsibilities to his Deputy or a suitably qualified designated representative.

#### 1.5.4.3 Deputy Engineering Director

##### a) Function

The Deputy Engineering Director is responsible to the Engineering Director and assists with the overall functions and activities of the Engineering Division as instructed by the Engineering Director.

##### b) Responsibility

- 1) Provide support to the Engineering Director where requested.
- 2) Approval for part cannibalization when limited stock, not stock or nil stock when Engineering Director is not available to authorize in timely manner.

- 3) Prepare and monitor annual budget, kpi and all other performance metrics
- 4) Liaise with TQA and other department and agencies with regards to recovery of after an aircraft incidence. Included is to manage the salvage and recovery as per company procedures with coordination by the company emergency committee
- 5) Conduct and negotiate proposed or new contracts agreement
- 6) Manage contract management on behalf of the AOC together with Procurement Department
- 7) Advise CAAV via TQA on the mandatory reportable events
- 8) Act on Engineering Director behalf when Engineering Director is unable to perform work duties.
- 9) Refer Engineering SOP Manual for details.

#### 1.5.4.4 Technical Service Manager

##### a) Function

Technical Service Manager (TSM) is responsible to Engineering Director of VJC for the overall functions and activities of Technical Service Department.

##### b) Responsibilities

The Technical Service Manager is responsible for:

- 1) Ensures Airworthiness Directives issued by CAAV, EASA, FAA and other NAA that affect the VJC's aircraft, engine, components are registered, evaluated, monitored, and scheduled for compliance in a timely manner.
- 2) Ensure modifications including local modification, repairs are evaluated, monitored and performed in accordance with approved standards.
- 3) Maintain and control compliance status of AD, SB, modification, repair of each aircraft in the fleet.
- 4) Ensure Engine, APU, Landing Gear works cope are created for shop visit including LLP replacement, AD/SB incorporation when applicable.
- 5) Participate in analysis of the effectiveness of the maintenance program.
- 6) Participate in the preparation for acceptance of new or leased aircraft and for the return of leased aircraft expeditiously per lease agreement obligations.
- 7) Prepare the Compliance Report VAR 6 requirements for phase in aircraft before delivery.
- 8) AMOS administration for all AD, SB, Modification, repairs status of new aircraft inducted in VJC fleet.
- 9) Liaise to aircraft, engine manufacturer, vendor, supplier for engineering information exchange and support.
- 10) Report occurrences, incident which endanger the flight safety, un-airworthy condition to the aircraft manufacturer, OEM.
- 11) Ensure current maintenance data is available for performance of continuing airworthiness tasks.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>MAINTENANCE MANAGEMENT</b> <b>VJC'S MAINTENANCE MANAGEMENT ORGANIZATION</b>	Page 1 - 18 Iss05/Rev05 28 Mar 2023
---	---	---

- 12) Implements and maintains engine condition monitoring, evaluate and recommend improvements to support the maintenance of aircraft with regard to time intervals and limits escalation.
- 13) Participate in assessment of concession application to provide reliability data and safety implication.
- 14) Ensures adequate corrective action required to address findings of Quality audits are taken within the time frame.
- 15) Recommending appropriate training for all staff under his control.
- 16) To participate in Technical Safety Committee meeting and Reliability Control Committee.
- 17) Performing any other duties assigned by the Engineering Director.
- 18) Delegating responsibilities to his staff when being unable to perform work duties.

#### 1.5.4.5 Maintenance Control Center Manager

a) Function

Maintenance Control Center (MCC) Manager is responsible to Engineering Director of VJC for the overall functions and activities of MCC.

b) Responsibilities

By co-ordination with VJC AMO and contracted AMO, who provide VJC maintenance services, and relevant Departments within VJC, MCC Manager is responsible for:

- 1) Approving, controlling, monitoring and scheduling non-routine and deferred maintenance activities, including MEL/CDL requirements.
- 2) Ensure MEL/CDL restricted items are tracked and corrected within the required time intervals.
- 3) Organize and control the aircraft technical status of aircrafts in fleet including all deferred defects, unscheduled maintenance.
- 4) Ensure the aircraft technical status report for the fleet of aircrafts and send to other department for co-operation in daily basis.
- 5) Ensure all Work Order distributed from Planning to AMO shall be monitored and performed on time.
- 6) Issue Overnight Work Pack and distribute to VJC contracted maintenance (other than VJC AMO) for accomplishment.
- 7) Ensure Work Order (WO) issued by Production Planning Controller and MCC Controller/Technical Support are properly performed;
- 8) Approval for part cannibalization when limited stock or part nil stock;
- 9) Ensure all technical log entries are updated into AMOS in timely manner.
- 10) Review and assess concession application, taking into account reliability data, safety implication.
- 11) Ensures adequate corrective action required to address findings of Quality audits are taken within the time frame.
- 12) Recommending appropriate training for all staff under his control.

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT VJC 'S MAINTENANCE MANAGEMENT ORGANIZATION</b>	Page 1 - 19 Iss05/Rev05 28 Mar 2023
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

- 13) To participate in Technical Safety Committee meeting and Reliability Control Committee.
- 14) Performing any other duties assigned by the Engineering Director.
- 15) Delegating responsibilities to his staff when being unable to perform work duties.

#### **1.5.4.6 Maintenance Watch Manager**

##### a) Function

Maintenance Watch Manager is responsible to Engineering Director of VJC for the overall functions and activities of Maintenance Watch Department.

##### b) Responsibilities

By co-ordination with other Departments within VJC, Maintenance Watch Manager is responsible for:

- 1) Institute a suitable organizational structure in the Maintenance Watch Department.
- 2) Establish systems and processes within Engineering Division to ensure all activities are in compliance with regulatory and company's requirements and quality standards.
- 3) Responsible for developing and directing daily up to phase check plans and strategies to achieve quality, standard and on-time aircraft maintenance check turn-around time and also to achieve quality and on-time performance.
- 4) To ensure all personnel in Maintenance Watch Department are properly trained and meet the competency level as required by possession of correct skills and are up-to-date on the latest methods, procedures and requirements.
- 5) To coordinate with other sections for proper provisioning of tools, equipment and resources to perform maintenance activities.
- 6) Manage and control all aircraft undergoing schedule maintenance checks into AIMS system to meet operational requirements within the OTP target.
- 7) Manage and monitor the conformance of documentation and materials within Engineering, Maintenance are in compliance with regulatory and company's requirements and quality standards.
- 8) Co-operate with Supply Department in monitoring spare request status regarding aircraft technical defects, phase check etc.
- 9) Coordinate to OMC for aircraft allocation and for any operation limitation due to technical defects or schedule maintenance activities as the request from other departments (such as Planning or Line Maintenance Departments etc.)
- 10) Ensures adequate corrective action required to address findings of Quality audits are taken within the time frame.
- 11) Performing any other duties assigned by the Engineering Director.

#### **1.5.4.7 Supply Manager**

##### a) Function

Supply Manager is responsible to Engineering Director of VJC for the overall functions and activities of Supply Department.

##### b) Responsibilities

By co-ordination with contracted body, including entity which provides the logistic services, the Supply Manager is responsible for:

- 1) Produces short, mid and long-term forecast for spares and materials to ensure availability in a timely manner.
- 2) Procures and manages the logistics, receipts and dispatches aircraft spares and commercial materials.
- 3) Supervises and directs material movements within the operating networks, reviews unserviceable parts and provides recommendations for BER parts for scrapping.
- 4) Reviews and authorizes purchase orders, invoices, warranty claims and other service charges and highlights any discrepancies.
- 5) To identify training needs and to provide training for subordinates to equip them with the necessary skills and knowledge to perform their duties effectively and efficiently.
- 6) Conducts regular audits on the stores, stock holdings, stock status and value and to ensure deficiencies are promptly addressed and rectified.
- 7) Liaises with QA for approval of new Contractors, Suppliers to be included in the Approved Contractor List.
- 8) Establishes a filing system for supporting documents received with each part or material.
- 9) Manages the budgets requirement of Contracts and Warranty department.
- 10) To initiate warranty claims with respect to engineering services, products and properties purchased from external sources.
- 11) To ensure that Contracts and Warranty personnel are in possession of correct skills, are given appropriate training, are up to date on the latest methods, procedures and requirements, are in sufficient strength to accomplish their work effectively.
- 12) To participate in negotiations with vendors/customers where the contracts and warranty aspects are concerned.
- 13) To process contracts and warranty implications in purchases and sales of engineering services and equipment.
- 14) To prepares and presents reports and analysis to engineering management.
- 15) Develops and delivers quality projects from inception to close-out on time and within scope and budget.
- 16) To take appropriate follow-up action on rejected claims.
- 17) Ensure adequate corrective action required to address findings of Quality audits are taken within the time frame.
- 18) Advises management on warranty concerns and solutions.
- 19) Serves as the liaison for the Warranty Administration Program with other Departments, and outside agencies; negotiates and resolves sensitive and controversial issues.
- 20) Recommending appropriate training for all staff under his control.

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT VJC 'S MAINTENANCE MANAGEMENT ORGANIZATION</b>	Page 1 - 21 Iss05/Rev05 28 Mar 2023
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

- 21) To participate in Technical Safety Committee meeting and Reliability Control Committee.
- 22) Performing any other duties assigned by the Engineering Director.
- 23) Delegating responsibilities to his staff when being unable to perform work duties.

#### 1.5.4.8 Technical Training Manager

##### a) Function

Technical Training Manager (TTM) is responsible to Engineering Director of VJC for the overall functions and activities of Technical Training Department.

##### b) Responsibilities

- 1) Determine training requirements and deploying suitable training program for all technical staff (e.g. TSE, Planning, Tech records, Supply etc.)
- 2) Establish an annual training program included indoctrination for all technical staff.
- 3) Organizing examinations and granting certificates to trainees who have successfully completed their training courses.
- 4) Preparing suitable equipment and training documents for training courses.
- 5) Reviewing and approving the training materials for training courses under training manager's responsibilities
- 6) Supervising the collection of training records and trainee evaluations and distributing the results to the trainee managers.
- 7) Ensuring training records are complete and current.
- 8) Conferring with the managers of related units to ensure training courses are meeting the needs of the company.
- 9) Recommending appropriate training for all staff under his control.
- 10) Performed other tasks assigned by Engineering Director.
- 11) Ensure adequate corrective action required to address findings of Quality audits are taken within the time frame.
- 12) Delegating responsibilities to his staff when being unable to perform work duties.

#### 1.5.4.9 Planning Manager

##### a) Function

Planning Manager is responsible to Engineering Director of VJC for the overall functions and activities of Planning Department to plan for fleet management and maintenance.

##### b) Responsibilities

- 1) Produce, develop and amend the Aircraft Maintenance Program (AMP) and to conduct a meeting with TQA, Supply, Reliability and Tech Services on new changes and revision.
- 2) Analysis of the effectiveness of the maintenance program.
- 3) Produces short, mid, and long-term maintenance forecast for the aircraft fleet, engines, components and associated equipment and ensures that maintenance carried in a timely manner.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>MAINTENANCE MANAGEMENT</b> <b>VJC'S MAINTENANCE MANAGEMENT ORGANIZATION</b>	Page 1 - 22 Iss05/Rev05 28 Mar 2023
---	---	---

- 4) Conducts work scopes, prepares work packages, determines resources requirements and pre-loads for line and hangar maintenance.
- 5) Co-ordinates with VJC AMO and contract maintenance providers to prepare maintenance checks and work input.
- 6) Examine, maintain and retention of continuing airworthiness records.
- 7) AMOS administration for scheduled maintenance and monitoring the LLP and other time-controlled components.
- 8) AMOS administration for all installed components of new aircraft inducted in VJC fleet
- 9) AMOS administration for COA status of each aircraft in the fleet.
- 10) Ensure correctness of component status in AMOS in respect of each aircraft and provide necessary certificate to support issue or renewal CMR, COA.
- 11) Participate in the preparation for acceptance of new or leased aircraft and for the return of leased aircraft expeditiously per lease agreement obligations.
- 12) Review and complete variation/ exemption form and make application to TQA.
- 13) Ensure adequate corrective action required to address findings of Quality audits are taken within the time frame.
- 14) Recommending appropriate training for all staff under his control.
- 15) To participate in Technical Safety Committee meeting and Reliability Control Committee.
- 16) Performing any other duties assigned by the Engineering Director
- 17) Delegating responsibilities to his staff when being unable to perform work duties.

#### 1.5.4.10 Reliability Manager

##### a) Function

Reliability Manager is responsible to Engineering Director of VJC for the overall functions and activities of Reliability Department.

##### b) Responsibilities

- 1) Develop, amend and maintain Reliability Control Manual to ensure continuing airworthiness to entire fleet under VJC AOC.
- 2) Analyzing delay and cancellation data for Dispatch Reliability, compiles data into meaningful analyses by portraying data in the form of charts, graphs etc. Conduct Weekly, Monthly, Quarterly and Yearly Dispatch Reliability Report.
- 3) Collection of data (PIREPs, MAREPs. Delay, AOG. etc.) to produce monthly Reliability Report to entire fleet under VJC AOC.
- 4) Monitor alert levels of components, systems and coordinate to Maintenance Program/Planning, TSE and Maintenance and TSE for appropriate action taken.
- 5) Coordinate with MCC in investigating and rectifying any ongoing long-term defects.
- 6) Recommend to Technical Services about system, component, software improvements/upgrades based on reliability of the equipment or software.

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT VJC 'S MAINTENANCE MANAGEMENT ORGANIZATION</b>	Page 1 - 23 Iss05/Rev05 28 Mar 2023
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

- 7) Participate in analysis of the effectiveness of the maintenance program.
- 8) Participate in assessment of concession application to provide reliability data and safety assessment.
- 9) Conduct and participate in Technical Safety Committee meeting and Reliability Control Committee periodically to ensure timely review of Reliability and Safety data.
- 10) Coordinate with Aircraft TCH, Component's OEM and Pooling Contractor for aircraft/component reliability interaction.
- 11) Administration of AMOS as key user and liaison with IT department.
- 12) Recommending appropriate training for all staff under his control.
- 13) To participate in Technical Safety Committee meeting and Reliability Control Committee.
- 14) Ensures adequate corrective action required to address findings of Quality audits are taken within the time frame.
- 15) Performing any other duties assigned by the Engineering Director.
- 16) Delegating responsibilities to his staff when being unable to perform work duties.

#### *1.5.4.11 Technical Project Manager*

a) Function

Technical Project Manager is responsible to Engineering Director of VJC for the overall functions and activities of Technical Project Department.

b) Responsibilities

- 1) Prepare the project plan and liaise with OEM, Fleet Planning, and any other department on the newly delivery and return of lease aircraft and coordinate on behalf of Engineering Division with other departments
- 2) Specify the manpower, facility, tool and spares requirement for project tasks to the applicable AMO.
- 3) Liaise, conduct and manage the aircraft on lease return, or redelivery from start until handing over is completed.
- 4) Prepare, brief and organize the pre-delivery activity prior to aircraft arrival to VJ
- 5) Prepare project plan for the long terms' recovery aircraft
- 6) Assign project executive on specific aircraft project, to monitor progress from start until end.
- 7) Work with MW and Planning on the aircraft delivery documentation review and records
- 8) Briefing the project status and issues to the Engineering Director or his Deputy from time to time. Includes briefing to other stakeholders.

#### *1.5.4.12 Safety and Quality Assurance Director*

a) Function

SQA Director is responsible to Accountable Manager of VJC for the overall functions and activities of SQA Department.

b) Responsibilities

Refer to VietJet's OM-A 1.3.3 for details.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>MAINTENANCE MANAGEMENT</b> <b>VJC 'S MAINTENANCE MANAGEMENT ORGANIZATION</b>	Page 1 - 24 Iss05/Rev05 28 Mar 2023
---	--	---

*1.5.4.13 Deputy Director SQA/ Technical Quality Assurance Manager*

a) Function

Deputy Director SQA/ TQA Manager is responsible to SQA Director of VJC for the overall functions and activities of TQA Section.

b) Responsibilities

Refer to VietJet's Quality Manual – Section 2.5.4.2 (Deputy SQA Director) and Section 2.5.4.10 (Technical Quality Assurance Manager) for details.

## 1.6 VJC'S MAINTENANCE POLICIES

### 1.6.1 Manpower Resources and Training

#### 1.6.1.1 Manpower Resources

a) Reference

VAR Part 12.223

b) General Principle

- 1) VJC will at all times employ sufficient appropriately qualified staff or take outsource to maintenance organizations approved to ensure that the expected work can be performed and that all duties can be fulfilled.
- 2) As of 01 Jun 2022, the number of employees dedicated to the performance of the continuing airworthiness management system is the following:

Position	Quantity
Accountable Manager	1
Engineering Director	1
SQA Director	1
TQA Manager	1
Technical Service Manager	1
Planning Manager	1
Maintenance Watch Manager	1
MCC Manager	1
Supply Manager	1
Technical Training manager	1
Reliability Manager	1
Technical Project manager	1

#### 1.6.1.2 Training Policy

Reference: MNT 1.4.2

a) General Principle

- 1) VJC ensures that each member of its staff is adequately trained to carry out the functions of, and satisfy the responsibilities associated with the VAR Part 4 and VAR 12 continuing airworthiness management functions.
- 2) VJC has the policies that all the staff will be given the necessary training before they can perform assigned works independently.

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>VJC'S MAINTENANCE POLICIES</b>	Page 1 - 26
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev02
		01 Jun 2022

- 3) Training needs include but not limited to human factor, company procedures, SMS (if any), regulations and technical training. Training is also divided into initial training, update training and continuation training.
- 4) Aircraft type rating training for staff shall be carried out at a training organization which is acceptable to the CAAV.
- 5) It's the responsibility of the Technical Training Manager that all training is documented and that the training records are stored in the personal files required for each staff for at least two years after the relevant staff has left.
- 6) It is the responsibility of TQA Manager that all training records of Technical Quality Assurance personnel are stored in the personal files required for each staff for at least two years after the relevant staff has left.
- 7) Refer MME 1.10 for Qualification of staff.
- 8) Refer SOP Engineering 3.1 for detail training procedures.

## 1.6.2 Maintenance Responsibilities

Reference: VAR 12.223; VAR 4.067; MNT 1.6.2, 2.1.1

### 1.6.2.1 General

The VJC have a maintenance control system that is in accordance with procedures acceptable to the CAAV and ensures:

- a) Each aircraft is maintained in an airworthy condition;
- b) Operational and emergency equipment necessary for flight is serviceable;
- c) The Certificate of Airworthiness of each aircraft remains valid.

VJC shall ensure the airworthiness of the aircraft and the serviceability of both operational and emergency equipment by:

- a) Assuring the accomplishment of pre-flight inspections;
- b) Assuring the correction of any defect and/or damage affecting safe operation of an aircraft to an approved standard, taking into account the MEL and CDL if available for the aircraft type;
- c) Assuring that the operational and emergency equipment necessary for the intended flight is serviceable;
- d) Assuring the accomplishment of all maintenance in accordance with the approved VJC's aircraft maintenance programme;
- e) The analysis of the effectiveness of the VJC's approved aircraft maintenance program.
- f) Assuring the accomplishment of any operational directive, airworthiness directive and any other continued airworthiness requirement made mandatory by the CAAV and other appropriate National Aviation Authorities.
- g) Assuring the accomplishment of modifications in accordance with an approved standard and, for non-mandatory modifications, the establishment of an embodiment policy.
- h) To review the maintenance of 6 months for aircraft and certificate of maintenance review for inclusion in the aircraft records.

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>VJC'S MAINTENANCE POLICIES</b>	Page 1 - 27 Iss05/Rev02 01 Jun 2022
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

- i) Ensure the provision of equipment and supplies needed for fleet operation.
- j) Ensure that all part installed on an aircraft must be provided from an approved supplier in accordance with the procedure approved or acceptable by the CAAV.
- k) Ensure aircraft is maintained and released to service by a maintenance organization approved by the CAAV or under an equivalent system of maintenance approved by the CAAV in accordance with Part 5.

#### 1.6.2.2 Maintenance Planning

Reference: MNT 2.2.1

Planning Department has primary functions in respect to maintenance requirements. Such functions are forecasting and tracking required maintenance activities.

AMOS system is used by Planning Department to forecast, tracking and manage the status of scheduled short- and long-term maintenance events.

Base on forecasting, Planning will issue and, when necessary to revise, WO/WP then distribute to VJC AMO or contracted AMO for performing.

All issued WO, WP and its due date shall be tracking by AMOS. Upon tasks is performed by AMO, the Planning will carry out reporting back in AMOS to calculate next due of maintenance events.

Refer Engineering SOP 2.2 for details procedure.

#### 1.6.2.3 Maintenance Control

Reference: MNT 2.4.1, 2.4.2, 2.7.1

MCC has primary control functions that are approving, controlling, monitoring and scheduling non-routine and deferred maintenance activities, including MEL/CDL requirements.

Defects found during operation and maintenance shall be recorded in maintenance documentation (e.g. aircraft technical logbook, Non-Routine card) for rectification or deferral in accordance with approved data (MEL, AMM, SRM, etc.). Such information shall be recorded and updated in AMOS for monitoring, controlling and scheduling for rectification.

The MCC maintains an up-to-date of all ADD status and deadlines of entire fleet. MCC also control the orders for the corrective actions to ensure rectification is performed with in specified time limits.

Refer LMM 2.7 Defect Control Procedure, MCC and Line Maintenance SOP Part 3.5\_ADD Monitoring and Control; Part 3.8\_Short Term Planning for details procedures.

#### 1.6.3 PMA Parts Usage

- a) VJC accepts spare parts indicated in manufacturers' technical documents such as TC, STC, IPC. Besides, those parts are also required to meet airworthiness standards as regulated by the CAAV.
- b) As for PMA parts are not listed in OEM IPC, VJC's policy accepts only for parts which are used in cabin interior e.g. general lights, pax seat parts, galley parts, side panel... Such PMA parts should be manufactured by vendors whose names are listed in aircraft manufacturer IPC or approved by CAAV.

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>VJC'S MAINTENANCE POLICIES</b>	Page 1 - 28
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev02
		01 Jun 2022

## 1.6.4 Part Installation

Reference: MNT 1.11.9, 2.3.1, 2.3.2, 2.3.3

### 1.6.4.1 Used Part

- Used part cannot be installed on VJC aircraft unless the part meets the standards of airworthiness applicable to the installation of used parts and is any of following:
  - a) An airworthy part that has been removed from an VJC aircraft/ next higher assembly for immediate installation on another VJC aircraft, or
  - b) An airworthy part that has undergone maintenance for which a maintenance release has been signed by an appropriately rated Approved Maintenance Organization (AMO).
- The required airworthiness maintenance release for used parts are as follows:
  - a) An original Airworthiness Release Certificate FAA Form 8130-3 and/or an original EASA Form One and/or an original UK CAA Form One and/or an original Transport Canada Civil Aviation (TCCA) - Form One and/or an original National Civil Aviation Agency of Brazil (ANAC) Form F-100-01 and/or an original CAAV Form One. Either form must include any Service Bulletin or Airworthiness Directive that has been complied with including method of compliance, AD or SB #, revision date, and if recurring, time and date when next action is required; and
  - b) Details of work performed in the form of a Teardown or Work order report.
- Refer to LMM 2.22 Robbery/Cannibalization/Swapping for details of serviceable part removed from aircraft.

### 1.6.4.2 New Part

- New part cannot be installed on VJC aircraft unless the part meets the standards of airworthiness applicable to the installation of new parts and, in addition, meets a minimum of one of the following:
  - a) The new part has marking identifying it as a part specified in the type design conforming to a recognized national or international standard, or
  - b) The part has been approved for use on an aeronautical product, in accordance with the type certificate/STC, if the part was originally designed and manufactured for non-aeronautical use, or
  - c) The new part was manufactured under a Parts Manufacturer Approval (PMA).
- The required certifications of new part are as follows:
  - a) An original FAA Form 8130-3 or EASA Form One from OEM or an UK CAA Form One or Transport Canada Civil Aviation (TCCA) Form One or a National Civil Aviation Agency of Brazil (ANAC) Form F-100-01 or an CAAV Form One and/or
  - b) OEM Certificate of Conformance (for expendable/consumable parts, standard part, raw material). The Certificate of Conformance shall certify that:
    - 1) All material used in the manufacturer of parts conform to the material specifications.
    - 2) The parts manufactured are in accordance with the applicable drawing and specifications called for.

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>VJC'S MAINTENANCE POLICIES</b>	Page 1 - 29 Iss05/Rev02 01 Jun 2022
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

- c) All the requirements of materials, standard parts, include storage conditions, self-life, fire proof (CS 25.853) for interior materials, stated in:
  - 1) Certificate of Conformity, or
  - 2) Related documents (Laboratory Test Report, Analyst Certificate etc.); or
  - 3) Printed in the cover of the materials.

#### 1.6.4.3 Used Life-Limited Part

Used life-limited part cannot be installed on VJC aircraft unless the part meets the standards of airworthiness applicable to the installation of life-limited parts and:

- a) The technical history of the part is available to demonstrate the time in service, as authorized for that part in the type certificate governing the installation, has not been exceeded;
- b) The technical history referred to in sub-paragraph a) is incorporated into the technical record for the aeronautical product on which the part is installed.

VJC Technical service engineer is responsible for evaluating and checking all records and certification of used life-limited parts in order to satisfy 1.6.4.3.a) before purchase/exchange for installation on VJC aircrafts or its components.

#### 1.6.4.4 Part handling by contracted maintenance organization

Parts and material are acquired (purchased, repaired etc.) from approved suppliers/contractors with required airworthiness release certificate, certification documents match requirements of paragraph 1.6.4.1, 1.6.4.2, 1.6.4.3 above. Refer MME 2.21 for Contractor/Supplier Evaluation and Control.

Parts must be installed only by VJC AMO or contracted AMO in accordance with approved data.

The VJC is responsible for providing its contracted AMO with approved documentation that contains information about parts allowed to be installed on its aircraft. Such documentation enables the AMO to validate the airworthy condition of the part and its certification for installation on the aeronautical product being maintained. The "approved documentation" category typically includes as necessary, without being limited to, any of the following: MME, IPC (including Supplements), AD, SB, Work Order, Repair Order, Form 8130-3/EASA Form 1/ UK CAA Form 1/ Transport Canada Civil Aviation (TCCA) - Form 1/ National Civil Aviation Agency of Brazil (ANAC) Form F-100-01/ CAAV Form 1 or equivalent.

The contracted maintenance organization is responsible for incoming inspection in accordance with their MOE procedure to ensure all required certification of parts are matched requirements of 1.6.4.1, 1.6.4.2, 1.6.4.3 and to ensure that the part is in a satisfactory condition for fitment on VJC aircrafts. The maintenance contract is also specified the requirements for supply and handling of parts. Upon completion of incoming inspection, all data of parts and material e.g. part number, serial number, batch number, purchase order/ repair order etc. shall be entered into AMOS by VJC store inspector for tracking and monitoring status of parts.

As VJC has its own AMO, the parts and material are inspected and accepted by store inspector and controlled by AMOS. The incoming inspection shall ensure:

- a) Aircraft parts and materials are only obtained from approved sources;
- b) Certification documentation requirements are specified;

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>VJC'S MAINTENANCE POLICIES</b>	Page 1 - 30 Iss05/Rev02 01 Jun 2022
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

- c) Traceability to the last certifying organization for used or surplus parts;
- d) A statement of conformity or certification test results is retained for hardware and raw materials (e.g. extrusions, sheet or bar stock);
- e) Inventory storage of consumable material is managed to ensure traceability of manufacturer batch/lot control.

Refer MOPM 4.2 Incoming Inspection of Parts and Material.

To ensure a part is in a satisfactory condition, the AMO shall perform checks and verifications. Performance of above checks and verifications should take place before the part is installed on the aircraft. The following list, though not exhaustive, contains typical checks to be performed:

- a) Verify the general condition of components and their packaging in relation to damages that could affect the integrity of the components;
- b) Verify that the shelf life of the component has not expired;
- c) Verify that items are received in the appropriate package in respect of the type of component e.g. correct ATA 300 or electrostatic sensitive devices packaging, when necessary;
- d) Verify that component has all plugs and caps appropriately installed to prevent damage or internal contamination. Tape should not be used to cover electrical connections or fluid fittings/openings because adhesive residues can insulate electrical connections and contaminate hydraulic or fuel units.

The fitment of replacement part shall take place when AMO satisfied that such part meets required standards in respect of manufacturer's or TC Holder's maintenance data. This may be accomplished by reference to the approved data e.g. AMM, IPC, SB, etc.

#### 1.6.4.5 Installation of fabricated parts

When approved by CAAV, VJC AMO or contracted AMO may fabricate and install parts on VJC aircrafts. Such part must be fabricated in accordance with data provided in overhaul or repair manuals, drawing or technical instructions approved by CAAV.

### 1.6.5 Maintenance Communication Exchange

Reference: MNT 1.5.1

#### 1.6.5.1 Method of communication

VJC Engineering and Maintenance (AMO) has a communication system in place that ensure effective exchange of operationally relevant information throughout the areas where maintenance and continuing airworthiness activities are conducted. The means used by Engineering and AMO to provide two ways communication are:

- a) Meeting: meetings are held to discuss issues pertinent to Engineering and AMO.
- b) Soft copy: communication by email, Coruson, AMOS to communicate the information within or outside Division/Department.

Communication methods with each maintenance organization that performs maintenance for the VJC shall be determined in the relevant Contract. The contract should specify what information should be provided and when (i.e. on what occasion or at what frequency), how, by whom and to whom it has to be transmitted.

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>VJC'S MAINTENANCE POLICIES</b>	Page 1 - 31 Iss05/Rev02 01 Jun 2022
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

#### 1.6.5.2 Meeting

##### a) Daily meeting

This brief meeting between Engineering and AMO is held daily. It is chaired by Engineering Director or Maintenance Watch Manager and the following personnel should be attended:

- TSE manger/deputy
- Planning manager/deputy
- MW personnel
- Maintenance Director/deputy
- MCC Manager/deputy
- PPC leader
- Station Manager/deputy
- Store, Supply personnel
- Etc.

The meeting shall review the previous days and coming days operation to ensure that agreed actions are implemented, planned.

Meetings will not be recorded but, if necessary, an Engineering Director or his nominated may be issue to address eventually issues arisen from the meeting.

##### b) Weekly management meeting

The Engineering, Maintenance and TQA management shall meet at least once a week (normally on each Monday) for management meeting. The following personnel should be attended meeting

- VP Technical
- Engineering Director/deputy
- Maintenance Director/deputy
- TQA Manager/deputy

The purpose of weekly meeting is to communicate and discuss main technical issues arisen during previous operation weeks, establish actions where appropriate and to ensure that outstanding issues are brought to satisfactory conclusion.

The minute of meeting will be recorded and disseminate to all attendees.

#### 1.6.5.3 Soft copy

VJC Engineering and Maintenance uses:

- a) Email, company Workchat for communication and for transmitting document
- b) Sharepoint to make documentation available to staff:
  - 1) Forms
  - 2) Technical document (CMM, SB, EO)
  - 3) Technical records (WP, TL, etc.)
- c) Coruson to make document available to staff:
  - 1) Manual, procedures
  - 2) Quality Notice

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>VJC'S MAINTENANCE POLICIES</b>	Page 1 - 32
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev02
		01 Jun 2022

#### 1.6.5.4 Other means of communication

Information may be transmitted also by:

- a) Phone
- b) Facsimile

#### 1.6.6 Technical Documentation System

- a) This MME (Maintenance Management Exposition) – is the principal document demonstrating management details and continuing airworthiness policies and requirements of VJC.
- b) Each department in the Engineering Division will build their own Standard Operation Procedure (SOP). All the continuing airworthiness management and maintenance activities shall be carried out in compliance with the instruction mentioned in SOP.

#### 1.6.7 Policy for Swapping/ Robbery of Component

In the event of non-availability of spare part, it may consider to perform part swapping or robbery as alternative solution for troubleshooting and dispatch purposes. This may only occur in occasionally basis.

All maintenance actions must be followed approved data e.g. AMM, TSM etc. and recorded in appropriate documents (tech log, Non routine card etc.)

Swapping of LRU to prolong defect existing is prohibited. It is not allowable, on circumventing existing ADD by swapping faulty LRU to clear said ADD, and then transfer the possible defective parts to donor system/aircraft hence raising a new ADD on other system/ other aircraft.

Refer LMM 2.22 for detailed procedures for swapping/robbery during line maintenance.

During base maintenance, AMO shall raise NRC to manage arisen work.

AMOS shall be updated consecutively for any component movement for aircraft configuration control.

#### 1.6.8 Continuing Airworthiness Information

Reference: VAR 12.250

- a) The VJC shall monitor and assess maintenance and operational experience with respect to continuing airworthiness through daily morning briefing. The daily briefing is to be organized and recorded by MW.
- b) Provide the information as prescribed by the CAAV requirements.
- c) Report through the system specified in MME approved by the CAAV.
- d) Obtain and assess continuing airworthiness information and recommendations available from the Type certificate holder.
- e) Implement resulting actions considered necessary in accordance with a procedure acceptable to the CAAV.

#### 1.6.9 Components Removed From An Aircraft Involved In An Accident/Incident

- a) Component which are directly involved in accident/incident shall be removed and sent to approved AMO for necessary test/inspect/repair/overhaul to restore airworthy condition of the component. The component can only be installed back aircraft when it has EASA Form 01/FAA 8130-3/CAA UK Form 01/ TCCA Form 01/ANAC Form F-100-01/CAAV Form 01 issued by approved AMO and passed incoming inspection process.

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>VJC'S MAINTENANCE POLICIES</b>	Page 1 - 33 Iss05/Rev02 01 Jun 2022
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

- b) Components which are totally unaffected in incident/accident and considered as serviceable may be removed as serviceable and installed on other VJC aircrafts.

The TSE and MCC shall verify status and confirmed serviceability of component to ensure all airworthiness requirements are met before proceeding cannibalization:

- 1) Verify status on AMOS and maintenance records e.g. ADD log, Technical log to make sure there is no deferred defect on component and system relating to component;
- 2) Verify the flight hours/cycles as applicable of any service life-limited parts including time since overhaul to ensure time remaining of component is sufficient for continue operation;
- 3) During the last flight, the components and related systems operated normally and
- 4) there is no evidence of defect associated to occurrence;
- 5) A physical condition is good (no damage, corrosion, leak etc.).

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>VJC'S MAINTENANCE POLICIES</b>	Page 1 - 34
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev02
		01 Jun 2022

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>NOTIFICATION PROCEDURE TO CAAV</b> <b>REGARDING CHANGES TO THE</b> <b>ORGANIZATION ACTIVITIES</b>	Page 1 - 35 Iss05/Rev00 01 Oct 2020
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

## **1.7 NOTIFICATION PROCEDURE TO CAAV REGARDING CHANGES TO THE ORGANISATION ACTIVITIES**

### **1.7.1 General**

When important changes are made within the company, CAAV has to be informed prior to incorporating proposed changes so that approval can be granted. These changes include, but are not limited to:

- a) The name of the organization.
- b) The location of the organization.
- c) Additional locations of the organization.
- d) The Accountable Manager.
- e) Any of the persons specified in section 1.5.3 of this MME.
- f) Continuing airworthiness management procedures that could affect the approval.
- g) Scope of work / Aircraft managed.

### **1.7.2 Procedure**

- a) The changes must be recorded in the MME and submitted to the CAAV for approval. The last approved issue of the MME is valid until the amendments have been approved.
- b) Once the approval has been granted, the SQA Director has to ensure that all necessary measures are taken to comply with the revised MME and shall ensure that the changes are noted in any other existing issues of the MME.
- c) All relevant personnel as stated in the distribution list have to confirm that they have received the amendment by signing a company internal amendment notification.
- d) If the Accountable Manager is changed, the SQA Director has to ensure that the Accountable Manager signs the corporate commitment (see Part 1, section 1.1) at the earliest opportunity.
- e) If this notification procedure is not applied, the VAR Part 12 approval would automatically be suspended in all cases. Upon surrender or revocation, the approval certificate shall be returned to the CAAV.

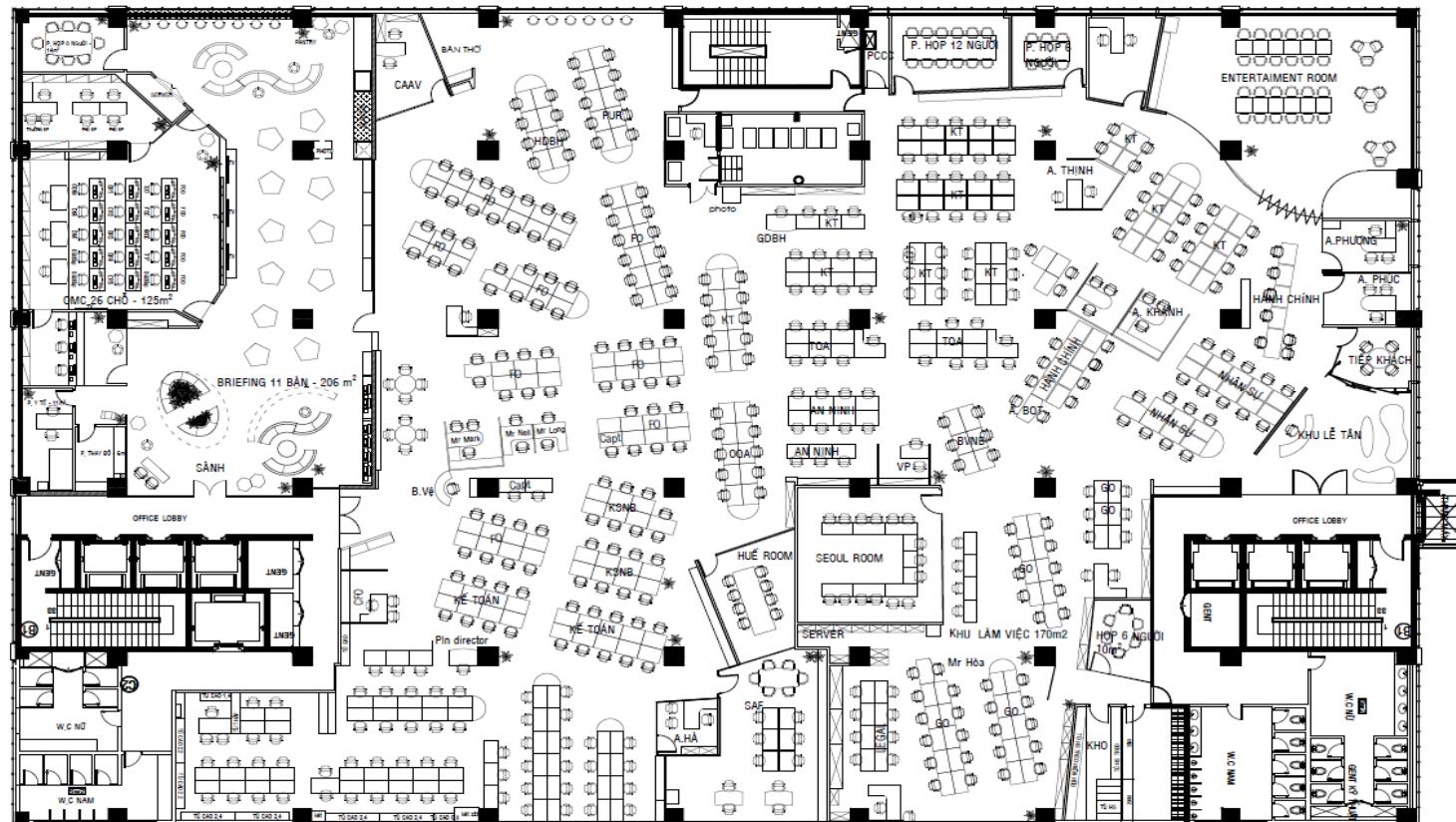
<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> NOTIFICATION PROCEDURE TO CAAV REGARDING CHANGES TO THE ORGANIZATION ACTIVITIES	Page 1 - 36
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev00
		01 Oct 2020

INTENTIONAL BLANK PAGE

## 1.8 HCMC OFFICE - FACILITIES LOCATIONS

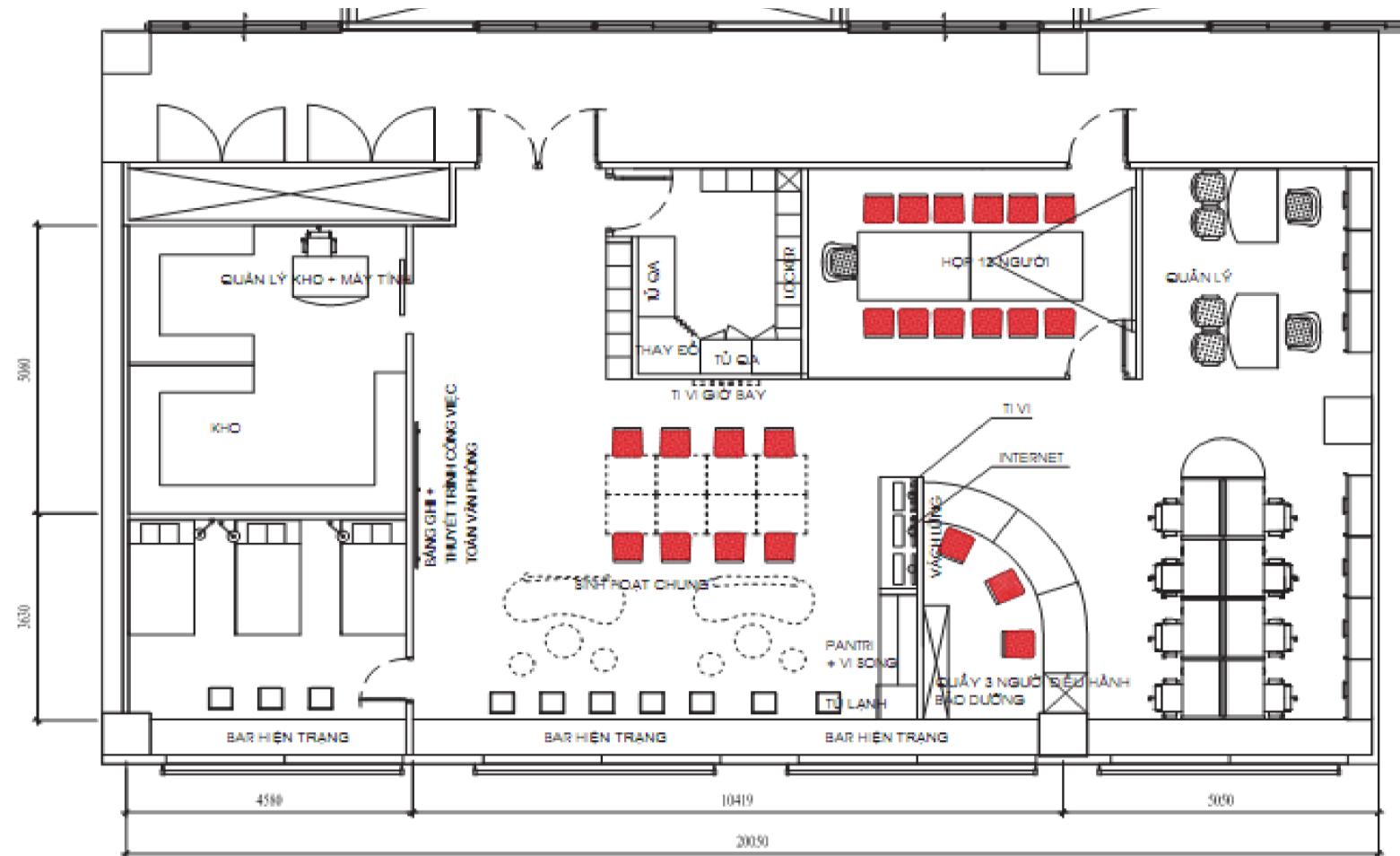
VJC Technical Management premises, which included Engineering and TQA Section are located at 8<sup>th</sup> Floor, VietJet Plaza Building, 60A Truong Son St, Tan Binh Dist., Ho Chi Minh City, Viet Nam.

The facilities, workspace, equipment, personnel and supporting services, as well as work environment, are adequate to support maintenance management and control functions.



**Note:** TQA: Technical Quality Assurance; KT: Engineering.

The MCC office is located at 3th Floor, Cargo Domestic Terminal - SCSC Building, Tan Son Nhat airport. It consists of administrative office, MCC, PPC, data entry, line maintenance teams.



<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> REVISION PROCEDURE AND NOTIFYING TO CAAV	Page 1 - 39 Iss05/Rev02 01 Jun 2022
MAINTENANCE MANAGEMENT EXPOSITION		

## **1.9 REVISION PROCEDURE AND NOTIFYING TO CAAV**

### **1.9.1 Purpose**

To establish procedure to revise the MME and notify CAAV for approval of the revision.

### **1.9.2 Reference**

VAR Part 12.227, 12.230

MNT 1.7.3, 1.7.6

### **1.9.3 General**

New or revised MME shall not be in conflict with the regulations. The MME is revised/amended as necessary to keep the information contained therein up-to-date and to address

- a) Changes to maintenance or airworthiness requirements.
- b) Changes in the organization or activities.
- c) Inadequacies identified through internal or external audit.
- d) Conformity with applicable requirements.

The left marginal bar shall be reflected in appropriate changes. Revised pages will be identified by date of revision and revision number.

### **1.9.4 Approval of Changes**

- a) MME amendment shall be carried out by Engineering Director, reviewed and accepted by Director of SQA and Accountable Manager. New revision of MME shall be approved by CAAV before implementation.
- b) Temporary revision:

A temporary revision can be issued at the discretion of the SQA Director in case of:

- 1) Immediate regulatory compliance required;
- 2) Safety urgent issue; or
- 3) Changes on process/ procedure needed prompt implementation.

Typically, TRs are published in yellow pages with clearly identified TR number, effective date, expire date and approval.

A Temporary Revisions List including temporary revision pages, Record of Temporary Revision, and Revision Highlights should be prepared with each TR distribution to ensure all current and effective TRs supersede the corresponding pages in the document.

All Temporary Revisions must be reviewed and approved by SQA Director prior to distribution and reported to CAAV.

### **1.9.5 Revision Procedure**

The MME shall be amended or revised as is necessary to ensure that the information contained therein is kept up-to-date.

The VJC shall incorporate mandatory information as necessary amendments to the MME as required by the CAAV as soon as reasonably possible but no later than 30 days after receipt and submit any amendments to its maintenance manuals for approval.

<b>vietjetAIR.com</b>	<b>MAINTENANCE MANAGEMENT</b> REVISION PROCEDURE AND NOTIFYING TO CAAV	Page 1 - 40
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev02
		01 Jun 2022

VJC personnel are encouraged to make suggestions for the improvement of procedures.

In the 12-month period, any requirement or suggestion of changes to the manual should be sent to Engineering Director and SQA Director/Deputy Director for consideration of amendment by using form TQAF009.

The original issue of this MME shall be Initial Issue (Rev 0). Any changes shall be identified by way of revision to the issued number, which will be in numerical order and shall start from Rev 1. Where there are extensive revisions necessitating a complete reissue, a new issue number will be allocated in numerical order.

#### **1.9.6 Implementation and Distribution of New Revision**

The MME, together with all amendments and revisions shall be furnished to all personnel and organizations that are required to use it.

The new revision of MME will be effective 14 days after approval by CAAV. This will allow Document Control Center to prepare the electronic copies of MME and distribute to VJC personnel to review and understand changes by Coruson.

Email notification shall be generated and sent to VJC Engineering and Maintenance personnel. They shall be aware about new MME changes and, at least, shall acknowledge new revision of MME in Coruson.

Technical Library will distribute electronic copies of new revision of MME to the CAAV and all current Contracted maintenance organizations (aircraft line and base maintenance) based on current list of approved contractors.

Affected SOP should be revised by relevant Department Managers to match MME change.

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>JOB QUALIFICATIONS OF TECHNICAL STAFF</b>	Page 1 - 41
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

## 1.10 JOB QUALIFICATIONS OF TECHNICAL STAFF

### 1.10.1 Purpose

To establish qualification standards to staff who are working in respective Departments within Engineering Division.

### 1.10.2 Reference

VAR 12.060(b)(2), Appendix 01 to 12.060

MNT 1.4.2

### 1.10.3 Duties and Requirements

#### 1.10.3.1 Maintenance Planner

##### a) Essential tasks and duties

- 1) Scheduling for works in each individual maintenance check (phase check, C checks)
- 2) Prepare the tooling and materials for maintenance which needs to provide to Supply.
- 3) Control the Hard time component List
- 4) Control maintenance forecast in AMOS system to make that all work orders to be done in time.
- 5) Monitor maintenance check progress.

##### b) Qualification requirements

- 1) Being graduated from aeronautical technical university/ college, or being graduated from technical university/ college and being trained in basic aeronautical technical course.
- 2) Being successfully trained in respective aircraft type training.
- 3) Being trained or thoroughly familiar with applicable VARs and VJC maintenance procedures
- 4) Being trained and thoroughly familiar with in-used maintenance management software(s), such as AMOS, in related module(s).
- 5) Being able to read, write, and understand the English language.
- 6) Being trained in human factors.
- 7) Being trained on Safety Management Systems.
- 8) Being thoroughly familiar with maintenance check control works.
- 9) Other training required in SOP Engineering Part 3.1.

#### 1.10.3.2 Technical Service Engineer

##### a) Essential tasks and duties

- 1) Evaluation and processing of FAA/EASA AD, SB, SIL, OIT and Manufacturer's recommendation.
- 2) Create the Engineering Order (EO)/Engineering Request (ER) which will be sent to Maintenance Planning for Work Order (WO) issuance
- 3) To monitor & control aircraft technical status and structure repairs for whole fleets.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>MAINTENANCE MANAGEMENT</b> <b>JOB QUALIFICATIONS OF TECHNICAL STAFF</b>	Page 1 - 42 Iss05/Rev01 01 Sep 2021
---	---	---

- 4) Monitor Engine condition (ECM).
- b) Qualification requirements
  - 1) Being graduated from aeronautical technical university/ college, or being graduated from technical university/ college and being trained in basic aeronautical technical course.
  - 2) Being successfully trained in respective aircraft type training.
  - 3) Being trained or thoroughly familiar with applicable VARs and VJC maintenance procedures.
  - 4) Being trained and thoroughly familiar with in-used maintenance management software(s), such as AMOS, in related module(s).
  - 5) Being able to read, write, and understand the English language.
  - 6) Being trained in human factors.
  - 7) Being trained on Safety Management Systems.
  - 8) Being thoroughly familiar with the works being performed.
  - 9) Other training required in SOP Engineering Part 3.1.

#### 1.10.3.3 Technical Librarian

- a) Essential tasks and duties
  - 1) Ordering and receiving of maintenance data,
  - 2) Managing of maintenance data, organization procedures;
  - 3) Distributing and updating maintenance data, procedures to users.
- b) Qualification requirements
  - 1) Being successfully trained in aircraft general familiarization.
  - 2) Being trained or thoroughly familiar with the applicable VJC maintenance procedure.
  - 3) Being able to read, write, and understand the English language.
  - 4) Being trained in human factors.
  - 5) Being trained on Safety Management Systems.
  - 6) Being thoroughly familiar with the works being performed.
  - 7) Other training required in SOP Engineering Part 3.1.

#### 1.10.3.4 Tech Records Staff

- a) Essential tasks and duties
  - 1) Updating maintenance status of work done into maintenance management system e.g. AMOS system
  - 2) Maintain and manage continuing airworthiness maintenance records.
  - 3) Liaise with Store inspector regarding management of components and control of Authorized Release Certificate e.g. EASA form 01, FAA 8130-3 for fitted components.
- b) Qualification requirements

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>JOB QUALIFICATIONS OF TECHNICAL STAFF</b>	Page 1 - 43 Iss05/Rev01 01 Sep 2021
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

- 1) Being graduated from university/college and being trained in basic aeronautical technical course.
- 2) Being successfully trained in aircraft general familiarization.
- 3) Being trained, thoroughly familiar with in-used maintenance management software(s), such as AMOS, in related module(s).
- 4) Being trained or thoroughly familiar with the applicable VJC maintenance procedures.
- 5) Being able to read, write, and understand the English language.
- 6) Being trained in human factors.
- 7) Being trained on Safety Management Systems.
- 8) Being thoroughly familiar with the works being performed.
- 9) Other training required in SOP Engineering Part 3.1.

#### 1.10.3.5MCC Controller

- a) Essential tasks and duties
  - 1) Main contact point between MCC, Maintenance Watch and other Departments;
  - 2) Updating the ADD in the AMOS for monitoring and control;
  - 3) Monitor and control repetitive defects during operation and maintenance, and create Job Instruction Card (JIC) in AMOS for repetitive inspection items;
  - 4) Verify the accuracy of ADDs updated by MCC Duty into AMOS;
  - 5) Report aircraft status during delay/AOG situation to Maintenance Watch, co-operate and inform related departments.
- b) Qualification requirements
  - 1) Being graduated from aeronautical technical university/ college, or being graduated from technical university/ college and being trained in basic aeronautical technical course.
  - 2) Being successfully trained in respective aircraft type training.
  - 3) Being hold authorisation as certifying staff CAT A or B1 or B2;
  - 4) Being trained or thoroughly familiar with applicable VARs and VJC maintenance procedures.
  - 5) Being trained and thoroughly familiar with in-used maintenance management software(s), such as AMOS, in related module(s).
  - 6) Being able to read, write, and understand the English language.
  - 7) Being trained in human factors.
  - 8) Being trained on Safety Management Systems.
  - 9) Being thoroughly familiar with the works being performed.
  - 10) Other training required in TPM.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>MAINTENANCE MANAGEMENT</b> <b>JOB QUALIFICATIONS OF TECHNICAL STAFF</b>	Page 1 - 44 Iss05/Rev01 01 Sep 2021
---	---	---

#### 1.10.3.6MCC Technical Support

- a) Essential tasks and duties
  - 1) Support and advise maintenance engineers on troubleshooting solutions for defects rectification or deferred defects on aircraft during operation and maintenance;
  - 2) Updating the ADD in the AMOS for monitoring and control;
  - 3) Coordinate with TSE for monitoring and control structure defects;
- b) Qualification requirements
  - 1) Being graduated from aeronautical technical university/ college, or being graduated from technical university/ college and being trained in basic aeronautical technical course.
  - 2) Being successfully trained in respective aircraft type training.
  - 3) Being hold authorisation as certifying staff CAT B1 or B2;
  - 4) Being trained or thoroughly familiar with applicable VARs and VJC maintenance procedures.
  - 5) Being trained and thoroughly familiar with in-used maintenance management software(s), such as AMOS, in related module(s).
  - 6) Being able to read, write, and understand the English language.
  - 7) Being trained in human factors.
  - 8) Being trained on Safety Management Systems.
  - 9) Being thoroughly familiar with the works being performed.
  - 10) Other training required in TPM.

#### 1.10.4 Competence assessment

##### 1.10.4.1 General

- a) Competence means possession of the required level of knowledge, skills, experience and where required, proficiency in English, to permit the safe performance of the required tasks.
- b) Planned and systematic training and competence assessment processes are necessary to verify and document that personnel have, and can demonstrate, the necessary knowledge, skills, and behaviors to perform their respective duties.
- c) Competence assessment, as the measurement of an employee's performance against an agreed set of standards for work-based activities must be based on four dimensions to be evaluated:
  - 1) The knowledge and understanding required to carry out a task;
  - 2) The performance indicators to be looked for;
  - 3) The scope or range of situations across which an employee is expected to perform; and
  - 4) Any particular evidence requirements.
- d) Competence, as a measure of the ability to perform a task, can be assessed by working the person under the supervision of either another person or a quality auditor,

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>JOB QUALIFICATIONS OF TECHNICAL STAFF</b>	Page 1 - 45 Iss05/Rev01 01 Sep 2021
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

for sufficient time to arrive at a conclusion. Sufficient time could be as little as a few weeks if the person is fully exposed to relevant work. It is not required to assess against the complete spectrum of intended duties.

- e) Adequate initial and recurrent training must be provided and documented in order to ensure continuing competence.

#### 1.10.4.2 On Job Training

The On the Job Training is the employee training at the place of work, while he or she is doing the actual job under supervision. Usually, in the absence of a professional trainer, the manager or a qualified staff serves as the course instructor, and employs the principles of learning (participation, repetition, relevance, transference, and feedback)

Each trainer/qualified staff must ensure that adequate on the job training is provided to the trainee staff, working under his supervision and that the person will be able to perform satisfactory, in respect with the applicable job requirements. The training must be documented using appropriate Practical experienced OJT record forms

The theoretical and practical training must cover the full range of tasks the prospective staff must perform with no direct supervision, including:

- a) Organization key person and organizational charts, manuals, etc.;
- b) His/her responsibilities and limitations;
- c) Specific procedures, instructions, orders, VAR requirements etc.;
- d) Completion of forms and records;
- e) Safety Rules, communication means and administrative issues;
- f) Use of the software applications and (or) equipment;

Theoretical training must be focused on: CAAV Regulation structure, basic understanding of VAR 4, 5, 12, IOSA Standards Manual requirements, VJC quality system.

Practical training must provide to the trainee knowledge relevant to his/her particular job role within VJC, such as: how to make an entry in the logbook, how to evaluate an Airworthiness Directive, how to create Engineering Order, how to use AMOS, Coruson, etc.

#### 1.10.4.3 Assessment

The manager of each department is responsible for personnel assessment. The initial competence evaluation must be performed before the evaluated person is allowed to work unsupervised. During this step the qualification and experience must also be evaluated in respect to the job description requirements. Results of the evaluation must be recorded in the appropriate Evaluation Form. The candidates that failed the evaluation may be re-evaluated after they receive again the initial on the job training.

Refer to SOP Engineering Part 2.24 for further details.

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> JOB QUALIFICATIONS OF TECHNICAL STAFF	Page 1 - 46
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

INTENTIONAL BLANK PAGE

## 1.11 ABBREVIATIONS

Reference: VAR 12.005

A/C:	Aircraft
AD:	Airworthiness Directive
ADD:	Acceptable Defer Defect
ADDL:	Acceptable Defer Defect Log
AFM:	Aircraft Flight Manual
AMM:	Aircraft Maintenance Manual
AMO:	Approved Maintenance Organization
AMOC:	Alternative Method of Compliance
AMT:	Aircraft Maintenance Technician
AMP:	Aircraft Maintenance Program
AOC:	Air Operator Certificate
AOG:	Aircraft On Ground
APU:	Auxiliary Power Unit
AR:	Audit Report
ATC:	Air Traffic Control
BITE:	Built-In Test Equipment
CAAV:	Civil Aviation Authority of Vietnam
CAT:	Category
CAR:	Corrective Action Request
CDL:	Configuration Deviation List
CEO:	Chief Executive Officer
C.G:	Center of Gravity
CMM:	Component Maintenance Manual
CMR:	Certificate of Maintenance Review
COC:	Certificate of Conformance
CPCP:	Corrosion Prevention and Control program
CRS:	Certificate Release to Service
DFP:	Dirty Finger Print
DI:	Duplicate Inspection
DME:	Distance Measuring Equipment
DOA:	Design Organization Approval
EASA:	European Aviation Safety Agency
EDS:	Electrostatic Sensitive Devices

EO:	Engineering Order
ELT:	Emergency Locator Transmitter
ER:	Engineering Request
FAA:	Federal Aviation Administration
FC:	Flight Cycle
FH:	Flight Hour
FOE:	Flight Operation Engineering
GRN:	Good Receipt Note
H/T:	Hard-Time
IPC:	Illustration Part Catalog
IFR:	Instrument Flight Rules
ILS:	Instrument Landing System
IOSA:	IATA Operation Safety Audit
LMM:	Line Maintenance Manual
LLP:	Life Limit Part
LRU:	Line Replaceable Unit
MCC:	Maintenance Control Center
MWC:	Maintenance Watch Centre
MEL:	Minimum Equipment List
MMEL:	Master Minimum Equipment List
MME:	Maintenance Management Exposition
MNPS:	Minimal Navigation Performance Specifications
MOD:	Modification
MOE:	Maintenance Organization Exposition
MOPM:	Maintenance Organization Procedure Manual
MOR:	Mandatory Occurrence Report
MPD:	Maintenance Planning Document
MRB:	Maintenance Review Board
MRO:	Maintenance Repair Organization
NAA :	National Aviation Authority
NC:	Non-Conformity
NRC:	Non-Routine Card
NTC:	Notice to Crew
NTO:	Non-Technical Objection
OEM:	Original Equipment Manufacturer

OMC:	Operation Management Center
OSSR:	Occurrence Safety Security Report
PBE:	Protective Breathing Equipment
PBN:	Performance-Based Navigation
PMA:	Part Manufacturer Approval
PIC:	Pilot in Command
QM:	Quality Manual
RII:	Required Inspection Item
RCB:	Reliability Control Board
RDAF:	Repair Design Approval Form
RDAS:	Repair Data Approval Sheet
RVSM:	Reduced Vertical Separation Minima
REG:	Registration
RNAV:	Required Area Navigation
RNP:	Required Navigation Performance
SB:	Service Bulletin
SDR:	Structure Defect Report
SIL:	Service Information Letter
SMS:	Safety Management System
SOP:	Standard Operating Procedure
SRM:	Structural Repair Manual
SRO:	Structure Repair Order
STC:	Supplemental Type Certificate
SQA:	Security, Safety and Quality Assurance
TC:	Task Card
T/C:	Type Certificate
TCH:	Type Certificate Holder
TQA:	Technical Quality Assurance
TSE:	Technical Service Engineer
TSM:	Trouble Shooting Manual
TSO:	Technical Standard Order
VAR:	Vietnam Aviation Regulation
VJC:	VietJet Aviation Joint Stock Company
WO:	Work Order

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b>	Page 1 - 50
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>ABBREVIATIONS</b>	Iss05/Rev01
		01 Sep 2021

INTENTIONAL BLANK PAGE

## 1.12 DEFINITIONS

Reference: VAR 12.003, Appendix 1 to 1.007; VAR 20.003

The following definitions may use in this manual:

**Acceptable Deferred Defect:** defect of the aircraft, aircraft's systems or equipment installed on the airplane which do not need to be fixed in a period of time stipulated in the Aircraft Maintenance Manual, Minimum Equipment List, Configuration Deviation List, which do not affect the standards of the airworthiness.

**Accountable manager:** The manager who has corporate authority for ensuring that all maintenance, preventive maintenance, and modification required by the aircraft owner/operator can be financed and carried out to the standard required by the CAAV. The accountable manager may delegate to another person in the organization, in writing, to become the accountable manager, when the authorised by the CAAV.

**Aeronautical product:** Any aircraft, aircraft engine, propeller, or subassembly, appliance, material, part, or component to be installed thereon.

**Alternative method of compliance (AMOC):**

- **For FAA:** Different approaches or techniques that are not specified in an AD can, after FAA approval, be used to correct an unsafe condition on an aircraft or aircraft product. Although the alternative may not have been known at the time the AD was issued, an alternative method could be acceptable to accomplish the intent of the AD. A compliance time that differs from the requirements of the AD can also be approved if the revised time period provides an acceptable level of safety that is at least equivalent to that of the requirements of the AD.
- **For EASA:** An Alternative Method of Compliance (AMOC) is an EASA approved deviation to an AD. It is a different way, other than the one specified in an AD, to address an unsafe condition on products, parts and appliances. An AMOC must provide a level of safety equivalent to the level of safety to be restored by compliance with the original AD. AMOCs may be issued in respect of, but are not necessarily limited to, the following:
  - Alternative modifications,
  - Alternative inspection procedures,
  - Alternative maintenance intervals and/or procedures,
  - Specific operating procedures or limitations, etc.

**Approved data:** Technical information approved by the CAAV.

**Approved maintenance organization (AMO):** An organization approved to perform specific aircraft maintenance activities by the Authority. These activities may include the inspection, overhaul, maintenance, repair and/or modification and release to service of aircraft or aircraft components.

**Approved standard:** A manufacturing, design, maintenance, or quality standard approved by the CAAV.

**Aircraft:** is any machine that can derive support in the atmosphere from the reactions of the air, which includes airplane, helicopter, glider, balloon, and/or other flying apparatus, other than from the reactions of the air against the earth's surface.

**Aircraft component:** Any components of the aircraft included in a complete engine / or any equipment operators / emergency.

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>DEFINITIONS</b>	Page 1 - 52
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

**Aircraft Technical Log.**: A document attached to an aircraft for recording defects and malfunctions discovered during operation and for recording details of all maintenance carried out whilst the aircraft is operating between scheduled visits to the base maintenance facility. It also contains operating information relevant to flight safety and maintenance data that the operating crew need to know;

**Airframe**: The fuselage, booms, nacelles, cowlings, fairings, airfoil surfaces (including rotors but excluding propellers and rotating airfoils of a powerplant), and landing gear of an aircraft and their accessories and controls.

**Airworthiness data**: Any information necessary to ensure that an aircraft or aircraft component can be maintained in a condition such that airworthiness of the aircraft, or serviceability of operational and emergency equipment, as appropriate, is assured.

**Airworthiness Directive (AD)**: Maintenance requirements, inspection or replacement of aircraft or aircraft equipment, required to be done in order to prevent endangering the safety incidents issued by the State where aircraft registered or recognized by the similar request issue by the national aviation authorities of the designer, manufacturer.

**Airworthy**: The status of an aircraft, engine, propeller or part when it conforms to its approved design and is in a condition for safe operation.

**Aircraft maintenance personnel**: Individual certified by the CAAV to carry out the inspection and perform or supervise the maintenance, preventive maintenance or other changes / improvements of aircraft, aircraft systems and equipment which individual is approved.

**Aircraft Maintenance Release**: A document which contains a certification of an authorized staff as required by VAR Part 5 or Part 7 after completion of the maintenance work on aircraft maintenance or inspection of the aircraft, aircraft system, aircraft component to which it relates confirming that the work has been completed in a satisfactory manner to the applicable requirements of Aircraft Maintenance Manual and procedures approved appropriately by VAR Part 5.

**Aircraft Maintenance Program (AMP)**: the aircraft maintenance program prepared by the aircraft operator based on the aircraft maintenance program issued by the manufacturer and in accordance with applicable aircraft configuration, operation conditions and governmental requirement of the country where the aircraft is registered and approved by the aviation authorities of the country of registration of aircraft.

**Air operator certificate (AOC)**: A certificate authorizing an operator to carry out specified commercial air transport operations.

**Article**: Any item, including but not limited to, an aircraft, airframe, aircraft engine, propeller, appliance, accessory, assembly, subassembly, system, subsystem, component, unit, product, or part.

**Base Maintenance**: Maintenance tasks falling outside the criteria defined in definition of Line Maintenance are considered to be Base Maintenance.

**Calibration**: A set of operations, performed in accordance with a definite documented procedure, that compares the measurement performed by a measurement device or working standard for the purpose of detecting and reporting or eliminating by adjustment errors in the measurement device, working standard, or aircraft component tested.

**Cannibalization or Robbery**: a practice of obtaining parts necessary to repair an aircraft by removing serviceable parts from one aircraft or from next higher assembly in stock e.g. engine, APU and install to other aircraft, rather than from stock inventory, usually when

resources become limited. Cannibalization can usually occur only with interchangeable parts.

**Certificate of airworthiness:** document issued by the aviation authority of the country where the aircraft is registered confirming that the technical conditions of the aircraft complies with the type of design approved by the aviation authority of the country where the design of the aircraft is done, that the aircraft is safe for the suitable form of operation, that the aircraft meets the requirements of the standards applied to the airworthiness stipulated by the country where the airplane is registered.

**Certificates release to service:** The required maintenance record entry completed by a properly authorized person after the modification, overhaul, repair, or the inspection of an aircraft, or aircraft component required by operator.

**Certifying staff:** Those personnel who are authorised by the Approved Maintenance Organization in accordance with a procedure acceptable to the Authority to certify aircraft or aircraft components for release to service.

**Competency in civil aviation:** An individual shall have a technical qualification and management experience acceptable to CAAV for the position served.

**Composite:** Structural materials made of substances, including, but not limited to, wood, metal, ceramic, plastic, fiber-reinforced materials, graphite, boron, or epoxy, with built-in strengthening agents that may be in the form of filaments, foils, powders, or flakes, of a different material.

**Continuing airworthiness:** The set of processes by which an aircraft, engine, propeller or part complies with the applicable airworthiness requirements and remains in a condition for safe operation throughout its operating life.

**Contributing factors:** Actions, omissions, events, conditions, or a combination thereof, which, if eliminated, avoided or absent, would have reduced the probability of the accident or incident occurring, or mitigated the severity of the consequences of the accident or incident. The identification of contributing factors does not imply the assignment of fault or the determination of administrative, civil or criminal liability.

**Course:** A programme of instruction to obtain an airman license, rating, qualification, authorisation, or currency.

**Credit:** Recognition of alternative means or prior qualifications.

**Duplicate inspections:** Maintenance tasks upon completion shall be inspected and certified by an appropriately authorized engineer and not directly performed the tasks. Maintenance tasks required duplicate inspection include maintenance if not performed properly or if improper parts or materials are used could result in endangering the safe operations of the aircraft.

**Engine system:** A system of one or more engines and related parts to produce thrust, continuous operation independent of other air units, but does not include devices generate thrust in a short time.

**Equivalent system of maintenance:** An AOC holder may conduct maintenance activities through an arrangement with an AMO or may conduct its own maintenance, preventive maintenance, or alterations, so long as the AOC holder's maintenance system is approved by the Authority and is equivalent to that of an AMO, except that the certification for maintenance release of an aircraft or aircraft component shall be made by an appropriately licenced aviation maintenance technician or aviation repair specialists in accordance with Part 5 as appropriate;

<b>VietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>DEFINITIONS</b>	Page 1 - 54
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

**Error:** An action or inaction by an operational person that leads to deviations from organizational or the operational person's intentions or expectations.

**Facility:** A physical plant, including land, buildings, and equipment, which provide the means for the performance of maintenance, preventive maintenance, or modifications of any article.

**Flame resistant:** As used in this set of aviation regulations, means not susceptible to combustion to the point of propagating a flame, beyond safe limits, after the ignition source is removed.

**Flight test:** tests with the purpose of checking some running functions of the airplane, system or equipment installed on the aircraft, where tests on the ground cannot not be carried out.

**Ground handling:** Services necessary for an aircraft's arrival at, and departure from, an aerodrome, other than air traffic services.

**Housing:** Buildings, hangers, and other structures to accommodate the necessary equipment and materials of a maintenance organization that:

- Provide working space for the performance of maintenance, preventive maintenance, or modifications for which the maintenance organization is certificated and rated; or
- Provide structures for the proper protection of aircraft, airframes, aircraft engines, propellers, appliances, components, parts, and subassemblies thereof during disassembly, cleaning, inspection, repair, modification, assembly, and testing; and
- Provide for the proper storage, segregation, and protection of materials, parts, and supplies.

**Human factors principles:** Principles which apply to design, certification, training, operations and maintenance and which seek safe interface between the human and other system components by proper consideration to human performance.

**Inspection:** The examination of an aircraft or aircraft component to establish conformity with a standard approved by CAAV.

**Investigation:** As relates to an aircraft accident or incident, a process conducted for the purpose of accident prevention which includes the gathering and analysis of information, the drawing of conclusions, including the determination of causes and, when appropriate, the making of safety recommendations.

**Line maintenance:** Line maintenance means any maintenance that is carried out before flight to ensure that the aircraft is fit for the intended flight. It may include:

- Trouble shooting/ Fault isolation.
- Defect rectification.
- Aircraft component replacement with use of external test equipment, if required. Aircraft component replacement may include components such as engines and propellers.
- Scheduled maintenance and/or checks including visual inspections that will detect obvious unsatisfactory conditions/discrepancies but do not require extensive indepth inspection. It may also include internal structure, systems, and powerplant items which are visible through quick opening access panels/doors.

- Minor repairs and modifications which do not require extensive disassembly and can be accomplished by simple means.
- For temporary or occasional cases (Airworthiness Directive (AD), Service Bulletin (SB)), the Quality Manager may accept base maintenance tasks to be performed by a line maintenance organization provided all requirements are fulfilled as defined by the regulation.

**Life-limited part:** Any part for which a mandatory replacement limit is specified in the type design, the Instructions for Continued Airworthiness, or the maintenance manual.

**Manufacturer's maintenance programme (MPD):** documents instructing the maintenance of the aircraft issued by the airplane manufacturer in compliance with the requirements of the aviation authority issuing the Type Certificate, and approved by the aviation authority issuing the Type Certificate;

**Manufacturer's aircraft maintenance manual (AMM):** manual defining the procedures, specific technical specifications used in the maintenance work of the aircraft, issued by the aircraft's manufacturer and approved or recognized by the aviation authority of the country where the aircraft is designed and manufactured, the aviation authority of the country where the airplane is registered.

**Maintenance:** The performance of tasks required to ensure the continuing airworthiness of an aircraft, including any one or combination of overhaul, inspection, replacement, defect rectification, and the embodiment of a modification or repair.

**Maintenance Certificate:** A document confirming that the maintenance work, depending on the completed level as expected, based on the approved data and the procedures described in the Maintenance organisation's Manual procedures equivalent system.

**Maintenance control manual (MCM or MME):** A document which describes the operator's procedures necessary to ensure that all scheduled and unscheduled maintenance is performed on the operator's aircraft on time and in a controlled and satisfactory manner.

**Maintenance Organization Procedures Manual:** A document endorsed by the head of the maintenance organization which details the maintenance organization's structure and management responsibilities, scope of work, description of facilities, maintenance procedures and quality assurance or inspection systems.

**Maintenance release:** A document which contains a certification confirming that the maintenance works on the aircraft or aircraft component requested by the operator's maintenance documents, to which it relates, has been completed by an authorized certifying staff on overhaul, repair or inspection of the aircraft or aircraft component.

**Main engine system:** Engine system when damaged can seriously affect aircraft characteristics related to the case under consideration.

**Major modification:** Major modification means a modification not listed in the aircraft, aircraft engine, or propeller specifications that might appreciably affect weight, balance, structural strength, performance, powerplant, operations, flight characteristics, or other qualities affecting airworthiness; or cannot be done by elementary operations.

**Major repair:** Major repair means a repair that:

- If improperly done might appreciably affect weight, balance, structural strength, performance, powerplant, operations, flight characteristics, or other qualities affecting airworthiness; or

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>DEFINITIONS</b>	Page 1 - 56 Iss05/Rev01 01 Sep 2021
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

- Is not done according to accepted practices or cannot be done by elementary operations.

**Measurement Device:** A calibrated calibrator, standard, equipment and test equipment that is intended to be used to test, measure, or calibrate other measurement devices. It is not to be used to test, measure, or calibrate an aircraft component.

**Minimum equipment list (MEL):** A list which provides for the operation of aircraft, subject to specified conditions, with particular equipment inoperative, prepared by an operator in conformity with, or more restrictive than, the MMEL established for the aircraft type.

**Minor modification:** A modification other than a major modification.

**Technical modifications:** changes to the configuration of the aircraft, equipment installed on the airplane according recommendation of the manufacturer in writing, which the Operator shall make the assessment and decision at his option to apply in compliance with process approved by CAAV.

**Pre-flight inspection:** The inspection carried out before flight to ensure that the aircraft is fit for the intended flight.

**Operations Specifications:** Formal documents issued by CAAV as a part of an approved organization's certificate to define the authorisations and limitations conveyed by the certificate.

**Overhaul:** The restoration of an aircraft/aircraft component using methods, techniques, and practices acceptable to the CAAV, including disassembly, cleaning, and inspection as permitted, repair as necessary, and reassembly; and tested in accordance with approved standards and technical data, or in accordance with current standards and technical data acceptable to the CAAV, which have been developed and documented by the State of Design, holder of the type certificate, supplemental type certificate, or a material, part, process, or appliance approval under Parts Manufacturing Authorisation (PMA) or Technical Standard Order (TSO).

**Powerplant:** An engine that is used or intended to be used for propelling aircraft. It includes turbosuperchargers, appurtenances, and accessories necessary for its functioning, but does not include propellers.

**Primary Standard:** A standard defined and maintained by a State Authority and used to calibrate secondary standards.

**Primary structural defect:** Defect of the structural components of the aircraft's structures undergoing the stresses caused by the weight and the main aerodynamic force during the aircraft's operation in the air and on the ground, which may lead to serious menace to the flight's safety.

**Quality system:** Documented organizational procedures and policies, internal audit of those policies and procedures, management review and recommendation for quality improvement.

**Record:** Any writings, drawings, maps, recordings, films, pictures or other electronic media or microfilm used to store information.

**Reference Standard:** A standard that is used to maintain working standards.

**Repair:** The restoration of an aircraft/aircraft component to a serviceable condition in conformity with an approved standard. The restoration of an aircraft component to an airworthy condition to ensure that the aircraft continues to comply with the design aspects

of the appropriate air-worthiness requirements used for the issuance of the Type Certificate for the respective aircraft type, after it has been damaged or subjected to wear;

**Required Inspection Item (RII):** Maintenance items and/or modifications that must be inspected by a person other than the one performing the work, and include at least those that could result in a failure, malfunction, or defect endangering the safe operation of the aircraft, if not properly performed or if improper parts or materials are used.

**Renewal of license, rating, authorisation or certificate:** The administrative action taken within the period of validity of a license, rating, authorisation or certificate that allows the holder to continue to exercise the privileges of a license, rating, authorisation or certificate for a further specified period consequent upon the fulfilment of specified requirements.

**Repair:** The restoration of an aircraft or aircraft component to a serviceable condition in conformity with an approved standard. The restoration of an aircraft component to an airworthy condition to ensure that the aircraft continues to comply with the design aspects of the appropriate airworthiness requirements used for the issuance of the Type Certificate for the respective aircraft type, after it has been damaged or subjected to wear.

**Safety management system:** A systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies and procedures.

**Secondary Standards:** A standard maintained by comparison with a primary standard.

**Service Bulletin (SB):** Requirements for the maintenance, inspection or modification applied to the aircraft or aircraft's components issued by the aircraft designer and manufacturer in order to increase the reliability level of the airplane, or the operating function of some components, system of the aircraft; such requirements are applied depending on the assessment of the aircraft operator based on the evaluation of the reliability and the operating efficiency of the aircraft, system or aircraft components subject to the technical service bulletin.

**Signature:** An individual's unique identification used as a means of authenticating a maintenance record entry or maintenance record. A signature may be hand-written, electronic, or any other form acceptable to CAAV.

**Specialized maintenance:** Any maintenance not normally performed by an AMO (e.g., tire retreating, plating, etc.).

**Standard:** An object, artifact, tool, test equipment, system, or experiment that stores, embodies, or otherwise provides a physical quantity, which serves as the basis for measurement of the quantity. It also includes a document describing the operations and process that must be performed in order for a particular end to be achieved.

**State of Design:** The State having jurisdiction over the organization responsible for the type design.

**State of Manufacture:** The State having jurisdiction over the organization responsible for the final assembly of the aircraft.

**Swap:** components are swapped on same aircraft or between aircrafts for trouble shooting or dispatch purposes.

**Take-off and landing cycles:** The times brought into account and related to the load bearing of the aircraft structure in every period of take-off and landing of the airplane.

<b>vietjetAir.com</b>	<b>MAINTENANCE MANAGEMENT</b> <b>DEFINITIONS</b>	Page 1 - 58
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

**Technical log:** A document carried on an aircraft that contains information to meet ICAO requirements; a technical log contains two independent sections: a journey record section and an aircraft maintenance record section.

**Tools, Equipment and Test Equipment:** Used by an AMO for the performance of maintenance or calibration on an aircraft or aircraft component. See also working standard.

**Traceability:** A characteristic of a calibration, analogous to a pedigree. A traceable calibration is achieved when each Measurement Device and Working Standard, in a hierarchy stretching back to the National Standard, was itself properly calibrated, and the results properly documented. The documentation provides the information needed to show that all calibrations in the chain of calibrations were properly performed.

**Transfer Standard:** Any standard that is used to compare a measurement process, system, or device at one location or level with another measurement process, system or device at another location or level.

**Training programme:** programme that consists of courses, course ware, facilities, flight training equipment, and personnel necessary to accomplish a specific training objective. It may include a core curriculum and a specialty curriculum.

**Variation of the maintenance interval:** variations on the maintenance interval of the aircraft, aircraft's components comparing to the prescriptions in the aircraft Maintenance Planning Document issued by the manufacturer, approved by the aviation authority of the country where the airplane is registered.

**Working Standard:** A calibrated standard that is used in the performance of maintenance and/or calibrations in any work area for the purpose of forming the basis for product acceptance or for making a finding of airworthiness (maintenance release) to an aircraft or aircraft component. A working standard may be maintained by comparison with primary standards, secondary standards, reference standards or transfer standards, as appropriate. A working standard is not to be used to test, measure, or calibrate other working standards or measurement devices.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		<b>Iss05/Rev00</b>
		<b>01 Oct 2020</b>

## **CHAPTER 2**

### **CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES**

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev00
		01 Oct 2020

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 1
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>TABLE OF CONTENT</b>	Iss05/Rev05
		28 Mar 2023

<b>2.1 AIRCRAFT TECHNICAL LOG UTILISATION AND MEL APPLICATION</b>	<b>9</b>
2.1.1 Aircraft Tech Log Utilisation	9
2.1.2 MEL Application	13
2.1.3 Airworthiness and Non-Airworthiness Defects Deferral	15
2.1.4 Maintenance Release to Service in Aircraft Technical Log	16
<b>2.2 AIRCRAFT MAINTENANCE PROGRAM (AMP) DEVELOPMENT AND AMENDMENT</b>	<b>19</b>
2.2.1 Purpose	19
2.2.2 Scope of Application	19
2.2.3 Reference	19
2.2.4 Responsibility	19
2.2.5 Program basis	19
2.2.6 Development and amendment	21
2.2.7 Permitted Variations	21
2.2.8 Implemented and Distribution	22
<b>2.3 TIME AND CONTINUING AIRWORTHINESS WORK RECORDS, RESPONSIBILITIES, RETENTION, AND ACCESS</b>	<b>23</b>
2.3.1 Purpose	23
2.3.2 Scope of application	23
2.3.3 Reference	23
2.3.4 Responsibility	23
2.3.5 Hours and Cycle Recording	23
2.3.6 Record completion	24
2.3.7 Record Requirements	24
2.3.8 Records and Retention Period Preservation	24
2.3.9 Preservation of records	27
2.3.10 Transfer of continuing airworthiness records	28
<b>2.4 ACCOMPLISHMENT AND CONTROL OF AIRWORTHINESS DIRECTIVE</b>	<b>29</b>
2.4.1 Purpose	29
2.4.2 Scope of Application	29
2.4.3 Reference	29
2.4.4 Responsibility	29
2.4.5 Airworthiness Directives Information	29
2.4.6 Airworthiness Directive Decision	30

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 2
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>TABLE OF CONTENT</b>	Iss05/Rev05
		28 Mar 2023

2.4.7 Airworthiness Directive Control	31
2.4.8 Archive	32
<b>2.5 ANALYSIS OF THE EFFECTIVENESS OF AMP</b>	<b>33</b>
2.5.1 Purpose	33
2.5.2 Scope of Application	33
2.5.3 Reference	33
2.5.4 Responsibility	33
2.5.5 Procedure	33
<b>2.6 NON-MANDATORY MODIFICATION PROCEDURE</b>	<b>35</b>
2.6.1 Purpose	35
2.6.2 Scope	35
2.6.3 Reference	35
2.6.4 Responsibility	35
2.6.5 Non Mandatory Modification Embodiment Policy	35
2.6.6 Approval of Modification	35
2.6.7 Procedure	36
2.6.8 Archive	37
<b>2.7 MAJOR REPAIR AND MODIFICATION STANDARDS</b>	<b>39</b>
2.7.1 Purpose	39
2.7.2 Scope	39
2.7.3 Reference	39
2.7.4 Responsibility	39
2.7.5 Major and Minor Repair, Modification Classification	39
2.7.6 Approval of Repair and Modification	40
2.7.7 Accomplishment of Repair	40
2.7.8 Accomplishment of Major Modification	41
2.7.9 Archive	43
<b>2.8 DEFECT REPORTS</b>	<b>45</b>
2.8.1 Purpose	45
2.8.2 Scope	45
2.8.3 Reference	45
2.8.4 Responsibilities	45
2.8.5 Analysis	45

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 3
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>TABLE OF CONTENT</b>	Iss05/Rev05
		28 Mar 2023

2.8.6 Reporting to CAAV	45
2.8.7 Reporting/ Liaison to Manufacturer, TC Holder	46
2.8.8 Mandatory Occurrence To Be Reported	46
<b>2.9 ENGINEERING ACTIVITIES</b>	<b>51</b>
2.9.1 Purpose	51
2.9.2 Scope	51
2.9.3 Reference	51
2.9.4 Responsibility	51
2.9.5 Procedure	51
<b>2.10 RELIABILITY PROGRAM</b>	<b>55</b>
2.10.1 Purpose	55
2.10.2 Scope of application	55
2.10.3 Reference	55
2.10.4 Responsibility	55
2.10.5 Procedures	55
<b>2.11 PRE-FLIGHT INSPECTION</b>	<b>59</b>
2.11.1 Purpose	59
2.11.2 Scope of application	59
2.11.3 Reference	59
2.11.4 Responsibility	59
2.11.5 Procedure	59
<b>2.12 AIRCRAFT WEIGHING</b>	<b>61</b>
2.12.1 Purpose	61
2.12.2 Scope of application	61
2.12.3 Reference	61
2.12.4 Responsibility	61
2.12.5 Procedure	61
<b>2.13 CHECK FLIGHT PROCEDURE</b>	<b>63</b>
2.13.1 General	63
2.13.2 Responsibility	63
2.13.3 Procedure	63
<b>2.14 DOCUMENTATION AND MAINTENANCE DATA CONTROL AND DISTRIBUTION</b>	<b>65</b>
2.14.1 Purpose	65

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 4
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>TABLE OF CONTENT</b>	Iss05/Rev05
		28 Mar 2023

2.14.2 Scope of application	65
2.14.3 Reference	65
2.14.4 Responsibility	65
2.14.5 Policy	65
2.14.6 Procedure	66
<b>2.15 CONTROLLING LLP AND HARD TIME COMPONENTS</b>	<b>67</b>
2.15.1 Purpose	67
2.15.2 Scope of application	67
2.15.3 Reference	67
2.15.4 Responsibility	67
2.15.5 Procedure	67
<b>2.16 ADDING VARIANT AIRCRAFT AND AIRCRAFT TYPE TO VJC'S FLEET</b>	<b>69</b>
2.16.1 Purpose	69
2.16.2 Scope of application	69
2.16.3 Reference	69
2.16.4 Responsibility	69
2.16.5 General	69
2.16.6 Procedure for the introduction of new aircraft to the fleet	69
<b>2.17 RVSM MAINTENANCE</b>	<b>71</b>
2.17.1 Purpose	71
2.17.2 Scope of application	71
2.17.3 Aircraft Effectivity	71
2.17.4 Reference	71
2.17.5 Responsibility	71
2.17.6 Procedure	71
<b>2.18 AIRCRAFT CERTIFICATE CONTROL</b>	<b>77</b>
2.18.1 Purpose	77
2.18.2 Scope of application	77
2.18.3 Reference	77
2.18.4 Responsibility	77
2.18.5 Procedure	77
<b>2.19 CONCESSION CONTROL</b>	<b>79</b>
2.19.1 Purpose	79

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 5
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>TABLE OF CONTENT</b>	Iss05/Rev05
		28 Mar 2023

2.19.2 Scope of application	79
2.19.3 Reference	79
2.19.4 Responsibility	79
2.19.5 Procedure	79
<b>2.20 CERTIFICATE OF MAINTENANCE REVIEW</b>	<b>81</b>
2.20.1 Purpose	81
2.20.2 Scope of application	81
2.20.3 Reference	81
2.20.4 Responsibility	81
2.20.5 Procedure	81
2.20.6 Archive	84
<b>2.21 CONTRACTOR/ SUPPLIER EVALUATION AND CONTROL</b>	<b>85</b>
2.21.1 Purpose	85
2.21.2 Scope	85
2.21.3 Reference	85
2.21.4 Policy	85
2.21.5 Responsibility	85
2.21.6 Procedures	85
<b>2.22 AIRCRAFT IN-SERVICE INFORMATION REPORT</b>	<b>91</b>
2.22.1 Purpose	91
2.22.2 Scope of application	91
2.22.3 Reference	91
2.22.4 Responsibility	91
2.22.5 Procedure	91
<b>2.23 MAINTENANCE OF PBN (RNAV and RNP) equipment</b>	<b>93</b>
2.23.1 Purpose	93
2.23.2 Scope of Application	93
2.23.3 Aircraft Effectivity	93
2.23.4 Reference	93
2.23.5 Responsibility	93
2.23.6 Introduction	93
2.23.7 System Description	94
2.23.8 PBN Maintenance Program	96

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 6
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>TABLE OF CONTENT</b>	Iss05/Rev05
		28 Mar 2023

2.23.9 Equipment Management / Configuration	97
2.23.10 Equipment Inspection and Quality Monitoring	97
2.23.11 Requirements for Maintenance Training PBN	97
2.23.12 Maintenance Procedures	97
2.23.13 Downgrade of PBN	97
2.23.14 Upgrade of PBN System	98
2.23.15 RNP (RNAV) Maintenance Training Course	99
<b>2.24 DUPLICATE INSPECTION</b>	<b>103</b>
2.24.1 Purpose	103
2.24.2 Scope	103
2.24.3 Reference	103
2.24.4 Responsibility	103
2.24.5 Procedure	103
<b>2.25 ALL WEATHER OPERATION MAINTENANCE CONTROL PROCEDURE</b>	<b>111</b>
2.25.1 Background	111
2.25.2 Purpose	111
2.25.3 Scope of application	111
2.25.4 Aircraft Effectivity	111
2.25.5 Reference	111
2.25.6 Responsibility	112
2.25.7 Configuration of VJC A320/A321/A330 Fleet	113
2.25.8 Maintenance program	117
2.25.9 Procedures	118
2.25.10 CAT II Status Control	120
2.25.11 Minimum Equipment List	121
2.25.12 Training Program	121
2.25.13 Testing Equipment	123
2.25.14 Reliability Program and Quality Control	123
2.25.15 Records	123
2.25.16 Swapping/ Robbery of CAT II Component	123
<b>2.26 SPECIAL FLIGHT PERMIT</b>	<b>125</b>
2.26.1 Reference	125
2.26.2 General	125

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 7
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>TABLE OF CONTENT</b>	Iss05/Rev05
		28 Mar 2023

2.26.3 Procedure	125
2.26.4 Condition of Ferry Flight Permit	125
2.26.5 Post ferry flight	126
<b>2.27 CONTROL AND AUTHORIZE VJC MAINTENANCE INSTRUCTOR</b>	<b>127</b>
2.27.1 Purpose	127
2.27.2 Scope of Application	127
2.27.3 Reference	127
2.27.4 Responsibility	127
2.27.5 Policy	127
2.27.6 Procedure	128

<b>vietjetAIR.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  <b>TABLE OF CONTENT</b>	Page 2 - 8
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  <b>AIRCRAFT TECHNICAL LOG UTILISATION AND MEL APPLICATION</b>	Page 2 - 9
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

## 2.1 AIRCRAFT TECHNICAL LOG UTILISATION AND MEL APPLICATION

### 2.1.1 Aircraft Tech Log Utilisation

#### 2.1.1.1 Purpose

To establish the policy and procedure for Aircraft Technical Log Utilisation and MEL Application in accordance with VAR requirements.

#### 2.1.1.2 Scope of Application

This procedure applies to operations and maintenance for VJC's aircraft.

#### 2.1.1.3 Reference

VAR Part 10.160, 12.103, 12.107, 12.237; 12.240, 12.243

MNT 3.2.1, 3.2.2

#### 2.1.1.4 Responsibility

The responsibility for the implementation of this procedure rests with the Engineering Division, SQA Department and Flight Operations Division.

Amendments to the Technical log shall be submitted to the CAAV via the SQA Department.

##### a) Maintenance responsibility

- 1) Certifying staff is responsible for action maintenance discrepancies reported in the Technical Log and determining the need to defer a discrepancy and for recording the deferral in the appropriate forms.
- 2) All approved VAR Part 5 AMO's shall maintain a list of staff authorized to complete the technical log and provide instructions that ensure certification is completed including the signature, approval number and stamp of the person performing the certification (if stamp is not available it is permissible to write the approval number).
- 3) All times listed in the Technical log must be in UTC.

##### b) MCC responsibility

The MCC is responsible for monitoring and tracking deferrals and scheduling timely corrective action. For defects, occurring at stations (non-availability of certifying staff) MCC is also responsible for the coordination of the recovery of the aircraft.

##### c) PIC responsibility

The PIC is responsible to ensure that all defects noted are correctly recorded in the Aircraft Technical Log providing as much detail as possible to assist in defect rectification.

**NOTE:** PIC can do reset of computer if FCOM/ QRH's computer reset allow to perform on ground reset.

##### d) MW responsibility

In case of irregularities or defect arisen during operation, the MW is as focal point of contact to coordinate operations and maintenance. PIC, OMC will contact MW first for support, help and advice. Upon receive details information and aircraft status, MW will then contact MCC or contracted AMO to get support for recovery of the aircraft.

<b>vietjetAIR.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 10
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>AIRCRAFT TECHNICAL LOG UTILISATION AND MEL APPLICATION</b>	Iss05/Rev05
		28 Mar 2023

### 2.1.1.5 Procedure

#### a) General

Reference: VAR Part 12.003(a)(14)

- 1) The aircraft technical log is a system for recording defects and malfunctions during the aircraft operation and for recording details of all maintenance carried out on an aircraft between scheduled base maintenance visits. In addition, it is used for recording flight safety and maintenance information the operating crew need to know.
- 2) Next scheduled maintenance including out of phase, component changes shall be controlled by Planning Department using the AMOS software.

Due date of scheduled maintenance checks (e.g. weekly, phase checks, C check) indicated in Scheduled Maintenance Check Monitoring sheet form EPF168.

Daily checks are managed by MCC.

**NOTE:** All Non-airworthiness and non-safety defects (e.g. passenger convenience) occurred during operation in cabin shall be recorded into Cabin Log book by cabin crew. Refer to LMM 2.4 for details.

- 3) VJC's aircraft Technical Log which consists of The Technical Log Book (form QDF100V). One spare tech log book is required to keep in cockpit
  - i. Airworthiness Deferred Defect Log-ADDL (form QDF101-B). Required number of ADDL to keep together to tech log in batch.
  - ii. Non-Airworthiness Deferred Defect Log-NADDL (form QDF101-C). Required number of NADDL to keep together to tech log in batch.

#### b) Content of Aircraft Technical Log

The Aircraft Technical Log comprises at least the following elements:

- 1) Aircraft nationality and registration;
- 2) Date;
- 3) Place of departure;
- 4) Place of arrival;
- 5) Time of departure;
- 6) Time of arrival;
- 7) Hours of flight;
- 8) Details of defects and rectifications/actions taken, including incidents, observations, as applicable;
- 9) Signature or identity of the person recording the defect;
- 10) Signature and identity of the person signing the release following maintenance.

#### c) Structure of Technical Log

Technical log printed in quadruplicate, having a unique identification number. The pages are color coded as follows:

**WHITE** - Book Copy;

**BLUE** - Technical Records Copy;

**PINK** - Data Entry Copy (for the maintenance stations which have the data entry staffs);

**YELLOW** - Station Copy.

d) Removal/Distribution of Technical Log

The tech log pages shall be removed as the table matrix following:

Station \ TL Page	WHITE (Book copy)	BLUE (Tech record copy)	PINK (Data entry copy)	YELLOW (Station copy)	Note
All Stations	Retained in TLB	Retained in TLB	Retained in TLB	Removed	<b>Prior to flight</b> (kept in minimum 48 hours from aircraft departure)
In VJC Maintenance Stations (AMOS Data Entry available)	Retained in TLB	Removed	Removed	Removed	<b>Prior to flight</b> including all blue, pink pages of previous flights if any. See the Note (1).
In VJC Maintenance stations	Removed	Removed	Removed	Removed	<b>Daily check.</b> See the Note (2).

**Note (1):** All of BLUE, PINK and YELLOW copies (including previous flights) shall be removed at the stations where the AMOS data entry staffs are available. For example: SGN, DAD, HAN.

- BLUE copies forward to MWC (in SGN) to send to Tech Record section.

**Note (2):** After daily check is completed, if remaining blank Tech Log pages are less than 10 pages, whole Tech log pages from last flight backward (not included last flight pages) shall be removed from aircraft. New TL book shall be placed in Tech Log folder.

- MCC send the Tech log book to Tech Record section.

e) Replace Technical Log book by certifying staff

- 1) After daily check is completed, if remaining blank Tech Log pages are less than 10 pages, whole Tech log pages from last flight backward (not included last flight pages) shall be removed from aircraft. New TL book shall be placed in Tech Log folder
- 2) Replacement only made by VJC certifying staff at its approved maintenance locations
- 3) The following entries will be made in tech log:

<b>vietjetAIR.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 12
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>AIRCRAFT TECHNICAL LOG UTILISATION AND MEL APPLICATION</b>	Iss05/Rev05
		28 Mar 2023

DEFECT	ACTION TAKEN
TECHLOG CHANGE DUE	TECH LOG CHANGE PERFORMED. THE LAST PAGE OF OLD TECH LOG IS XXXXX, THE FIRST PAGE OF NEW TECH LOG IS YYYYY.

NOTE: XXXXX: the serial number of the last page of old tech log, but not the page at the time make an entry into

YYYYY: the serial number of the first page of new Tech log book.

For example, tech log change is performed and recorded at page 0023443. However, the last page of in used tech log book is 0023450. The first page of new Tech log book is 0033151. XXXXX is 0023450 and YYYYY is 0033151.

f) Completion of Technical Log

1) General requirements:

- i. All entries shall be in English.
- ii. All entries shall be in BLOCK LETTER.
- iii. All entries shall be made on the first copy (WHITE).
- iv. The Technical log shall be accurately completed and must be legible. All entries shall be in black or blue ballpoint pen to ensure entries cannot be erased or deleted.
- v. When more than one page of Technical Log recorded for a flight, before transfer the aircraft to flight crew, Technical staff must sign in block 15 or 16 of the last techlog page (depending on maintenance type has been done for that flight); Flight Crew required to sign the box 17 "Captain accepted the aircraft..." of the last technical log pages of that flight. Other information not required to transfer to the last page of this flight.
- vi. Erasures or alteration of entries in technical log are not permitted. If wrong entry occurred, cross out the error with single line and sign with initial.
- vii. To cancel a whole block: 01 cross (from 7h00 to 13h00) of that block to express that is wrong information (Note: Not allow to cancel the block entry by others).
  - For Certifying staff: Please signed and fully completed the information into CRS columns of block "10C" to confirm about cancel.
  - For Flight Crew: Please check the CREW box and sign in the "Captain" block "10B" to confirm about cancel.

viii. When the information of total flight hours, flight cycles at the "FLIGHT LOG" section is wrong and need correction request has been raise by Technical data entry, The Certifying staff will open a new Techlog page and the minimum information needed to transfer to the new page is: the fuel remaining, total block time, total flight time, total LDGs. Also, in block 10 must complete and sign as required.

2) Instruction for use: Refer to LMM 2.3 for detail rule.

g) Missing Aircraft Technical Logbook

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>AIRCRAFT TECHNICAL LOG UTILISATION AND MEL APPLICATION</b>	Page 2 - 13
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev05
		28 Mar 2023

In case of Aircraft Technical logbook found missing, certifying staff must inform MCC immediately. Aircraft then only allowed to fly when its airworthiness status verified and confirmed from secondary sources such as AMOS and technical records to assure ADDs are not due, all maintenance procedure/operational procedure performed before flight were comprehensive as appropriate.

All relevant information of next intended flight must be recorded in new Technical logbook as procedure.

- h) All entries in Aircraft Technical Logbook e.g. deferred defects, defect rectifications, part On/Off etc. shall be recorded in AMOS system for controlling and monitoring. Refer SOP MCC & Line Maintenance for details.

#### *2.1.1.6 Aircraft Technical Log Approval*

Amendment responsibility for the Technical Log Form is the Director of SQA. All proposed amendments should be sent to SQA Department to review and submit to CAAV for approval process.

### **2.1.2 MEL Application**

#### *2.1.2.1 General*

Reference: VAR 12.170

- a) The Master Minimum Equipment List (MMEL) is published by the aircraft manufacturer. It is a certified document that enables an aircraft to be dispatched, with some equipment, or functions inoperative. Some limitations, operational procedures and/or maintenance procedures may have to be performed. The Minimum Equipment List (MEL) is published by VJC for each aircraft type, and approved by CAAV. It must be at least as restrictive as MMEL.
- b) The VJC's Minimum Equipment List (MEL) shall be specific to the aircraft type and variant which contains the circumstances, limitations and procedures for release or continuance of flight of the aircraft with inoperative components, equipment or instruments. The MEL is controlled by the Flight Operations Engineering Department and decision of accepting a MEL tolerance is the responsibility of the operating crew.
- c) Contracted certifying staff must be familiar with the preamble of the MEL. When using the MEL, compliance with the stated intent of the preamble, definitions and conditions and limitations specified is required. Approved MEL shall be provided to involved maintenance personnel for utilization and application.
- d) The Configuration Deviation List (CDL) is specific to the aircraft type and published by the aircraft manufacturer. This document is integrated in Airplane Flight Manual (AFM). Operation of the aircraft without certain secondary airframe and engine parts is possible as indicated in CDL. The CDL shall be provided to involved maintenance personnel for utilization and application.

#### *2.1.2.2 MEL Categories*

Inoperative items or components, deferred in accordance with the MEL, must be rectified at or prior to the rectification intervals established by the letter designator "Category" in the Rectification Interval column of the MEL. Time is in UTC.

- a) Category A

Items in this category shall be repaired within the 'repair time interval' specified in the 'remarks and/or exceptions' column.

- b) Category B

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 14
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>AIRCRAFT TECHNICAL LOG UTILISATION AND MEL APPLICATION</b>	Iss05/Rev05
		28 Mar 2023

Items in this category shall be repaired within three (3) consecutive calendar days, excluding the day the malfunction was recorded in the Aircraft Technical Log. For example, if it is recorded at 10 a.m. on January 26th, the three-day interval would begin at midnight the 26th and end at midnight the 29th.

c) Category C

Items in this category shall be repaired within ten (10) consecutive calendar days, excluding the day the malfunction was recorded in the Aircraft Technical Log. For example, if it is recorded at 10 a.m. on January 26th, the 10-day interval would begin at midnight the 26th and end at midnight February 5th.

d) Category D

Items in this category shall be repaired within one hundred and twenty (120) consecutive calendar days, excluding the day the malfunction was recorded in the Aircraft Technical Log.

#### 2.1.2.3 Application

- a) Defect can either be rectified or deferred in accordance with MEL, Aircraft Maintenance Manual (AMM), Structure Repair Manual (SRM), Configuration Deviation List (CDL) or other approved data by Certifying staff. Deferred defect must be recorded into Technical Log book and ADD Log
- b) ADD requires maintenance action (M) to be accomplished before flight, ADD number shall be recorded by Certifying Staff in Defects block of Technical Log. Upon accomplishment of required maintenance action, the reference number called out by approved maintenance data shall be put in respective Action Taken block.
- c) ADD requires operational procedure (O) to be accomplished before flight The Pilot is responsible to carry out during cockpit preparation.
- d) Refer LMM 2.7 for details of deferral defect and defect control.

#### 2.1.2.4 Acceptance by PIC

- a) The PIC will confirm his acceptance of the deferred MEL/AMM/SRM/CDL items by signing in block 17 of Technical log.
- b) The decision of the PIC of the flight to have inoperative items corrected before the flight will take precedence over the provisions contained in the MEL. The PIC may request requirements above the minimum listed, whenever in his judgment such added equipment is essential to the safety of a particular flight under the special condition prevailing at the time. The MEL cannot take into account all multiple un-serviceability. Therefore, before dispatching an aircraft with multiple MEL items inoperative, it must be assured that any interface or inter-relationship between inoperative items will not result in a degradation in the level of safety and/or an undue increase in crew workload. It is particularly in this area of multiple discrepancies and especially discrepancies in related systems, that good judgment, based on the circumstances of the case, including climatic and en-route conditions, must be used.

#### 2.1.2.5 Management of MEL Time Limits

- a) The MCC maintains an up-to-date of all ADD status and deadlines of entire fleet. MCC also control the orders for the corrective actions to ensure rectification is performed with in specified time limits.
- b) If items are deferred during scheduled maintenance, the deferment date shall be the date the aircraft is released from that specific maintenance check.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>AIRCRAFT TECHNICAL LOG UTILISATION AND MEL APPLICATION</b>	Page 2 - 15
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev05
		28 Mar 2023

#### 2.1.2.6 MEL Repair Interval Extension

Reference: MNT 2.4.3

An aircraft with a MEL time interval exceeding is not dispatchable. The aircraft can only be dispatched:

- a) Under CAAV authorization, SQA Director and TQA Manager may grant 50% extension for MEL B (3 days) and MEL C (10 days), MEL item related to ATA 11 Placard and Marking, Non-airworthiness ADD, and CDL item whose due date was not specified. Except above authorization, the concession for continuous deferral must be approved by CAAV.
- b) When completing the concession, the below issues need to be paid attention:
  - 1) On the aircraft, at the time for raising concession, there are not more than 4 defects which are deferred under MEL (except equipment which belonged to ATA 25 and ATA 11).
  - 2) At the same time, there are not more than 2 concessions granted (except for concessions related to ATA 11 and concessions related to Non-Airworthiness ADD).
  - 3) The requirements mentioned in MEL for deferred defects must not be contradicted and must be carried out properly
- c) Refer MME 3.9 for concession request procedure.

#### 2.1.3 Airworthiness and Non-Airworthiness Defects Deferral

Refer LMM 2.7 for details of deferral defect and defect control

##### 2.1.3.1 Airworthiness Defect Deferral:

In addition to MEL item, airworthiness defects can only be deferred in accordance with approved data (CDL, AMM, SRM, etc.). These defects shall be deferred in compliance with the repair interval requirements specified in approved data or as follows:

- a) In case the repair interval requirements are specified as "next maintenance opportunity", "next opportunity" in the approved data, the repair interval shall be 180 calendar days or next "C" check whichever comes first.
- b) Missing part that deferred in accordance with CDL shall have repair interval as per CDL requirement. If there is no specific repair interval the defect shall be repaired within 180 calendar days or next "C" check whichever comes first.
- c) If defect is within allowable limit specified in approved data and there is no further required action as per approved data. In order to prevent propagation during operation, repetitive inspection shall be performed each 08 days to ensure defect is still within limitation. No repair interval is required for this kind of defect.

##### 2.1.3.2 Repetitive defect

Repetitive Defect is an ADD which had been cleared but re-occur with the same nature (for example: same MEL reference) during 10 previous consecutive flights regardless any trouble shooting action had been done.

Certifying staff shall check previous technical log pages and ADD log to determine whether defect is repetitive defect. In case certifying staff can't verify repetitive defect due to lack of information, contact MCC for support.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 16
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>AIRCRAFT TECHNICAL LOG UTILISATION AND MEL APPLICATION</b>	Iss05/Rev05
		28 Mar 2023

If defect is confirmed as repetitive, the new expiry date of ADD shall be calculated from the time it was first time recorded.

#### 2.1.3.3 Non-Airworthiness Defect Deferral

Non-Airworthiness defect are discrepancies that do not affect the continued safe operation of an aircraft and shall be rectified within 180 calendar days. Such items are generally not specifically listed in the MEL/CDL/AMM/SRM, etc.

#### 2.1.4 Maintenance Release to Service in Aircraft Technical Log

Reference: VAR Part 12.243, VAR 4.053(a)(4)

Refer to LMM 2.2 for details.

##### 2.1.4.1 General

VJC aircrafts are only maintained and released to service by an CAAV part 5 approved maintenance organization.

Any work that has been done shall be released in aircraft technical log prior to flight.

##### 2.1.4.2 Pre-flight/Transit/ Daily check

The certifying staff shall release the Pre-flight/ Transit, Daily check in the appropriate section of the Technical Log. The name and authorization number of the certifying staff of maintenance provider must be recorded.

The transit check might perform by PIC. Refer MME 2.11 for preflight inspection procedure.

##### 2.1.4.3 Weekly Check

The certifying staff shall release the Weekly check in the Weekly check sheet. Final release to service shall be certified in the Technical Log.

##### 2.1.4.4 Scheduled Maintenance Check

- a) A Certificate of Release to Service (CRS) is required before flight at the completion of any maintenance work package specified and issued by the VJC Maintenance Planning. In accordance with approved Aircraft Maintenance Schedule.
- b) The maintenance work package may include of the following elements:
  - 1) Phase check, C check associated with repairs, modifications, component replacements, defect rectification if any,
  - 2) Work package for engine, landing gear replacements associated with repairs, modification if any. Any maintenance check or inspection from the VJC's AMP, Airworthiness Directives.
  - c) Each work performed shall be recorded and certified in related Task card, Non-routine card, Engineering Order, Work Order etc.
  - d) Work performed shall be released in aircraft technical log and maintenance organization's Certificate Release to Service form. Authorized person can give CRS only in accordance of his/her authorization limitation. CRS shall include:
    - 1) Basic details of the maintenance performed;
    - 2) A reference of the approved AMP which itself may cross-reference to a manufacturer's instruction in a maintenance manual;
    - 3) Maintenance tasks that were not accomplished;

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>AIRCRAFT TECHNICAL LOG UTILISATION AND MEL APPLICATION</b>	Page 2 - 17
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev05
		28 Mar 2023

- 4) The date maintenance was completed, flight hours and flight cycles of the aircraft
- 5) The identity of the approved maintenance organization (e.g. CAAV part 5 approval number);
- 6) The identity of the person(s) that sign the release (e.g. signature, stamp, authorization number).
- e) The maintenance release shall contain the following statement: "Certifies that the work specified except as otherwise specified was carried out in accordance with current regulations and in respect to that work the aircraft/aircraft component is considered ready for return to service."
- f) Any deferred maintenance task (e.g. exemption, variation) and new defects identified during maintenance shall be proceeded in accordance with respective procedures of this MME. This fact is entered in the aircraft CRS before issue of such certificate and shall be a part of maintenance records.

#### 2.1.4.5 Defect Rectification

- a) Maintenance release is required before flight at the completion of any defect rectification.
- b) All defect rectification during line maintenance shall be recorded in Technical log. Entries shall include a description of work perform, reference to the approved data (e.g. AMM, TSM, SRM) used including its revision status and date. The reference shall be detailed enough to identify what part of the applicable manual was used.

**NOTE:** For structure repair, when damage is repaired as per the SRM, a copy of the applicable pages from the current SRM shall be attached to the original SRO, SDR etc., for future reference to the repair data and revision dates of the SRM pages used.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>AIRCRAFT TECHNICAL LOG UTILISATION AND MEL APPLICATION</b>	Page 2 - 18
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev05
		28 Mar 2023

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>AIRCRAFT MAINTENANCE PROGRAM (AMP) DEVELOPMENT AND AMENDMENT</b>	Page 2 - 19
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev02
		01 Jun 2022

## **2.2 AIRCRAFT MAINTENANCE PROGRAM (AMP) DEVELOPMENT AND AMENDMENT**

### **2.2.1 Purpose**

- a) To provide maintenance planning instructions necessary for the safe operation of the aircraft.
- b) The Aircraft Maintenance Program (AMP) is developed to ensure safe and reliable operation of the aircraft and the emergency equipment while considering all the operational factors such as climatic conditions, duration of flights or any other known factors. Accomplishment of the AMP shall at all the time be carried out by appropriately approved maintenance organization.
- c) To ensure the development and amendment of AMP to satisfy requirements of the CAAV, State of Design, aircraft/ component manufacturer and company operating experience.

### **2.2.2 Scope of Application**

This procedure describes the policy, compilation, basic content, authorisation and issue of Approval Aircraft Maintenance Schedule.

### **2.2.3 Reference**

VAR Part 4.063, VAR 4.065, VAR 12.247

MNT 1.3.1, 1.3.2, 1.3.3

### **2.2.4 Responsibility**

Technical Services, Reliability, Planning Departments are responsible for following this procedure.

SQA Department is responsible for checking and reviewing to make sure that the content in AMP in compliance with CAAV requirements.

### **2.2.5 Program basis**

- a) The AMP shall contain a preface which will define the maintenance programme content, the inspection standards to be applied, permitted variations to task frequencies and, where applicable, any procedure to manage the evolution of established check or inspection intervals.
- b) The AMP shall contain information necessary for determining what maintenance is required, when it has to be performed and to what standard, permitted variations to task frequencies and repetitive tasks deriving from modification and repairs.
- c) Major documentation used as basis for the maintenance program are (but not limited to):
  - 1) Maintenance Review Board Report (MRBR)
  - 2) Maintenance Planning Document (MPD)
  - 3) ALS Part 1: Safe Life Airworthiness Limitation Items
  - 4) ALS Part 2: Damage Tolerant Airworthiness Limitation Items (DT-ALI)
  - 5) ALS Part 3: Certification Maintenance Requirements (CMR)
  - 6) ALS Part 4: Ageing Systems Maintenance (ASM)
  - 7) ALS Part 5: Fuel Airworthiness Limitations (FAL)

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>AIRCRAFT MAINTENANCE PROGRAM (AMP) DEVELOPMENT AND AMENDMENT</b>	Page 2 - 20 Iss05/Rev02 01 Jun 2022
---	--	---

- 8) Repetitive Airworthiness Directives & Service Bulletins
- 9) Structural Repairs and Dents with Repetitive Inspections (SSID)
- 10) Engineered tasks from Reliability Analysis and in-service experiences
- 11) CAAV requirements
- 12) Various CMM.
- d) The AMP shall contain the following basic information as applicable (but not limited to):
  - 1) Name and address of operator
  - 2) Type/ model of aircraft and engine, APU
  - 3) List of aircrafts, Manufacturer Serial Number, Registration Number
  - 4) Reference number of AMP, issue number and date of issue
  - 5) Table of content, list of effective pages, record of amendments
  - 6) A statement signed by the Engineering Division and QA Department to the effect the specified aircraft is maintained in accordance with the program and that the program is reviewed and updated as required
  - 7) Check periods that reflect the anticipated utilization of the aircraft and where utilization cannot be anticipated, calendar time limits are included
  - 8) Procedures for the escalation of established check periods, where applicable, and acceptable to the CAAV
  - 9) Provision to record the date and reference of approved amendments incorporated in the maintenance programme
  - 10) Details of pre-flight maintenance tasks accomplished by maintenance personnel
  - 11) The tasks and the periods (intervals/frequencies) at which each part of the aircraft, engines, APUs, propellers, components, accessories, equipment, instruments, electrical and radio apparatus and associated systems and installations are to be inspected, together with the type and degree of inspection
  - 12) The periods when items are checked, cleaned, lubricated, replenished, adjusted and tested
  - 13) Details of specific structural inspections or sampling programs
  - 14) Details of the corrosion control program, when applicable
  - 15) The periods and procedures for the collection of engine health monitoring data
  - 16) The periods when overhauls and/or replacements by new or overhauled parts are to be made
  - 17) A cross-reference to other documents approved by the CAAV that contain the details of maintenance tasks related to mandatory life-limitations, Certification Maintenance Requirements (CMRs) and Airworthiness Directives (ADs)
  - 18) Details of, or cross-reference to, any required Reliability Program or statistical methods of continuous surveillance.
  - 19) A statement that practices and procedures to satisfy the program are to the standards specified in the Type Certificate Holder's Maintenance Instructions.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>AIRCRAFT MAINTENANCE PROGRAM (AMP) DEVELOPMENT AND AMENDMENT</b>	Page 2 - 21 Iss05/Rev02 01 Jun 2022
---	--	---

- 20) Each maintenance task quoted is defined in the definitions section of the program
- 21) Maintenance contents about ETOPS, CAT II/III and RVSM (when applicable)
- 22) List of critical tasks, Required Inspection Items.

#### **2.2.6 Development and amendment**

- a) The AMP is based on Airbus A320/A321/A330 Maintenance Planning Document (MPD), MRB Report and other mandatory requirement e.g. ALS parts. Any revisions of the aforementioned documents which will constitute a revision in the AMP within 90 days. The AMP details should be reviewed at least annually. However, since MPD is revised at least 3 times in a year, normally AMP is reviewed more than one in a year.

**NOTE:** when new aircraft is introduced into fleet, interim AMP might be approved by CAAV. The interim AMP shall cover all applicable tasks which have within 1200FH or 1200FC or 4 months whichever comes first. After that, the AMP shall be revised to add this aircraft into its program.

- b) AMP development and amendments shall be carried out under the responsibility of Planning Department with coordination of Technical Services and Reliability Departments.
- c) Design and application of the Maintenance Programme observes human factors principles. In developing a Maintenance Item, attention is applied to the Human Factors layout of the Maintenance Item that includes, but is not limited to:
  - 1) Layout of the Maintenance Item
  - 2) Language used
  - 3) Clear and concise instructions that are as brief and succinct as possible
  - 4) Standardization of all task cards at the beginning to include the appropriate personnel safety warnings and cautions
  - 5) Clear instructions for the mechanic/inspector as to where to sign, certify, initial, date the task
  - 6) Where possible, the use of color to display Maintenance Items and task cards
  - 7) Where a Maintenance Item has important graphic details, the graphics are included
  - 8) Full amplification of some tasks rather than referral to a separate document that may distract the mechanic
  - 9) Referral to the applicable Approved Data
- d) After completion, Planning Department will submit the AMP the TQA Section for review and comment. The comments shall be forwarded to Planning Department within two weeks since receiving the draft of AMP.
- e) The final AMP will be submitted to CAAV for approval.
- f) The approved AMP will be later validated into VJC AMOS software data base within 14 days from the date of CAAV approval.

#### **2.2.7 Permitted Variations**

The variation to maintenance period specified in the AMP Chapter 2.7 and in MME 3.9

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>AIRCRAFT MAINTENANCE PROGRAM (AMP) DEVELOPMENT AND AMENDMENT</b>	Page 2 - 22  Iss05/Rev02  01 Jun 2022
---	--	---

## 2.2.8 Implemented and Distribution

AMP shall be furnished to all organizations and/or persons to whom the AMP has been issued. Document Control Center shall distribute electronic copies of AMP to applicable VJC personnel to review and understand changes by Coruson.

Depending on nature of Contracted Maintenance Organizations (Aircraft line and base maintenance), Technical Library will distribute electronic copies of relevant portions AMP to Contracted Maintenance Organizations in the current list of approved contractors. For base maintenance contractors, Work Package which reflect updated portions of AMP shall be provided by Planning Department before each aircraft induction for check.

The new revision of AMP will be effective 14 days after approval by CAAV. This will allow Document Control Center to prepare the electronic copies of AMP and Planning Department to validate new AMP into AMOS software database.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 23
MAINTENANCE MANAGEMENT EXPOSITION	TIME AND CONTINUING AIRWORTHINESS WORK RECORDS, RESPONSIBILITIES, RETENTION, AND ACCESS	Iss05/Rev01
		01 Sep 2021

## **2.3 TIME AND CONTINUING AIRWORTHINESS WORK RECORDS, RESPONSIBILITIES, RETENTION, AND ACCESS**

### **2.3.1 Purpose**

- a) To describe VJC organizational model and its ability to maintain standards required under VARs requirements for aircraft continuing airworthiness maintenance record keeping.
- b) To ensure the retention of records enabling the airline to maximize the value and utilization of its assets (airplanes, engines, components, appliances, etc.) by documenting proper parts installations, and routine and non-routine maintenance actions.

### **2.3.2 Scope of application**

This procedure applies to all aircraft maintenance records that includes aircraft maintenance, engine and component maintenance on VJC aircrafts.

This procedure also applies to aircraft, engine, modification and APU log book entry and retention.

### **2.3.3 Reference**

VAR 4.100, VAR 4.103, VAR 4.105, VAR 12.080, VAR 12.081, VAR 12.103(f), VAR 12.105, VAR 12.240, VAR 12.243, VAR 20.095.

Appendix 1 to 12.227.(a).(4)

MNT 1.8.1, 1.8.2, 2.2.2, 3.1.1, 3.1.2, 3.1.4, 3.2.2.(iii), 3.4.1

### **2.3.4 Responsibility**

- a) The contracted Maintenance organization is responsible for completion of maintenance record in accordance with VAR, VJC requirements and its procedures specified in organization's MOPM.
- b) The VJC Technical Records section is responsible for verification, maintaining and retention of maintenance records in the proper manner in accordance with requirements of VAR, IOSA standards.

### **2.3.5 Hours and Cycle Recording**

The recording of flight hours and cycles is essential for planning of maintenance task. Flight hours and cycles are recorded in the logbook and in AMOS.

VJC shall utilize a combination of paper and computer system for recording of aircraft hours and cycles in the form of Technical Log and AMOS respectively.

The Technical log system in use with VJC is designed to allow recording of hours (flight times and block times) and cycle for each flight by the flight crew on the Technical log.

The aircraft daily utilization details such as aircraft registration, date, flight times (flight hours and cycles) for each sector are transmitted directly from aircraft to AMOS through operational software AIMS.

The utilization for aircraft, engines, other life-limited components is calculated by AMOS based on aircraft daily utilization.

Data Entry staff shall compare data provided by AMOS with the Technical log data for verification and corrections, when necessary. Refer SOP MCC and Line Maintenance, part 4.9 for details procedure.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> TIME AND CONTINUING AIRWORTHINESS WORK RECORDS, RESPONSIBILITIES, RETENTION, AND ACCESS	Page 2 - 24 Iss05/Rev01 01 Sep 2021
---	--	---

### 2.3.6 Record completion

- a) The authorized person to make entry and complete a maintenance record shall be given the authorization and provided appropriate documentation and procedure training in order to make entries accurately and in timely manner.
- b) All necessary information shall be provided to authorized person who make entry and complete the records.
- c) Each record required for the maintenance purposes shall be completed in ink or indelible pen.
- d) All entries made in maintenance records shall be clear and accurate. When it is necessary to correct an entry, the correction shall be made in a manner that clearly show the original entry. Standardized forms are used and thus the records identification and maintenance is facilitated.
- e) All forms which are designed by VJC to record continuing airworthiness information shall be identified with a unique number, form completion guide excluding the Job card derived from Airbus Task Cards System. The sample entries of form are made available to organization who provide maintenance services to VJC.

### 2.3.7 Record Requirements

- a) VJC has a system for the management and control of maintenance records to ensure the content and retention of such records is in accordance with requirements, as applicable, and to ensure operational records are subjected to standardized processes for:
  - 1) Identification
  - 2) Legibility
  - 3) Maintenance
  - 4) Retention and retrieval
  - 5) Protection, integrity and security
  - 6) Disposal, transfer, deletion (electronic records) and archiving

### 2.3.8 Records and Retention Period Preservation

At the completion of any maintenance, aircraft certificate of release to service ('CRS') shall be entered in the aircraft continuing airworthiness record system, as soon as practicable and no later than 30 days after the completion of any maintenance.

Before retention of records technical record staff is responsible to ensure that all maintenance records are properly completed and signed and remain readable, identifiable. When it is necessary to correct an entry, the correction shall be made in a manner that clearly shows the original entry.

The maintenance records shall be in the paper, electronic as computer database. The paper records shall be scanned and uploaded in Engineering Sharepoint. The paper records shall be boxed by tech records staff and each box has label identifying the type of records.

All records listed below shall be retained for the periods as shown. Technical Records Section is responsible to control all maintenance records

No	Record/ Document	Minimum Retention Period	Method of Retention	Location
1.	Airframe Logbook	At least 12 months after the aircraft has been permanently withdrawn from service.	Paper	Tech Records
2.	Engine Logbook	At least 12 months after the engine has been permanently withdrawn from service.	Paper	Tech Records
3.	Modification Logbook	At least 12 months after the aircraft has been permanently withdrawn from service.	Paper	Tech Records
4.	APU Logbook	At least 12 months after the APU has been permanently withdrawn from service.	Paper	Tech Records
5.	Aircraft Technical Log (White page_Book copy)	At least 36 months after the last entry	Paper/ Electronic	Tech Records/ Sharepoint
6.	The current status of Airworthiness Directive and measures mandated by the CAAV in immediate reaction to a safety problem, applicable to aircraft, engines and components. The AD status shall have a chronological list of compliance with Airworthiness Directives and methods of compliance.	At least 12 months after the aircraft, engine or component has been permanently withdrawn from service.	Electronic	AMOS
	The CRS and detailed maintenance records demonstrating compliance with AD.		Paper/ Electronic	Tech Records/ Sharepoint
	Current status of modification and repairs to the aircraft, engine and any other component vital to flight safety	At least 12 months after the aircraft or component has been permanently withdrawn from service.	Electronic	AMOS

MAINTENANCE MANAGEMENT EXPOSITION	CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES TIME AND CONTINUING AIRWORTHINESS WORK RECORDS, RESPONSIBILITIES, RETENTION, AND ACCESS	Page 2 - 26
		Iss05/Rev01
		01 Sep 2021

7.	The CRS and detailed maintenance records demonstrating compliance with the approved data for current modifications and repairs to the aircraft, engines, and components.		Paper/ Electronic	Tech Records/ Sharepoint
8.	The current status of compliance with the maintenance program.	At least until the aircraft, engine or component scheduled maintenance has been superseded by other scheduled maintenance of equivalent work scope and detail.	Electronic	AMOS
	The CRS and detailed maintenance records of all scheduled maintenance or other maintenance required for continuing airworthiness of aircraft, engines and components.	At least 12 months after the aircraft, engine or component has been permanently withdrawn from service.  NOTE: for daily check, record is kept at least 15 days.	Paper/ Electronic	Tech Records/ Sharepoint
9.	The total time in service (hours, calendar time and cycles, as appropriate) of the aircraft, engine and all life-limited components.	At least 12 months after the aircraft or component has been permanently withdrawn from service.	Electronic	AMOS
10.	Time in service (hours, calendar time and cycles, as appropriate) since last overhaul of the aircraft, engine or its components subject to mandatory overhaul life.	Until the scheduled maintenance has been superseded by another scheduled maintenance of equivalent scope and detail.	Electronic	AMOS
	The CRS and detailed maintenance records for the last accomplishment of any scheduled maintenance and any subsequent unscheduled maintenance of all life-limited parts.	Until the scheduled maintenance has been superseded by another scheduled maintenance of equivalent scope and detail but not less than 36 months after aircraft, engine or component has been released to service.	Paper/ Electronic	Tech Records/ Sharepoint

	Current status of time-controlled components, including the life accumulated by the affected components in the applicable parameter (hours, calendar time, cycles, as appropriate), since the last accomplishment of scheduled maintenance, as specified in the Maintenance Program.	Until the scheduled maintenance has been superseded by another scheduled maintenance of equivalent scope and detail.	Electronic	AMOS
11.	The CRS and detailed maintenance records for the last accomplishment of any scheduled maintenance and any subsequent unscheduled maintenance of all time-controlled components.	Until the scheduled maintenance has been superseded by another scheduled maintenance of equivalent scope and detail but not less than 36 months after aircraft or component has been released to service.	Paper/ Electronic	Tech Records/ Sharepoint
12.	The detailed maintenance records to show that all requirements for signing of a maintenance release have been met.	At least 12 months after the aircraft or component has been permanently withdrawn from service.	Paper/ Electronic	Tech Records Sharepoint

Refer to SOP Engineering, part 2.3 for detail procedure

### 2.3.9 Preservation of records

The maintenance records shall be segregated in respective files for each aircraft, engine, LDG, APU to ensure that records are easily identified and remain legible throughout the preservation period.

The inventory list form EPF159, which indicates summary status of all maintenance records, for each aircraft shall be maintained by Tech Records staff.

The maintenance records will be stored in archive room in SCSC office, Tan Son Nhat airport, Ho Chi Minh city. Only Technical Records staff can access in the room to protect the records from theft, unauthorized alteration. Personnel other than Tech Record staff shall be allowed access in archive room after permission from Planning Manager or Tech Record Leader.

The archive room is equipped with shelves to put boxes on to protect from flood, automatic smoke detection and fire extinguishing system to ensure containment of any fire.

The maintenance records shall be scanned and uploaded on Engineering Sharepoint within 07 working days from date of document received. Only Technical Records staff have full access right to update and revise technical records on the Technical Record folder in Engineering Server. (copy, upload, edit, delete...).

Computer systems (Engineering Sharepoint, AMOS) shall have at least one backup system, which should be updated every 24 hours. ICT department is main responsibility for all backup within VJC. It shall be ensured that electronic records remain legible throughout the preservation period.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>TIME AND CONTINUING AIRWORTHINESS WORK RECORDS</b>	Page 2 - 28 Iss05/Rev01 28 May 2021
---	--	---

Refer to SOP Engineering, part 2.3 for detail procedure.

#### **2.3.10 Transfer of continuing airworthiness records**

In case of lease return (lease-out), transfer of an aircraft to another operator or organization, VJC shall transfer all retained records to the new owner, operator or organization of the aircraft.

The time periods prescribed for the retention of records shall continue to apply to the new owner, operator or continuing airworthiness management organization.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  <b>ACCOMPLISHMENT AND CONTROL OF AIRWORTHINESS DIRECTIVE</b>	Page 2 - 29
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

## 2.4 ACCOMPLISHMENT AND CONTROL OF AIRWORTHINESS DIRECTIVE

### 2.4.1 Purpose

To identify the methods by which airworthiness directives, mandatory service bulletins and other mandatory instructions are evaluated, controlled and issued to production line for embodiment within the compliance period.

### 2.4.2 Scope of Application

Airworthiness Directives (AD), other mandatory requirements applicable to aircraft, engines or its equipment issued by CAAV or other relevant Aviation Authorities for the continued airworthiness of the aircraft.

NOTE: CAAV has adopted all Airworthiness Directives published by aircraft/ engine/ appliance Stage of Design's Aviation Authorities.

### 2.4.3 Reference

VAR 4.030, 4.100, 4.103, 12.223(b)(6); 20.083, 20.090, 20.095, 20.110

MNT 2.5.1, 3.4.1

### 2.4.4 Responsibility

- a) Technical Services Manager is responsible for Airworthiness Directives issued by CAAV, EASA, FAA and other NAA that affect the VJC's aircraft, engine, components are registered, evaluated, monitored, and scheduled for compliance in a timely manner.
- b) Maintenance Planning Manager is responsible to plan the accomplishment of the registered Airworthiness Directives or other mandatory requirements within time limits prescribed and monitoring airworthiness directive, which requires repetitive inspection or maintenance action.
- c) VAR Part 5 AMO's performing the work is responsible for correctly completing and certifying all Engineering Orders (or any other approved work instructions)
- d) Supply Manager is responsible for procurement of required spare parts and tools.
- e) Technical record is responsible for recording the accomplishment of all Airworthiness Directives and other mandatory requirements and the storage of such records.
- f) Engineering Director is ultimate responsible for compliance and implementation of this procedure.
- g) Technical Quality Assurance Manager is responsible for oversight the compliance and implementation of this procedure.

### 2.4.5 Airworthiness Directives Information

The airworthiness directives shall be issued by the CAAV and/or State of Design's Aviation Authorities when:

- a) An unsafe condition has been determined by the CAAV and/or Stage of Design's Aviation Authorities to exist in an aircraft, as a result of a deficiency in the aircraft, or an engine, propeller, part or appliance installed on this aircraft; and;
- b) That condition is likely to exist or develop in other aircraft.

Airworthiness directive is a mandatory continuing airworthiness information that is intended to include mandatory requirements for modification, replacement of parts or inspection of aircraft and amendment of operating limitations and procedures.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ACCOMPLISHMENT AND CONTROL OF AIRWORTHINESS DIRECTIVE</b>	Page 2 - 30 Iss05/Rev01 01 Sep 2021
---	---	---

Operational directive with a continuing airworthiness impact includes operating rules such as RVSM, RNAV, all weather operations etc.

Technical Services Manager shall check all Airworthiness directives periodically e.g. daily basis, bi-weekly. He also receives AD information via email notification.

The sources of AD are as follows:

- a) CAAV: official decision for each AD
- b) EASA: <https://ad.easa.europa.eu/>
- c) FAA: [https://www.faa.gov/regulations\\_policies/airworthiness\\_directives/](https://www.faa.gov/regulations_policies/airworthiness_directives/)
- d) Additionally: AD's of component issued by appropriate state of design.

#### 2.4.6 Airworthiness Directive Decision

After receiving airworthiness directives, reviewing bi-weekly, the Technical Services Manager shall enter AD into AD monitoring list Form EPF112 for assignment of evaluation and further monitoring.

Assigned Technical Services Engineer (TSE) shall evaluate AD to determine whether AD is applicable or not. Detailed information of each AD evaluation shall be recorded in Form EPF126 with the following information:

- a) AD number and effective date;
- b) Effectivity of AD: aircraft, engine, component;
- c) AD applicable status: applicable or not applicable;
- d) List of effected aircraft, engine, component and its registration, P/N, S/N respectively;
- e) Compliance method: inspection, modification;
- f) Required actions and compliance times;
- g) Other information as required.

TSE shall be ensured that the assessment of the AD and preparation of the AD evaluation Form EPF126 shall be completed within a period of 3-7 working days of receipt of the AD evaluation assignment. In any case, it is not later than effective date of AD. Emergency ADs shall be evaluated within 24 Hours.

If the AD is generally applicable to the aircraft or component type but is not applicable to the particular aircraft, engine, or component on VJC operating aircrafts, then this shall be identified in AD evaluation with the reason why it is not applicable.

When the AD is multi-part or requests assessments of certain inspections, this information shall be shown as well in AD evaluation Form EPF126.

Technical Services Manager shall verify the AD evaluation for accurate assessment of the applicability and compliance requirements. Completed AD evaluation Form EPF126 has to be checked by Technical Services Manager and approved by Engineering Director or his delegated person.

The result of evaluation will be updated to AD monitoring list Form EPF112 by Technical Services Manager or his delegated person.

After approval TSE shall define each AD and relevant requirements to the AMOS system for tracking and monitoring. If AD is applicable to the type of aircraft operated by VJC e.g. A320/A321, but not applicable to the variant or serial number, that AD must anyway be

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  <b>ACCOMPLISHMENT AND CONTROL OF AIRWORTHINESS DIRECTIVE</b>	Page 2 - 31
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

entered in AMOS system, together with the mark that AD is not applicable for particular aircraft or component. Technical Services Manager shall review AD in AMOS finally and validate such data.

Special attention has to be paid on control of AD's which are applicable to the components, because in case of component replacement on the aircraft AD compliance must be ensured. After initial evaluation of such AD TSE has to make note in AMOS system for the particular component. The target is to ensure continuous AD compliance during later spare parts and maintenance ordering. Parts which should not be installed as per an AD are highlighted in the AMOS system so that spares parts will not order even if request is received.

For the ADs that require change in the Flight Operations related documentation, TSE will send AD and relevant documents to the Flight Operations Department to implement required documentation changes.

For the ADs that require change in Airworthiness Limitation Section (ALS):

- a) If the maintenance program already amended and updated new revision of relevant ALS, the AD status will be CLOSED on AMOS.
- b) If the maintenance program has not been amended to reflect specific ALS revision as required by AD. TSE will issue Technical Notice and send to Planning Department to require amendment of maintenance program within a clear compliance time. The AD status shall be OPEN to monitor compliance time of AD and accomplishment of the maintenance task (before exceeding their due date).
- c) Upon maintenance program amended and reflect specific ALS revision as required by AD, TSE shall update such AD as CLOSED on AMOS.

Repetitive accomplishment of AD must be incorporated into the Aircraft Maintenance Program (AMP) with next AMP revision.

The TSE shall create Engineering Order Form EPF111 for each applicable AD for accomplishment. The EO shall be checked by Technical Services Manager and approved by Engineering Director or his delegated person. The EO shall be registered into AMOS and linked to respective AD.

Planning Department shall create Work Order to implement AD on the aircraft and Supply & Store Department is responsible to ensure that all spares are available prior to accomplishment of AD.

Planning Department will provide the WO, EO to contracted maintenance organization to carry out the AD on time.

When the AD was performed, the DFP (e.g. Work Order and EO) shall be forwarded back to Technical Records for updating and archiving.

The TSE also verify DFP for conformity and update AD status in AMOS system.

Refer to Engineering and Planning SOP 2.4 for details procedure.

#### **2.4.7 Airworthiness Directive Control**

All airworthiness directives must be accomplished within required compliance times as described in the directive. In special case, postponement of AD may occur if approved by the CAAV.

For the AD issued by EASA, FAA the approved AMOCs, that is applicable to said AD, issued by such NAA can be carried out without approval of the CAAV.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ACCOMPLISHMENT AND CONTROL OF AIRWORTHINESS DIRECTIVE</b>	Page 2 - 32 Iss05/Rev01 01 Sep 2021
---	---	---

Each aircraft of VJC must have separate airworthiness directives status list. The Technical Services Manager shall ensure that a current status list of all AD's for each aircraft are administrated.

AMOS provides a close-loop system that reflects for each new or revised AD and for each aircraft. The AD status list should include detail as follows:

- a) AD number, including revision or amendment number;
- b) Status of applicability (e.g. ex-factory, open, closed, superseded, N/A);
- c) Date on which the AD was accomplished. If the AD is controlled by flight hours or flight cycles, it includes the aircraft or engine or component total flight hours or cycles, as appropriate. For repetitive ADs, only the last application is recorded in the AD status;
- d) Part of a multi-part AD which has been accomplished and the method, where a choice is available in the AD;
- e) Reference document: EO number, Maintenance Programme item number, etc;
- f) Other information or comments regarding the implementation (AMOC).

Refer to Engineering and Planning SOP 2.4 for details procedure.

#### **2.4.8 Archive**

Complete AD records should consist of following elements as minimum:

- a) AD, SB or other instructions, schemes, drawings etc. as appropriate;
- b) DFP (completed EO, WO, other worksheets etc.)
- c) CAAV form 523\_Major Repair/Modification Report for major Mod as appropriate.
- d) GRN & Certificates for part, materials used.

Records of performed AD are retained in accordance with MME 2.3.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> ANALYSIS OF THE EFFECTIVENESS OF AMP	Page 2 - 33 Iss05/Rev01 01 Sep 2021
---	---	---

## 2.5 ANALYSIS OF THE EFFECTIVENESS OF AMP

### 2.5.1 Purpose

To ensure that the maintenance schedule effectively maintains the company's fleet of aircraft in serviceable condition that meet the VJC requirements of safety, airworthiness, punctuality, cleanliness and comfort.

### 2.5.2 Scope of Application

The above applies to all Departments in VJC that affect the maintenance of aircraft.

### 2.5.3 Reference

VAR 12.223.(b). (5); 12. 247

### 2.5.4 Responsibility

Technical Services, Reliability, Planning Departments are primarily responsible for carrying out this procedure.

### 2.5.5 Procedure

2.5.5.1 *At least one per year, review of the effectiveness of the maintenance program shall be carried out. These reviews will ensure that the programme continues to be valid in the light of the operating experience and instructions from the CAAV whilst taking into account new and/or modified maintenance instructions promulgated by the type certificate and supplementary type certificate holders.*

2.5.5.2 *Participants in the meeting will be Planning manager, Technical Services Manager, Reliability Manger, TQA manager or their delegations and other relevant managers if required.*

2.5.5.3 *During the review the following is analysed*

- a) Aircraft technical log entries for defects.
- b) Repetitive defects found during operation.
- c) Aircraft audit report (e.g. CMR/COA findings).
- d) Reliability reports.
- e) Incident, defect reports.
- f) Significant repetitive non-routine tasks.
- g) Spare consumption.
- h) Any other appropriate data.

2.5.5.4 *After analysis the above mentioned information, the Planning manager will make an effectiveness analysis report. Where appropriate and necessary, amendments to the aircraft maintenance programme will be issued by the Planning Department for submission to CAAV as an amendment. Refer MME 2.2 for AMP amendment procedure.*

**NOTE:** Effectiveness analysis is not required to be performed separately if the reliability of aircraft maintenance programs is performed in accordance with MME 2.10 as effectiveness analysis is part of it.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 34
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>ANALYSIS OF THE EFFECTIVENESS OF AMP</b>	Iss05/Rev01
		01 Sep 2021

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>NON-MANDATORY MODIFICATION PROCEDURE</b>	Page 2 - 35
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

## **2.6 NON-MANDATORY MODIFICATION PROCEDURE**

### **2.6.1 Purpose**

To provide the criteria and method by which non-mandatory modification intended to be carried out on aircraft and aircraft components are administered.

### **2.6.2 Scope**

- a) The procedure covers the embodiment of non-mandatory modifications issued by manufacturer, TC holder, such as SB, SIL, etc.
- b) The procedure also applies to minor modification which prepared by approved DOA other than manufacturer

### **2.6.3 Reference**

VAR 12.223(b)(7); 12.245; 12.050(b); 12.253(b); 20.047; 20.083

MNT 2.61

### **2.6.4 Responsibility**

Technical Services Manager is responsible for obtaining information, evaluation and control of modification and Service Bulletin.

Engineering Director, SQA Director or TQA Manager and Accountable Manager are responsible for decision making after evaluation of modification.

Planning Manager is responsible for scheduling of modification performance.

Supply Manager is responsible for acquiring all necessary material, part to perform modification.

### **2.6.5 Non Mandatory Modification Embodiment Policy**

All non-mandatory modifications are taken into consideration by Engineering and are assessed/analyzed at least according to one of the followings:

- a) Modification improving reliability and/or safety;
- b) Modifications reducing the maintenance costs;
- c) Modifications reducing the operational costs;
- e) Modification reducing workload of maintenance, flight crew;
- f) Modifications having an effect on correcting the chronological failures experienced on VJC fleet;
- g) Modifications regarding seasonal cabin configuration changes;
- h) Modification improving passenger comfort;
- i) Modification providing commonality between aircraft components;
- j) Modifications which are supported by the manufacturer, vendor;
- k) Modification requested by VJC Board of Management.

### **2.6.6 Approval of Modification**

- a) Any modification (major, minor) that covered in Service Bulletin (SB) issued by aircraft; engine manufacturer (TC holder) may be incorporated without CAAV approval.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>NON-MANDATORY MODIFICATION PROCEDURE</b>	Page 2 - 36 Iss05/Rev01 01 Sep 2021
---	--	---

- b) If modification classified as "Minor" and approved data issued by CAAV Part 21, EASA Part 21, FAR Part 21 approved design organization other than manufacturer may be incorporated without CAAV approval.
- c) The CAAV approval is required before embodiment of modification classified as "Major" and issued by approved DOA other than manufacturer. Refer MME 2.7 for detail procedure.

## 2.6.7 Procedure

Non-mandatory modifications will normally take the form of manufacturer of aircraft, engine, equipment's Service Bulletins or will be a modification approved data issued by CAAV Part 21, EASA Part 21, FAR Part 21 approved design organization.

- a) Service Bulletins, Mod instructions issued by Manufacturer:
  - 1) Based on operational experience e.g. common defects, repetitive defects, findings, premature failure or VJC's need as per criteria specified in paragraph 2.6.5. Technical Services Engineer shall review and check manufacturer's SB for further assessment.
  - 2) The information of SB, SIL etc. are registered in Service Bulletin Register List Form EPF136.
  - 3) TSE shall make SB evaluation for applicability, benefit of SB. Detailed information of each evaluation shall be recorded in Form EPF130.
  - 4) All applicable modifications are required to be checked by Engineering Director, noted by SQA Director or TQA Manager and approved by Accountable Manager before implementation.
  - 5) If the non-mandatory modification is not approved, it will be stated "NOT APPROVED" with reason.
  - 6) In case the Modification is approved, TSE shall issue EO. Both SB and EO shall be registered into AMOS for monitoring.
  - 7) TSE shall assess and notify Planning Department where a modification creates the need for the accomplishment of scheduled maintenance tasks, the reference to the applicable tasks shall be added to the aircraft maintenance program.
  - 8) Planning Department shall create Work Order to implement SB on the aircraft and Supply Department is responsible to ensure that all spares are available prior to accomplishment of SB.
  - 9) Planning Department will provide the WO, EO, SB to contracted maintenance organization for embodiment.
  - 10) In case of major modification, CAAV shall be informed 03 days before embodiment of the modification.
  - 11) When the SB performed, the DFP (e.g. Work Order and EO) shall be forwarded back to Technical Records for retention.
  - 12) The TSE also verify DFP for conformity and update SB status in AMOS system.
  - 13) The modification embodiment will be reported back to manufacturer if required.
  - 14) TSE shall inform relevant Department if changes affected to Flight Operation data changes, weight changes, emergency equipment changes.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>NON-MANDATORY MODIFICATION PROCEDURE</b>	Page 2 - 37 Iss05/Rev01 01 Sep 2021
---	--	---

- b) Mod instructions issued by DOA other than manufacturer:
- 1) Base on criteria specified in paragraph 2.6.5 and Management decision, TSE shall endeavour to liaise with the appropriate DOA to support VJC with technical requirement of desired modification.
  - 2) Before acceptance of the technical data, TSE shall check the proposed design package compatibility with the subject fleet/aircraft and conformity to the approved type design. Instructions for continued airworthiness (ICA) along with the amendments on the affected manuals/documents.
  - 3) TSE shall evaluate and prepare modification package. The package will consist of:
    - i. Modification Evaluation Form EPF114;
    - ii. Engineering Order to perform modification;
    - iii. Technical data from DOA e.g. mod instruction, drawing, supplement manual etc.;
    - iv. Other documents e.g. Technical note, proposed MEL page, proposed AMP task card etc.
  - 4) TSE shall assess and notify Planning Department where a modification creates the need for the accomplishment of scheduled maintenance tasks, the reference to the applicable tasks shall be added to the aircraft maintenance program.
  - 5) The EO and other documents shall be checked by Technical Services Manager and approved by Engineering Director or his delegated person. EO and Modification shall be created in AMOS for monitoring.
  - 6) The Modification Evaluation shall be approved by the Engineering Director, SQA Director or TQA Manager and Accountable Manager or their delegated person.
  - 7) Planning Department shall create Work Order to implement modification on the aircraft and Supply Department is responsible to ensure that all spares are available prior to accomplishment of modification.
  - 8) Planning Department shall provide the WO, EO. Modification instruction to approved maintenance organization for embodiment.
  - 9) When the modification performed, the DFP (e.g. Work Order and EO) shall be forwarded back to Technical Records for retention.
  - 10) The TSE also verify DFP for conformity and update modification status in AMOS system.
  - 11) The modification embodiment will be reported back to DOA if required.
  - 12) TSE shall inform to library all maintenance data changed (if any) by using of form EPF104. The library shall control and distribute maintenance data to concerned users.
  - 13) TSE shall inform relevant Department if changes affected to Flight Operation data changes, weight changes, emergency equipment changes.

## 2.6.8 Archive

Complete modification records should consist of following elements as minimum:

- a) SB, mod instructions, schemes, drawings etc.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>NON-MANDATORY MODIFICATION PROCEDURE</b>	Page 2 - 38  Iss05/Rev01  01 Sep 2021
---	--	---

- b) DFP (completed EO/WO...).
- c) CAAV form 523\_Major Repair/Modification Report for major Mod as appropriate.
- d) GRN & Certificates for materials used.

Records of performed modifications are retained in accordance with MME 2.3.

<b>vietjetAII.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>MAJOR REPAIR AND MODIFICATION STANDARDS</b>	Page 2 - 39
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

## **2.7 MAJOR REPAIR AND MODIFICATION STANDARDS**

### **2.7.1 Purpose**

To establish policy and procedures for major repair and major modification standards in accordance with CAAV requirements.

### **2.7.2 Scope**

This procedure applies to major repair, major modifications which performed on VJC aircrafts.

### **2.7.3 Reference**

VAR 12.245; 12.253.b; 4.083.e; 4. Appendix 1 to 4.003/ Appendix 1 to 4.107

VAR 12.223(b)(7), 12.245(a)(c)(d); 4.083(e)(2), Appendix 1 to 4.003, Appendix 1 to 4.107, Appendix 1 to 12.227(a)(17)

MNT 2.6.1

### **2.7.4 Responsibility**

Technical Services Department is responsible for evaluation, monitoring all major repair and modification. Further, Technical Services will also be responsible for obtaining the necessary technical data from the approved TC holder, DOA and formulating the EO for accomplishment of the major repair and major modification.

Planning Department is responsible for scheduling to perform modification and update aircraft maintenance program as appropriate.

Supply Department is responsible for acquiring spare and material as required by repair and modification.

TQA Section is responsible for reviewing and submission major repair and major mod to the CAAV for approval.

### **2.7.5 Major and Minor Repair, Modification Classification**

Any changes to the Type certificate must be classified as Major or Minor. The Type Certificate holder (TCH) or Approved Design Organization (DOA) can classify changes to type design as Major or Minor.

#### a) Minor modification

A minor change is one that has no appreciable effect on the weight, balance, structural strength, reliability, operational characteristics, noise, fuel discharge and exhaust affecting the airworthiness of the product;

#### b) Major modification

Major changes are all other changes than those in above item a).

#### c) Major repair

A new repair is classified as 'major' if the result on the approved type design has an appreciable effect on structural performance, weight, balance, systems, operational characteristics or other characteristics affecting the airworthiness of the product, part or appliance. In particular, a repair is classified as major if it needs extensive static, fatigue and damage tolerance strength justification and/or testing in its own right, or if it needs methods, techniques or practices that are unusual (i.e., unusual material selection, heat treatment, material processes, jigging diagrams, etc.)

#### d) Minor repair

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>MAJOR REPAIR AND MODIFICATION STANDARDS</b>	Page 2 - 40 Iss05/Rev01 01 Sep 2021
---	---	---

A repair other than major repair is classified as minor. The minor has effect known to be without appreciable consequence.

### **2.7.6 Approval of Repair and Modification**

- a) Modifications and repairs can be carried out using as CAAV's acceptable approved data.
- b) CAAV's acceptable "Approved Data" is data specifically approved by the following for the modification or repair:
  - 1) CAAV;
  - 2) The state of design, manufacturer;
  - 3) TC holder of aircraft, engine;
  - 4) Design organization approved by State of design;
- c) Approval of repair

Approved Maintenance Organizations shall assess the damage against maintenance data such as AMM, SRM etc.

- 1) If damage is within limit specified in the maintenance data e.g. AMM, SRM the repair shall be carried out in accordance with procedures detailed in AMM, SRM without approval by the CAAV.
- 2) When damage is beyond limits or not defined in maintenance data, the repair may be carried out based on the repair scheme and instructions from the manufacturer. Upon completion of repair, the manufacturer will issue the Repair and Design Approval Form (RDAF). The CAAV approval is not required in this case.
- d) Approval of modification
  - 1) Any modification (major, minor) issued by aircraft, engine manufacturer (TC holder) may be incorporated without CAAV approval.
  - 2) If modification classified as "Minor" and approved data issued by CAAV Part 21, EASA Part 21, FAR Part 21 approved design organization other than manufacturer may be incorporated without CAAV approval.
  - 3) The CAAV approval is required before embodiment of modification classified as "Major" and issued by approved DOA other than manufacturer. Refer paragraph 2.7.8 for detail procedure.
- e) In case of major modification or major repair, CAAV shall be informed 03 days before embodiment of this modification or execution of this repair.

### **2.7.7 Accomplishment of Repair**

- a) The extent of damage reported by flight crew/observed during maintenance, shall be assessed by the appropriate certifying staff from approved maintenance organization and necessary repair shall be carried out in accordance with the AMM, SRM.
- b) In case the damage is beyond the AMM, SRM limits, Technical Services Department will be contacted for further assessment.
- c) Technical Services Engineer will assess the damage and coordinate with the manufacturer for obtaining the necessary instructions. Repair instructions shall be transcribed in Engineering Order Form EPF111.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>MAJOR REPAIR AND MODIFICATION STANDARDS</b>	Page 2 - 41
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

- d) Approved Maintenance Organization will carry out repair in accordance with EO, repair scheme, instructions issued by the manufacturer.
- e) The TSE shall coordinate to manufacturer for repair progress. Upon completion of repair, repair approval will be issued by manufacturer. For the final approval of repair to release aircraft to service, TSE shall request the manufacturer for issuance of Repair and Design Approval Form (RDAF) or equivalent document. The preliminary information of RDAF shall consists of:
  - 1) RDAF reference number;
  - 2) Instructions for continued airworthiness;
  - 3) Limitations;
  - 4) Classification of repair;
  - 5) Repair category;
- f) The RDAF should be issued several days later by the manufacturer after repair completed.
- g) For permanent repair that required re-inspection, the TSE shall coordinate to Planning to update maintenance program (AMP) in the next revision.
- h) For major repair, the CAAV form 523\_Major Repair/Modification Report shall be submitted to CAAV within 48 hours after aircraft released to service. One copy of form 523 shall be kept in relevant maintenance records.
- i) Monitoring of structure repair/defect
  - 1) External repairs shall be recorded in Aircraft Dent and Buckle Chart (DBC). The TSE shall be responsible for updating DBC in AMOS upon completion of repairs.
  - 2) All structure defects that require repetitive inspection or repair require re-inspection shall be updated in AMOS by TSE for control and monitoring.
  - 3) Refer to Engineering SOP 2.10 for detail procedure.
- j) Archive
 

Complete structural repair record should consist of following elements as minimum:

  - 1) Structure Defect Report with relative images/ sketch.
  - 2) Related defect entry, such as NRC, TLP, WO etc.
  - 3) DFP (completed EO/ER/WO/SRO etc.).
  - 4) Repair scheme, drawing, instruction and actual SRM pages.
  - 5) CAAV form 523\_Major Repair/Modification Report if major repair.
  - 6) RDAF.
  - 7) GRN & Certificates for materials used (if any & especially for permanent repair).
  - 8) Photos at pre & post repair as necessary and applicable.

Records of performed repairs are retained in accordance with MME 2.3.

#### **2.7.8 Accomplishment of Major Modification**

The TSE shall make the initial assessment for any major modification which may be required to be embodiment on VJC aircraft.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>MAJOR REPAIR AND MODIFICATION STANDARDS</b>	Page 2 - 42 Iss05/Rev01 01 Sep 2021
---	---	---

The TSE shall liaise with the manufacturer or appropriate DOA for proposal of major modification.

Service Bulletins, Mod instructions issued by Manufacturer:

- a) Refer to MME 2.6.7.a) for details procedure
- b) TSE Manager shall complete the CAAV form 523\_Major Repair/ Modification report and send to SQA Director/ TQA Manager for review before submitting to CAAV. This submission shall be within 48 hours after aircraft released to service. One copy of form 523 shall be kept in relevant maintenance records.

STC, Mod instructions issued by DOA other than Manufacturer:

- a) Based on technical data issue by DOA, TSE shall prepare modification package. The package will consist of:
  - 1) Modification Evaluation Form EPF114 for internal approval;
  - 2) Engineering Order to perform major modification;
  - 3) CAAV Form 525\_Modification Approval Application Form;
  - 4) Technical data from DOA e.g. STC, SB, mod instruction, drawing, supplement AFM, AMM, IPC, TSM etc.;
  - 5) Other documents e.g. Technical note, proposed MEL page, proposed AMP task card etc.
- b) TSE shall assess and notify Planning Department where a modification creates the need for the accomplishment of scheduled maintenance tasks, the reference to the applicable tasks shall be added to the aircraft maintenance program.
- c) The EO and other documents shall be checked by Technical Services Manager and approved by Engineering Director or his delegated person.
- d) The TQA Manager shall have final review and acceptance modification package. When satisfactory, TQA Manager will sign CAAV Form 525\_Modification Approval Application Form before submission to the CAAV for approval.
- e) Upon approval by the CAAV, TSE shall register major modification and EO in AMOS for monitoring.
- f) Planning Department shall create Work Order to implement modification on the aircraft and Supply Department is responsible to ensure that all spares are available prior to accomplishment of modification.
- g) Planning Department shall provide the WO, EO to approved maintenance organization to carry out the modification.
- h) The modification embodiment will be reported back to DOA if required.
- i) TSE shall inform to library all maintenance data changed (if any) by using of form EPF104. The library shall control and distribute maintenance data to concerned users.
- j) Flight Operation data changes, weight changes, emergency equipment changes, shall be informed to relevant Department for further update and implementation.
- k) TSE Manager shall complete the CAAV form 523\_Major Repair/ Modification report and send to SQA Director/ TQA Manager for review before submitting to CAAV. This

<b>vietjetAII.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>MAJOR REPAIR AND MODIFICATION STANDARDS</b>	Page 2 - 43
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

submission shall be within 48 hours after aircraft released to service. One copy of form 523 shall be kept in relevant maintenance records.

#### **2.7.9 Archive**

Complete modification records shall consist of following elements as minimum:

- a) STC, SB, mod instructions, schemes, drawings, supplemental operational and maintenance data etc. as appropriate;
- b) CAAV form 525\_Major Repair/Modification Application;
- c) DFP (completed EO/WO...);
- d) GRN & Certificates for materials used.

Records of performed major modification are retained in accordance with MME 2.3.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 44
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>MAJOR REPAIR AND MODIFICATION STANDARDS</b>	Iss05/Rev01
		01 Sep 2021

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  <b>DEFECTS REPORT</b>	Page 2 - 45
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

## 2.8 DEFECT REPORTS

### 2.8.1 Purpose

- a) To ensure all defects reported are collected and significant technical problems investigated for the development of appropriate corrective action program.
- b) Liaison with Regulatory Authorities/OEM on adverse defect findings.

### 2.8.2 Scope

This procedure is applied for analysis and reporting all mandatory occurrences; malfunctions and defects of articles/ aircraft/ aircraft component, which endanger flight operations.

### 2.8.3 Reference

VAR-Part 4.047; Part 12.227(a)(3); Appendix 1 to 12.227(a)(12); Appendix 2 to 19.027

MNT 2.12.2, 2.12.7

### 2.8.4 Responsibilities

- a) VJC's certifying staff, contracted maintenance organization are responsible for reporting to MCC any defects, un-airworthy conditions, failures or malfunctions specified in paragraph 2.8.8
- b) MCC is responsible for receiving initial report from maintenance and submit report to TQA Section, Safety Section.
- c) Reliability Department is responsible for the coordination, process and analysis of defects.
- d) Safety Section shall be responsible for submitted Mandatory Occurrence Report to CAAV as soon as practicable. In any case, it is not later than 72 hours since the occurrence after identifying the condition to which the report relates.
- e) Technical Services Department shall be responsible for reporting defects and un-airworthy conditions, malfunction and other occurrence that could affect **the continuing airworthiness of aircraft** to manufacturer, TC holder as soon as practicable. In any case, it is not later than 72 hours since the occurrence after identifying the condition to which the report relates.

### 2.8.5 Analysis

The technical log pages, Work Orders, Non-Routine card shall be examined regularly by Reliability Department to analyze information concerning defects, Pilot's report, maintenance actions common defects and repetitive defects.

The monthly Reliability report shall be issued by Reliability Department and consists of defects statistic and analysis.

The Reliability Manager in coordination with Technical Services, Planning, Maintenance Watch, MCC, TQA Sections will assess the defects and decide any action required for implementation. TSAG and RCB meeting will make final conclusion on such analysis and these decisions will provide elements for Maintenance Program amendment, Non-mandatory modification policy.

### 2.8.6 Reporting to CAAV

- a) The AMO shall notify relevant information of defect, un-airworthy condition, occurrence to VJC MCC by telecon, fax or any other mean of communication. Initial

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>DEFECTS REPORT</b>	Page 2 - 46 Iss05/Rev01 01 Sep 2021
---	--	---

MOR report raised by AMO shall be provided to MCC soon as possible but not later than 24 hours after identifying the condition to which the report relates. The report needs to be completed as much detail as possible and accompanied relevant information e.g. action taken, photos of damage component/structure, FOD, PFR etc.

- b) MCC shall then send the MOR to Safety Section, TQA Section, Technical Services Department as soon as practicable but not later than 12 hours after receipt of MOR from AMO.
- c) Safety Section shall review and make official MOR to submit to the CAAV within 72 hours after identifying the condition to which the report relates. Refer SMSM 5.4.4 for detail reporting procedure.

#### **2.8.7 Reporting/ Liaison to Manufacturer, TC Holder**

- a) When defect, un-airworthy condition specified in paragraph 2.8.8 and faults, malfunctions and other occurrences that could affect the continuing airworthiness of aircraft discovered, Technical Services Department will liaise to manufacturer, TC holder for reporting of occurrence.
- b) The reports may be transmitted by any method, i.e. electronically, by post or by facsimile.
- c) Each report should contain at least the following information:
  - 1) Reporter or organisation's name and approval reference if applicable;
  - 2) Information necessary to identify the subject aircraft and/or component,
  - 3) Date and time relative to any life or overhaul limitation in terms of flying hours/cycles/landings etc., as appropriate;
  - 4) Details of the occurrence.
- d) Reports shall be made as soon as practicable, but in any case, within 72 hours after identifying the condition to which the report relates.

#### **2.8.8 Mandatory Occurrence To Be Reported**

The following are list of reportable occurrences, the list does not include all possible examples and maintenance personnel should use their judgment whenever they discover a defect, as to whether it comes within the scope of reportable occurrences

- a) General
  - Any failure, malfunction or defect where the safety of operation was or could have been endangered or which could have led to an unsafe condition.
- b) Structural
  - 1) Damage to a Principal Structural Element that has not been qualified as damage tolerant (life limited element). Principal Structural Elements are those which contribute significantly to carrying flight, ground, and pressurization loads, and whose failure could result in a catastrophic failure of the aircraft.
  - 2) Cracks, permanent deformation or corrosion or defect or damage of aircraft primary structure or principal structural element that a repair scheme is not already provided in the manufacturer's repair manual, or that occur after repair.
  - 3) Defect or damage exceeding admissible damages to a Principal Structural Element that has been qualified as damage tolerant

- 4) Damage to or defect exceeding allowed tolerances of a structural element which failure could reduce the structural stiffness to such an extent that the required flutter, divergence or control reversal margins are no longer achieved
- 5) Damage to or defect of a structural element, which could result in the liberation of items of mass that may injure occupants of the aircraft.
- 6) Damage to or defect of a structural element, which could jeopardize proper operation of systems.
- 7) Loss of any part of the aircraft structure in flight.
- 8) Any part of the aircraft that would endanger the aircraft or any person by becoming detached in flight or during operations on the ground;
- 9) Major defect or damage to aircraft structure.

c) System

The following generic criteria applicable to all systems are proposed:

- 1) Loss, significant malfunction or defect of any system, subsystem or set of equipment when standard operating procedures, drills etc. could not be satisfactorily accomplished;
- 2) Inability of the crew to control the system, e.g.:
  - i. Uncommanded actions;
  - ii. Incorrect and or incomplete response, including limitation of movement or stiffness;
  - iii. Runaway;
  - iv. Mechanical disconnection or failure.
- 3) Failure or malfunction of the exclusive function(s) of the system (one system could integrate several functions);
- 4) Interference within or between systems;
- 5) Failure or malfunction of the protection device or emergency system associated with the system;
- 6) Loss of redundancy of the system;
- 7) Any occurrence resulting from unforeseen behaviour of a system;
- 8) For aircraft types with single main systems, subsystems or sets of equipment: Loss, significant malfunction or defect in any main system, subsystem or set of equipment;
- 9) For aircraft types with multiple independent main systems, subsystems or sets of equipment: The loss, significant malfunction or defect of more than one main system, subsystem or set of equipment;
- 10) Operation of any primary warning system associated with aircraft systems or equipment unless the crew conclusively established that the indication was false provided that the false warning did not result in difficulty or hazard arising from the crew response to the warning;

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>DEFECTS REPORT</b>	Page 2 - 48 Iss05/Rev01 01 Sep 2021
---	--	---

- 11) Leakage of hydraulic fluids, fuel, oil or other fluids which resulted in a fire hazard or possible hazardous contamination of aircraft structure, systems or equipment, or risk to occupants;
  - 12) Fire or explosion;
  - 13) Smoke, toxic or noxious fumes in the aircraft;
  - 14) Malfunction or defect of any indication system when this results in the possibility of misleading indications to the crew;
  - 15) Fuel system malfunction that has significant effect on fuel supply and/or distribution;
  - 16) Fire warnings, except those immediately confirmed as false;
  - 17) Any failure, malfunction or defect if it occurs at a critical phase of flight and relevant to the operation of that system;
  - 18) Occurrences of significant shortfall of the actual performances compared to the approved performance which resulted in a hazardous situation (taking into account the accuracy of the performance calculation method) including braking action, fuel consumption etc.;
  - 19) Asymmetry of flight controls; e.g. flaps, slats, spoilers etc.;
  - 20) Unwanted landing gear or gear doors extension/retraction.
- d) Propulsion (Engine and APU)
- 1) Flameout, shutdown or malfunction of any engine;
  - 2) Overspeed or inability to control the speed of any high speed rotating component (for example: Auxiliary power unit, air starter, air cycle machine, air turbine motor, propeller or rotor);
  - 3) Failure or malfunction of any part of an engine or powerplant resulting in any one or more of the following:
    - i. Non containment of components/debris;
    - ii. Uncontained failure of engine compressor, turbines;
    - iii. Uncontrolled internal or external fire, or hot gas breakout;
    - iv. Thrust in a different direction from that demanded by the pilot;
    - v. Thrust reversing system failing to operate or operating inadvertently;
    - vi. Inability to control power, thrust or rpm;
    - vii. Failure of the engine mount structure;
    - viii. Partial or complete loss of a major part of the powerplant;
    - ix. Dense visible fumes or concentrations of toxic products sufficient to incapacitate crew or passengers;
    - x. Inability, by use of normal procedures, to shut down an engine;
    - xi. Inability to restart a serviceable engine.
  - 4) An uncommanded thrust/power loss, change or oscillation which is classified as a loss of thrust or power control (LOTC);

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>DEFECTS REPORT</b>	Page 2 - 49 Iss05/Rev01 01 Sep 2021
---	--	---

- 5) Any defect in a life controlled part causing retirement before completion of its full life;
- 6) Defects of common origin which could cause an in flight shut down rate so high that there is the possibility of more than one engine being shut down on the same flight;
- 7) An engine limiter or control device failing to operate when required or operating inadvertently;
- 8) Exceedance of engine parameters;
- 9) FOD resulting in damage;
- 10) Uncontained failure of engine compressor, turbines.
- 11) Shut down or failure when the APU is required to be available by operational requirements, e.g. ETOPS, MEL;
- 12) Inability to shut down the APU;
- 13) APU Overspeed;
- 14) Inability to start the APU when needed for operational reasons.
- e) Human factor
  - Any incident where any feature or inadequacy of the aircraft design could have led to an error of use that could contribute to a hazardous or catastrophic effect.
- f) Other occurrences
  - 1) Any incident where any feature or inadequacy of the aircraft design could have led to an error of use that could contribute to a hazardous or catastrophic effect;
  - 2) An occurrence not normally considered as reportable (for example, furnishing and cabin equipment, water systems), where the circumstances resulted in endangering of the aircraft or its occupants;
  - 3) A fire, explosion, smoke or toxic or noxious fumes;
  - 4) Any other event which could hazard the aircraft or affect the safety of the occupants of the aircraft, or people or property in the vicinity of the aircraft or on the ground;
  - 5) Failure or defect of passenger address system resulting in loss or inaudible passenger address system;
  - 6) Loss of pilot's seat control during flight

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 50
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>DEFECTS REPORT</b>	Iss05/Rev01
		01 Sep 2021

INTENTIONAL BLANK PAGE

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ENGINEERING ACTIVITIES</b>	Page 2 - 51 Iss05/Rev01 01 Sep 2021
---	--	---

## 2.9 ENGINEERING ACTIVITIES

### 2.9.1 Purpose

To establish policy and procedures for Local modification, use of alternate part in accordance with CAAV requirements.

### 2.9.2 Scope

This procedure applies to local modification, use of alternate part which evaluated and developed by VJC Technical Services Department.

This procedure is applicable for local modification when it is classified as Minor change.

### 2.9.3 Reference

VAR Part 4.053(a), 4.083(e); 12.105; Part 12.240; Part 12.245.

### 2.9.4 Responsibility

Technical Services Department is responsible for developing local modification package, use of alternate part which will perform on VJC aircraft.

Planning Department is responsible for scheduling to perform modification

Supply Department is responsible for acquiring spare and material as required by modification.

TQA Section is responsible for reviewing and accepting local modification, use of alternate part before submission to the CAAV for approval.

### 2.9.5 Procedure

#### a) General requirements

- 1) The local modification is a change that classified as minor change to VJC aircraft. The technical instructions developed by VJC's TSE instead of obtaining modification instructions from manufacturer or DOA Part 21.  
Refer to MME 2.6 for modification package developed by manufacturer or DOA.
- 2) Alternate part can be used to replace part that indicate in applicable IPC as long as it is approved by the CAAV.
- 3) All local modification, use of alternate part shall be performed in accordance with data approved by CAAV.
- 4) The following documents may use to submit the CAAV for data approval:
  - i. Technical Instruction and its drawings, forms, supplement manuals (MEL, IPC, AMP, EEL etc.) developed by Technical Services Department;
  - ii. Engineering Order for accomplishment local modification;
  - iii. Alternate part evaluation form;
  - iv. Other supporting documents from manufacturer such as In-Service-Information (ISI), drawing, letter etc.

#### b) Process for local modification

- 1) TSE will evaluate the need for any local modification, collect the necessary data and prepare local modification package. The package will consist of:

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ENGINEERING ACTIVITIES</b>	Page 2 - 52 Iss05/Rev01 01 Sep 2021
---	--	---

- i. Technical Instruction Form EPF181. The Technical instruction describes aircraft effectivity, description of relevant changes, publication affected, weight change, required part and material, required manpower, instruction for continued airworthiness, accomplishment instructions, drawing etc.;
  - ii. Engineering Order to perform local modification;
  - iii. Local Modification Evaluation Form EPF114 for internal approval;
  - iv. Supporting documents from manufacturer e.g. ISI, SIL, drawing etc.
  - v. Other affected documents e.g. Technical note, proposed MEL page, proposed AMP task card, EEL, Operation manuals, AHM etc.
- 2) The Technical Instruction, EO and other documents shall be checked by Technical Services Manager and approved by Engineering Director or his delegated person.
- 3) The TQA Manager shall have final review and acceptance local modification. When satisfactory, TQA Manager will sign Technical Instruction before submission to the CAAV.
- 4) Each application will be submitted to the CAAV, accompanied by a local modification package, which provides technical justification for approval of the change.
- 5) Upon approval by the CAAV, TSE shall register modification and EO in AMOS for monitoring.
- 6) TSE shall assess and notify Planning Department where a modification creates the need for the accomplishment of scheduled maintenance tasks, the reference to the applicable tasks shall be added to the aircraft maintenance program after embodied modification.
- 7) Planning Department shall create Work Order to implement local modification on the aircraft and Supply Department is responsible to ensure that all spares are available prior to accomplishment of modification.
- 8) Planning Department shall provide the WO, EO, TI to approved maintenance organization to carry out the modification.
- 9) When the modification performed, the DFP (e.g. Work Order and EO) shall be forwarded back to Technical Records for retention.
- 10) The TSE also verify DFP for conformity and update modification status in AMOS system.
- 11) TSE shall inform to library all maintenance data changed (if any) by using of form EPF104. The library shall control and distribute maintenance data to concerned users.
- 12) TSE shall inform relevant Department if changes affected to Flight Operation data changes, weight changes, emergency equipment changes.
- 13) If affected document is CAAV approved manual (e.g. MEL, AMP etc.), manual owner will issue temporary revision for implementation. Such TR revision shall be incorporated into next normal revision of manual.
- c) Procedure for use of alternate part

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ENGINEERING ACTIVITIES</b>	Page 2 - 53 Iss05/Rev01 01 Sep 2021
---	--	---

- 1) TSE will evaluate the need for use of alternate part, collect the necessary data and prepare Alternate Part Evaluation Form EPF182. The evaluation will consist of following information:
    - i. Aircraft effectivity;
    - ii. Description;
    - iii. Original part information;
    - iv. Alternate part information: P/N, approval of alternate part such as PMA, OEM, TSO, fabrication etc.;
    - v. Certification document of alternate part: EASA form 1, FAA 8130-3, COC etc.;
    - vi. Safety assessment;
    - vii. Supporting document from manufacturer as appropriate;
    - viii. Part change effect: weight change, document change etc.;
  - 2) If necessary, Engineering order will be created by TSE for part replacement;
  - 3) The Alternate Part Evaluation, EO and other documents shall be checked by Technical Services Manager and approved by Engineering Director or his delegated person.
  - 4) The TQA Manager shall have final review and acceptance package Alternate Part Evaluation. When satisfactory, TQA Manager will sign Alternate Part Evaluation Form before submission to the CAAV.
  - 5) Each application will be submitted to the CAAV, accompanied by an Alternate Part Evaluation Form and other relevant documents, which provides technical justification for approval of the use alternate part.
  - 6) Upon approval by the CAAV, TSE shall distribute Request to Modify Maintenance Data Form EPF104 to inform technical data changes.
- d) Archive
- Complete local modification record should consist of following elements as minimum:
- 1) Related defect entry, such as NRC, TLP, WO etc.
  - 2) DFP (completed EO/WO etc.).
  - 3) Drawing, mod instruction etc.
- Records of performed local modifications are retained in accordance with MME 2.3.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ENGINEERING ACTIVITIES</b>	Page 2 - 54
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

INTENTIONAL BLANK PAGE

<b>vietjetAII.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  <b>RELIABILITY PROGRAM</b>	Page 2 - 55
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

## 2.10 RELIABILITY PROGRAM

### 2.10.1 Purpose

The Reliability Control Program is designed to provide means of recognizing deficiencies in maintenance and this renders the controls to correct the problem. In effect, the Reliability Control Program continuously measures the effectiveness of the Maintenance Program.

### 2.10.2 Scope of application

This shall apply in the operation of the approved Reliability Control Program in ensuring that all the maintenance and operational experience are monitored and accessed processes are performed continuously and effectively to maintain aircraft in an airworthiness state:

- Develop the aircraft maintenance and reliability program.
- Perform the collection and analysis of the reliability data.
- Provide reliability reports.
- When required, propose corrective actions to VJC engineering and maintenance system.

### 2.10.3 Reference

VAR Part 12.247(l), Appendix 1 to 12.227.(a)(9), 20.100

### 2.10.4 Responsibility

Reliability Control Board (RCB) is leaded by RCB Chairman – Engineering Director, with supporting from Voting and/or Advisory member to convene should the circumstance in VJC engineering and maintenance operations requires for such reliability concerns and issues.

RCB has responsibilities:

- Develop and maintain policy and processes of maintenance reliability activities within VietJet AOC.
- Coordination to ensure the Reliability Control Program is complied with the authority of the State of Registry.
- Conduct the supervision of implementation to ensure maintenance reliability activities are performed continuously and effectively.
- Evaluation of engineering / planning proposals for scheduled maintenance program changes and corrective actions.
- Review of Concession applied data which is provided by the Quality Assurance Department to ensure that these events are effectively managed.

Refer to Reliability Control Program Manual for such detailed responsibility of RCB participants.

### 2.10.5 Procedures

**Note: Refer Reliability Control Manual for detail process**

The Reliability program cycle is a closed loop, and may be described as follows:

- Data indicating operational performance are collected.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>RELIABILITY PROGRAM</b>	Page 2 - 56 Iss05/Rev01 01 Sep 2021
---	---	---

- Data are statistically analyzed so that unsatisfactory trends can be identified.
- Possible deficiencies or problem areas are investigated and analyzed.
- Appropriate corrective action is determined and implemented.
- The effectiveness of the corrective action is monitored by returning to the first step and repeating the cycle.

During maintenance and operation of an aircraft, performance data is routinely generated. The data provides a qualitative and quantitative basis on which the reliability of the aircraft, and its structure, systems, components and power plants can be measured.

The data is collected, segregated, categorized, and analyzed. The results of the analysis are then displayed in the form of reports; which provide the means for measuring current experience against past performance, identifying adverse trends, and determining the effectiveness of maintenance processes.

#### 2.10.5.1 *Collection of the reliability data*

The following are the minimum aircraft technical data that shall be collected through the VJC Engineering, Maintenance Divisions and/or approved Maintenance Services Provider:

- a) Technical Log Book entries e.g. Pilot' report, Maintenance's report;
- b) Aircraft utilization;
- c) Technical delay, AOG, occurrence reports e.g. inflight shutdown, diversion etc.;
- d) NRC;
- e) Component unscheduled removal;
- f) Shop finding reports;
- g) Engine monitoring reports.

#### 2.10.5.2 *Data analysis of reliability data*

The collected data shall be analyzed by Reliability Department, Fleet Monthly Reliability Report shall be issued each month. The report will consist of following statistical information:

- a) Fleet utilization;
- b) PIREPs, MAREPs in ATA chapters and their rates;
- c) NRC in ATA chapter and their rates;
- d) Delay, cancellation in ATA chapter and their rates;
- e) Dispatch reliability;
- f) Engine, APU utilizations, removal;
- g) Autoland;
- h) Component removal;

PIREPs, in-flight shutdowns, delays / cancellations, unscheduled engine and APU removals and unscheduled component removals are tallied and/or charted and/or assessed to judge the current performance. Control limits together with Performance Standard are established to trigger the signal to undertake intensive investigation once these are exceeded.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>RELIABILITY PROGRAM</b>	Page 2 - 57 Iss05/Rev01 01 Sep 2021
---	---	---

#### 2.10.5.3 *Reliability meeting*

Reliability Control Board meeting shall be held under request of the RCB Chairman or every 3 months following the last concluded RCB meeting, but regardless of circumstances, prior to holding the meeting, the schedule shall be accepted by RCB Chairman. Minute of meeting shall be recorded and distributed to all concerned.

The meeting will be attended by designated representatives:

- a) RCB chairman;
- b) Voting members (e.g. Maintenance director, Reliability manager, SQA Director, TQA Manager, Safety Manager etc.);
- c) Advisory members (e.g. Technical Services Manager, Planning Manager, MCC Manager etc.);
- d) Observer from manufacturer, authority;

All technical issues during last 03 months shall be highlighted and discussed during meeting:

- a) Delay, cancellation and causes, mitigation actions;
- b) Unscheduled component removal;
- c) Repetitive defects, causes and mitigation actions;
- d) Review results of discussion of last meetings;
- e) Actions monitoring.

Based on consensus of all participants during meeting on the specific alerts, decision should be taken to incorporate changes in the maintenance program. Refer to MME 2.2 AMP development and amendment, MME 2.5 Analysis effectiveness of maintenance program.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 58
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>RELIABILITY PROGRAM</b>	Iss05/Rev01
		01 Sep 2021

INTENTIONAL BLANK PAGE

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>PRE-FLIGHT INSPECTION</b>	Page 2 - 59 Iss05/Rev01 01 Sep 2021
---	---	---

## 2.11 PRE-FLIGHT INSPECTION

### 2.11.1 Purpose

To ensure that the aircraft is fit for the intended flight in accordance with appropriate referenced regulatory requirements.

The pre-flight inspection is one of the continuing airworthiness tasks required to be accomplished to ensure serviceability of both operational and emergency equipment before flight.

### 2.11.2 Scope of application

This shall cover inspections before each flight such as:

- a) Control of refueling, quality, quantity,
- b) Control of snow, ice, dust and sand contamination,
- c) Security of cargo and baggage loading.

### 2.11.3 Reference

VAR Part 12.223; Part 12.225(a); Part 12.227; Part 12.243; Part 12.247

### 2.11.4 Responsibility

The responsibility for the implementation of these procedures rests with the Engineering Director, Flight Operations Director, Ground Operation Director, SQA Director and the contracted line maintenance organization.

### 2.11.5 Procedure

#### 2.11.5.1 *Pre-flight Inspection*

- a) Preparation of aircraft for flight

The pre-flight inspections need not necessarily be carried out by the approved maintenance organisation.

First flight of the day (also called as Pre-flight) will be performed by the approved AMO's certifying staff. Other subsequent pre-flight (also called as Transit) inspections of the day will be performed by PIC who is authorised to carry out preflight inspection. The certifying staff may perform transit check when required.

VJC inspection checklist consists of items to be inspected as per Pre-flight check card Form EPF107A (A320/321) and EPF182 (A330) for certifying staff and Transit check card Form EPF107 (A320/321) and EPF199 (A330) for PIC. Those checklists are place on Tech Log Folder and must be used when carrying out the inspections.

The person that perform Preflight/Transit shall sign off in Aircraft Technical Logbook. A sign-off is statement by person performing the work that the Preflight/Transit inspection tasks have been properly performed and aircraft is considered fitted for the intended flight.

With regards to the pre-flight inspection it is intended to mean all of the actions necessary to ensure that the aircraft is fit to make intended flight. These include:

- 1) A walk-around type inspection of the aircraft and its emergency equipment for condition including, in particular, any obvious signs of wear, damage or leakage. In addition, the presence of all required equipment including emergency equipment should be established.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>PRE-FLIGHT INSPECTION</b>	Page 2 - 60 Iss05/Rev01 01 Sep 2021
---	---	---

- 2) An inspection of the aircraft technical log and other records to ensure that the intended flight is not adversely affected by any outstanding deferred defects and that no required maintenance action shown in the maintenance statement is overdue or will become due during the flight.
- 3) To ensure that consumable fluids, gases etc. uplifted prior to flight are of the correct specification, free from contamination, and correctly recorded.
- 4) To ensure that all doors are securely fastened.
- 5) To ensure that control surface and landing gear locks, pitot/static covers, restraint devices and engine/aperture blanks have been removed.
- 6) To ensure that all the aircraft's external surfaces and engines are free from ice, snow, sand, dust etc.
- b) Subcontracted ground-handling function
  - Ground handling functions for VJC's aircraft are performed by sub-contracted ground handling organizations or by VJC itself at the station VJC can providing.
- c) Security of cargo and baggage loading
  - Although cargo and baggage loading is undertaken by ground handling provider, the certifying staff or PIC shall ensure that prior to cargo doors closing, the restrainers or nettings at door way are secured.
- d) Control of refueling, quantity/quality
  - Refueling of aircraft is performed under flight crew request. The authorised personnel or flight crew member monitors the refuelling operations by contracted fuel service provider. They must ensure that compliance with procedures are being adhered to, that the fuel supplier has been checked free of water and other contaminants (by sampling) that the correct grade and specification of fuel load is uplifted and the relevant fuel, caps/panels are securely replaced on completion.
  - A record in the aircraft Technical Log of the fuel quantity uplifted and the total amount on board aircraft must be made and certified by PIC or certifying staff.
- e) Control of snow, ice, residues from de-icing/anti-icing operations, dust and sand contamination
  - 1) The removal of snow, ice, residues from de-icing or anti icing operations, dust and sand contamination is the responsibility of the Flight Crew and sub-contracted to specialist Ground Handling Organizations at the respective station.
  - 2) Refer to VJC De-icing/Anti-icing Program Manual for details. This procedure is complemented by the sub-contracted Ground Handling organization's procedures.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>AIRCRAFT WEIGHING</b>	Page 2 - 61 Iss05/Rev01 01 Sep 2021
---	---	---

## 2.12 AIRCRAFT WEIGHING

### 2.12.1 Purpose

This procedure establishes criteria and standards for aircraft weighing to meet continuing airworthiness requirements.

### 2.12.2 Scope of application

This procedure applies whenever weighing is carried out on VJC aircraft.

### 2.12.3 Reference

VAR-Part 17.030, AC 17-001

VJC Weigh and Balance Program Manual

VJC Technical Service and Planning SOP, part 2.9

### 2.12.4 Responsibility

- a) Technical Services and Planning Departments are responsible for aircraft weighing is in accordance with AMP and appropriate authorities' requirements.
- b) Technical Services Department is responsible for assessment effect or repairs or modifications in term of weight and moment, monitoring and control weigh and balance change when aircraft embodied modifications, repairs.
- c) The approved contracted maintenance organization is responsible for carrying out aircraft weighing. The result of aircraft weighing will be sent back to Tech record section for controlling and keeping. A copy of result of aircraft weighing will also be sent to VJC's Flight Operation Engineering (FOE).
- d) VJC's FOE is responsible for processing the results of report on aircraft weight and balance, and re-calculating changes.

### 2.12.5 Procedure

#### a) General

- 1) New aircraft are normally weighed at the factory and are legible to be placed into operation without reweighing.
- 2) Aircraft transferred from other operator to VJC do not have to be weighed prior to use by the VJC, unless more than 4 years have elapsed since the last weighing.
- 3) Reweighting of aircraft shall be carried out every 04 years in accordance with approved maintenance program (AMP).
- 4) Prior to initial entry into service and after Major Repair or after Major Modification, when:
  - i. Reliable data allowing analytical calculation of weight and balance change are not available.
  - ii. Cumulative changes to the Dry Operating Weight exceed +/- 0,5% of the Maximum Landing Weight or.
  - iii. Cumulative change in the Center of Gravity (CG) position exceeds 0,5% of the Mean Aerodynamic Chord (MAC).

#### b) Procedure

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>AIRCRAFT WEIGHING</b>	Page 2 - 62 Iss05/Rev01 01 Sep 2021
---	---	---

- 1) For scheduled aircraft reweighing Planning Department shall produce the task within the time scale.
- 2) Technical Services Department shall be responsible for the preparation, issue, control and management of all aircraft weight and balance data.
- 3) The TSE shall review and issue EO before each weighing, the condition of the aircraft will be checked against a standard equipment list.
- 4) Weighing shall be performed by approved AMO. Following shall be ensured while weighment of the aircraft:
  - i. The aircraft is prepared for weighing in accordance with related aircraft weigh and balance manual, AMM and AMO's procedure, if available.
  - ii. Standard aircraft inventory list is completed and missing items, if any, are recorded.
  - iii. The weighing equipment is within the calibration date.
- 5) Detailed records of each aircraft weighing such as the EO shall be verified by TSE upon received to ensure data recorded properly. If there is any incorrect data or discrepancy the TSE shall contact AMO for correction.
- 6) TSE shall issue Weighing Report and provide a copy to FOE for load and trim calculations.
- 7) The records of EO, weigh report shall be retained in Tech Records section.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>CHECK FLIGHT PROCEDURE</b>	Page 2 - 63
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

## 2.13 CHECK FLIGHT PROCEDURE

### 2.13.1 General

After aircraft maintenance, repair or modification a check flight (or flight test) might be necessary. This part specifies the conditions and procedures for check flight of aircraft.

The check flight shall be followed Functional Check Flight Manual. This manual and revisions shall be approved internally.

### 2.13.2 Responsibility

Technical Services Department will assess the need for check flight after maintenance activities and liaise with MCC, MW, SQA, OMC for carrying out check flight.

Engineering Director is responsible for request the check flight and review a check flight result.

Director of Flight Operation is responsible for obtaining latest In-Service Aircraft Technical Flight Manual (ISAFTM) from aircraft manufacturer, and review the check flight request from Engineering for acknowledgment and further disposition.

SQA Director or TQA Manager will review and approve for the check flight. He is also responsible for submission of flight permit to the CAAV for approval when necessary.

OMC is responsible for arrangement of flight schedule and flight crew.

The AMO is responsible for the preparation of the aircraft for check flight and ensuring that all maintenance tasks associated to the check flight are complete and CRS issued.

### 2.13.3 Procedure

- a) Check flight means the flying of an aircraft with a valid Airworthiness Certificate, without passenger onboard, might be required under circumstances as follows:
  - 1) For purpose of performance evaluation test in respect to flight characteristic, fuel consumption, engine power checks, etc.
  - 2) For testing aircraft flight characteristics/ radio test/ radar/instruments/navigation equipment as required by Flight Operations.
  - 3) For defect trouble shooting/testing of aircraft system or aircraft component for which the fault/test could not be produced / confirmed on the ground.
  - 4) As required by maintenance program or approved data of design approval holder (e.g. AMM, SB, STC, etc.).
  - 5) After 02 engines changed at the same ground time.
  - 6) As specified by the requirements of CAAV under the aircraft COA issue / renewal programme or directed by CAAV.
  - 7) Whenever required contractually as in aircraft lease/purchase or delivery.
- b) Technical Services Department shall assess the need for check flight after maintenance activities. The request may come from AMO as well if it is necessary and match circumstances specified in above paragraph 2.13.3.a).1). to 7).
- c) Engineering Director shall complete Maintenance Check Flight Report Form VJC-SSQA-F-077 and send to Director of Flight Operations, OMC, MW, OMC, SQA and other concerned Department at least 24 hours before check flight with the following information:
  - 1) Station for check flight;
  - 2) Aircraft type and registration;

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>CHECK FLIGHT PROCEDURE</b>	Page 2 - 64 Iss05/Rev01 01 Sep 2021
---	--	---

- 3) Reason for check flight request;
- 4) Check flight schedule request.
- d) Before check flight is made, all required maintenance works must be properly performed. The documents covering maintenance repair, modification, inspection etc. shall be completed in all respects and certified. A certificate of release to service is issued and the aircraft airworthiness certificate remains valid for this flight.
- If COA is expired and need to conduct check flight as specified in paragraph 2.13.3.a). 1) to 7) above, since the aircraft cannot fly under its airworthiness certificate, a permit to fly issued in accordance with VAR 20, Subpart E is required. Refer MME 2.26 for Special Flight Permit.
- e) After agreement on check flight program content, Director of Flight Operation will sign the Maintenance Check Flight Report and request OMC to coordinate with Roster Department to select flight crew for check flight performance. The certifying staff involved in maintenance may be on board.
  - f) Check flight should be conducted by Pilots who have satisfactory experience with the appropriate check flight schedule and have received adequate familiarization of the check flight techniques and safety precautions. For all check flights, it is essential that the flight crew concerned fully understand the significance and intent of the tests.
  - g) Check flight on each aircraft type must be performed strictly in accordance with the VJC's Functional check flight Manual (FCFM) and latest ISATFM.
  - h) Before the check flight, a briefing shall be conducted between flight crew and on-board certifying staff to understand the task, their role in the task and the way in which the check flight will be conducted.
  - i) Prior to departure, PIC shall enter reason of flight in defect column of Aircraft Technical Log Book.
  - j) The aircraft parameter must be recorded in appropriate part of ISATFM in respective flight phases, defects arising during flight shall be recorded in action taken column of Aircraft Technical Log Book as normal Technical Log entry procedure.
  - k) After the flight the PIC is responsible for all documentation to be processed. General Flight Documents are processed as a normal flight. The performance of check flight must be recorded in Check Flight Report and delivered to the technical pilot who will review and then submit the ISAFTM to TQA along with the Maintenance Check Flight Report.
  - l) A postflight briefing can be conducted at anytime a request from TQA/Engineering or from the Technical Pilot with the purpose to assess the actions required to return the aircraft to service and to determine if a re-flight is necessary.
  - m) All relevant records e.g. ISATFM, Maintenance Check Flight Report, Tech Log pages, etc. shall be kept and retained by Technical Records section.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  <b>DOCUMENTATION AND MAINTENANCE DATA CONTROL AND DISTRIBUTION</b>	Page 2 - 65
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

## **2.14 DOCUMENTATION AND MAINTENANCE DATA CONTROL AND DISTRIBUTION**

### **2.14.1 Purpose**

To ensure that VJC's aircraft is always maintained in accordance with updated maintenance data.

To ensure that documentation used within VJC shall be controlled from issue, distribution, updating and until they are destroyed.

### **2.14.2 Scope of application**

This procedure applies to receiving, controlling, and distribution of the update maintenance data within VJC and contracting CAAV approved AMO.

### **2.14.3 Reference**

VAR Part 12.223 (e); 12.230 (b); Part 4.083

QM 4.1

MNT 1.6.1, 1.6.3

### **2.14.4 Responsibility**

Engineering Division shall be responsible for procurement, receiving, controlling and distribution maintenance data.

Technical Library is responsible for control and distribution of document (e.g. forms, maintenance data, manual) to contracted AMO.

TQA Section shall be responsible to monitor the compliance of this procedure.

### **2.14.5 Policy**

- a) Documents in VJC are classified into the following categories Procedural documents, technical documents and others.
  - 1) Procedural documents are VARs and its AC, MME, MOPM, SOP, internal procedures, technological procedures, forms, instructions issued by VJC.
  - 2) Technical documents are maintenance documents, aircraft and equipment maintenance manuals issued by OEM, SBs, ADs, technical instructions etc.
  - 3) Others may include both controlled and uncontrolled documents used within departments.
- b) The Engineering Division shall obtain sufficient technical data and prompt distribution to contracted maintenance providers.
- c) The VJC shall provide timely notification to the CAAV of the receipt of mandatory information from the manufacturer and provide a copy of that documentation.
- d) Technical data shall be:
  - 1) Legible and accurate information;
  - 2) Presented in a format appropriate for use in maintenance operations;
  - 3) Accepted and or approved by the CAAV

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>DOCUMENTATION AND MAINTENANCE DATA CONTROL AND DISTRIBUTION</b>	Page 2 - 66 Iss05/Rev01 01 Sep 2021
---	---	---

#### 2.14.6 Procedure

- a) Engineering Director shall responsible to issue purchase request for purchasing of documents to support the maintenance, repair, preventive, modification documents.
- b) Library Section shall be responsible for receiving, classifying and distribution to User based on distribution list of each document.
- c) All external documents e.g. CMM, ESM... will be downloaded from OEM website and kept in Engineering SharePoint by Library staff. Aircraft maintenance documents will be accessed directly via [www.Airbusworld.com](http://www.Airbusworld.com).
- d) The staff in Library section shall maintain the master list (form EPF103) of controlled external documents, in which the revision, date of revision and the document status are always maintained, once receiving updated documents, the Library staff shall perform updating the documents to the all VJC's document Users.
- e) Internal documents e.g. MME, SOP will be kept in DMS or Coruson and controlled by VJC Document Control Center. Email notification will be sent to user automatically, the users shall access in Coruson to read and acknowledge of document.
- f) The Library will update required distributed document to contracted AMO. The dispatched document will be recorded in Form EPF162. The acknowledgment of receipt document shall be required.
- g) If there are any discrepancies in documents, the Library staff shall contact to the Manufacturer, Vendor or seller for clarification, the distribution only initiate once any discrepancies are verified and corrected.
- h) Refer to Part 2.5 of Engineering SOP for detail procedure.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>CONTROLLING LLP AND HARD TIME COMPONENTS</b>	Page 2 - 67
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

## 2.15 CONTROLLING LLP AND HARD TIME COMPONENTS

### 2.15.1 Purpose

This procedure describes control system of components with limitation time in services before they shall be removed for discard, restoration or overhaul.

### 2.15.2 Scope of application

This procedure applies to Life-Limited Part (LLP) and Time-controlled component (H/T) components installing on the Aircraft.

### 2.15.3 Reference

VAR Part; Part 12.240.(a).(1).(4);; Part 12.247; Part 12.253

MNT 2.2.1, 2.2.2

### 2.15.4 Responsibility

Technical Services, Planning Departments are responsible for controlling LLPs and H/T components to ensure these parts always operate in the allowable limits

Technical Records Section is responsible for uploading Engine/APU and Landing gear components for new coming aircraft and from shop visit.

### 2.15.5 Procedure

- a) All H/T and LLP are specified in aircraft maintenance program (AMP). The AMP shall contain details of all maintenance to be carried out, including period (intervals/frequencies) of inspection, overhaul, discard of the H/T, LLP.
- b) If there is any Airworthiness Directive that requires change related to specific maintenance requirements of LLP. The TSE shall proceed evaluation as mentioned in MME 2.4. Planning Department shall amend maintenance program as procedure specified in MME 2.2
- c) At some point changes in the LLP lives are given before the next revision of the MPD. In this regard TSE and Planning shall evaluate and update the AMOS in "Part Admin" the new requirements of the LLPs. The next amendment of maintenance program shall be updated to include such changes.
- d) The LLP, H/T will be specified in AMOS software by Technical Service and Planning Departments based on manufacturer documents (e.g., ALS part 1, MRBR, etc.).
- e) All LLP, H/T have been installing on the aircraft with information relating to its time in service shall be clearly entry into AMOS, the information must be, but not limited to, Part Number, Serial Number, installing date, time in service, remaining time for discard, restoration or overhaul.
- f) The recording of flight hours and cycles in AMOS shall be used to calculate scheduled maintenance tasks which include LLP and H/T (remaining time e.g. hours, calendar and cycles).
- g) TSE is responsible for preparing and review the work scope for Engine, LDG, APU shop visit including LLP replacement and coordinate to Planning for scheduled replacement. He/she shall evaluate and verify all records and certification of used life-limited parts in order to satisfy MME 1.6.4.3.a) before purchase/ exchange for installation on Engine, LDG, APU.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>CONTROLLING LLP AND HARD TIME COMPONENTS</b>	Page 2 - 68  Iss05/Rev01  01 Sep 2021
---	--	---

- h) When LLP, H/T with remaining time reaching 800 cycles, 800 hours, 3 months as applicable, Planning department will inform Supply Department to proceed part acquirement such as spare part, consumable material.
- i) LLP, H/T receiving by store inspector must have documentation specified in MME 1.6.4.2, 1.6.4.3. Data entered in AMOS shall include part number, serial number, cycle since new, cycle since overhaul, time since new, time since overhaul, remaining cycle/hour/calender days etc.
- j) A minimum of one month before due date, Work Order/ Work Package will be issued and send to AMO for accomplishment of maintenance to ensure all LLPs and H/T will be replaced in compliance with operating limitation specified in maintenance program.
- k) All performed records will be sent back to Technical Records for archiving, then AMOS will be updated to monitor next scheduled maintenance. Refer MME 2.3 for record retention.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ADDING VARIANT AIRCRAFT AND AIRCRAFT TYPE TO VJC'S FLEET</b>	Page 2 - 69
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

## **2.16 ADDING VARIANT AIRCRAFT AND AIRCRAFT TYPE TO VJC'S FLEET**

### **2.16.1 Purpose**

To establish necessary step to maintain the aircraft in airworthy condition for new aircraft just entry to AOC fleet.

### **2.16.2 Scope of application**

This procedure is used for addition of a variant aircraft to existing fleet and aircraft type to the AOC.

### **2.16.3 Reference**

VAR Part 12.227; Appendix 1 to 12.227; VAR part 06.057(a)

AC 12-002, 12-003

### **2.16.4 Responsibility**

- a) Engineering Division is responsible for evaluation the differences in configuration for variant aircraft and complexities for new aircraft type, then performing the necessary preparation to keep aircraft maintaining in safe condition.
- b) Supply Department shall be responsible for material preparation.
- c) SQA Department shall be responsible to co-ordinate with other Departments for evaluate the relating requirements and conduct training, document updating, as well as CAAV contacting for approval.
- d) SQA Department shall responsible for submitting necessary applications to CAAV for approval of new aircraft that introduces into VJC fleet.

### **2.16.5 General**

- a) SQA Department and Engineering Division with co-ordination relevant Departments (Flight Ops, CCD, FOE, Crew Training) will do assessing and evaluation to determine the difference in aircraft configuration, depending on the complexities of configuration difference, the requirements for document revising, staff training and/or changing Company procedures may be applied. This process purpose is to make sure that the preparation for new variant aircraft will be available at the time of the variant aircraft coming to VJC's Fleet.
- b) The AC10-002 and AC10-003 shall be followed when adding the variant aircraft and aircraft type.

### **2.16.6 Procedure for the introduction of new aircraft to the fleet**

- a) SQA Department will submit a letter to CAAV for aircraft registration number approval at least 60 days before delivery date. The letter shall describe aircraft type, serial number and proposed date of delivery.
- b) Submit a letter to CAAV for 24bit address approval upon receiving of approval for registration number.
- c) Submit an application package to CAAV for aircraft certificates issuance, MEL and interim AMP utilization for 30 days before aircraft delivery. Package will consist of:
  - 1) The cover letter for aircraft registration certificate & the COR application in accordance with VAR 2.015.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ADDING VARIANT AIRCRAFT AND AIRCRAFT TYPE TO VJC'S FLEET</b>	Page 2 - 70 Iss05/Rev01 01 Sep 2021
---	--	---

- 2) The cover letter for airworthiness and noise certificates. The application shall be followed requirement of VAR 20, subpart C.
- 3) The cover letter for aircraft radio license issuance.
- 4) The cover letter for MEL approval upon aircraft registered in Vietnam nationality.
- 5) The cover letter and interim AMP which is applicable to coming aircraft. The interim AMP lists the effect tasks which interval within 1200FH or 1200FC or 4 months whichever comes first.
- d) Submit letter to request adding aircraft into AOC Ops spec 30 days before aircraft delivery. The following shall be provided:
  - 1) Compliance Report 06 (RC 06) to demonstrate equipment installed on aircraft;
  - 2) Application checklist for special operation authorization: RVSM, PBN, ADSB-Out, AWO etc.;
  - 3) Other information related to VJC AOC system such as management, manpower, operation manuals, maintenance management system, contracted maintenance etc.
- e) Provide other evidence acceptable to CAAV, if required, showing that:
  - 1) The aircraft conforms to an approved design and to applicable airworthiness directives.
  - 2) The country in which the aircraft was manufactured certifies that the aircraft conforms to the type design and is in condition for safe operation.

After CAAV issues certificates and amends AOC operation specifications
- f) After CAAV issues certificates and amends AOC operation specifications
  - 1) All original certificates (e.g. COR, COA, Radio License Station, Noise certificate) shall be inserted in new joined aircraft. Copies of certificates shall be kept in SQA department and distributed to Engineering Division, OMC.
  - 2) Copies of amended AOC Ops spec shall be inserted into all affected aircrafts in the fleet. Original amended AOC Ops spec shall be kept in SQA Department, an copy will be distributed to OMC.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  <b>RVSM MAINTENANCE</b>	Page 2 - 71
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev02
		01 Jun 2022

## **2.17 RVSM MAINTENANCE**

### **2.17.1 Purpose**

To establish RVSM maintenance procedure in compliance with RVSM Certification requirements.

### **2.17.2 Scope of application**

This procedure applies to all maintenance on aircraft and equipment for RVSM operation.

### **2.17.3 Aircraft Effectivity**

Refer to the VJC Operation specification approved by CAAV for the RVSM authorization and the list of VJC aircraft authorized for RVSM operations.

### **2.17.4 Reference**

VAR Part 12.033; Part 12.040; AC 10-004, A320/A321/A330 AFM; A320/A321/A330 FCOM.

MNT 2.11.1

### **2.17.5 Responsibility**

- a) Technical Training Manager shall be responsible to establish the training syllabus that meets CAAV requirements relating to RVSM maintenance.
- b) Technical Training Manager is responsible of giving RVSM training to contracted AMO, contracted involved Partner and involved staff within VJC.
- c) TQA Manager is responsible for authorisation instructors.
- d) Technical Services Manager is responsible to co-ordinate with Operation Management Center for RVSM capability of the aircraft.

### **2.17.6 Procedure**

#### **2.17.6.1 Preflight Action**

- a) The following actions are accomplished during preflight:
  - 1) Determine that the aircraft is authorized for RVSM operations by checking copied of AOC operations specification that lists the aircraft by make, model, and serial number as being authorized for RVSM operations.
  - 2) Review the maintenance entries and related ADD, NTC forms to ascertain the condition of equipment required for flight in the RVSM airspace. Ensure that maintenance actions have been taken to correct defects to required equipment.
  - 3) VJC policies on handling maintenance discrepancies is that they be cleared or properly deferred per the MEL before a flight may begin. Do not begin a flight with any open discrepancies that have not been cleared or corrected or deferred per the MEL.
  - 4) The aircraft logs and ADD log indicate if the aircraft is eligible or not for RVSM operations on this particular day. Various open discrepancies may make the aircraft ineligible for RVSM flight (for example because of an MEL item), but is still eligible for other flights. Check the discrepancies and crosscheck with the MEL to be sure how any discrepancy may affect your flight status and RVSM status.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>RVSM MAINTENANCE</b>	Page 2 - 72
		Iss05/Rev02
		01 Jun 2022

- 5) Certifying staff shall notify the pilots of any changes in the RVSM status of an aircraft and to advise if an RVSM non-compliant aircraft is otherwise operational for flights, even if limited in capabilities.
- 6) A decision to fly an RVSM non-compliant aircraft, probably at a lower flight level, may require additional flight planning to take into account increased fuel burn and possible diversions due to weather and winds.
- b) It would not be acceptable to depart on a flight and then rely on an assumption of being able to request ATC to allow you to fly into RVSM airspace as a non-compliant aircraft.

To operate aircraft in RVSM airspace the following equipment are required and must be confirmed in compliance before a flight in RVSM airspace.

A/c Type	Auto Pilot function	FWC (for Altitude Alert Function)	Transponder	FCU channel (for altitude target selection and OP CLB/OP DES mode engagement)	ADR + DMC	PFD functions (for altitude indication)
A320/A321	1	1	1	1	2+2	2
A330	1	1	1	1	2+2	2

#### 2.17.6.2 MEL Application

- a) To meet the requirements of RVSM operation, the MEL specifies the RVSM equipment or system that must be operational.
- b) This sub-procedure is to ensure compliance to the RVSM requirements when release the aircraft with deferred defects that have remarks "**EXCEPT FOR RVSM OPERATIONS**" in the MEL manual. As this may have an impact on RVSM operations, the status of the aircraft must be communicated effectively throughout VJC maintenance and operation systems. In some circumstances, when a defect cannot be rectified on time, the Certifying Staff will assess the deferrable defect again MEL. If MEL allows but with the condition of Non RVSM operation, VJC MWC must inform to OMC immediately.
- c) When permitted to release the aircraft to service with the defect deferred for Non RVSM operation, the Certifying Staff must do the following:
  - 1) Add the phrase "**NON RVSM OPERATION**" in the ACTION TAKEN column of the Technical Log after statement about defect rectification,
  - 2) Raise an ADD and open a NTC as per normal procedure, adding the phrase that "**NON RVSM OPERATION**"; circle YES in the "**OPS LIMIT**" box in the ADD log
  - 3) Brief Flight Crew of any possible performance limitations.
  - 4) Advise MCC about the situation. When the defects related to RVSM operations is cleared, Certifying staff will notify flight crew by writing a note "**A/C RETURN to**

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  <b>RVSM MAINTENANCE</b>	Page 2 - 73  Iss05/Rev02  01 Jun 2022
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

**RVSM”** in the Tech Log. Certifying staff should also advise MCC on the new status of the aircraft.

- d) MCC shall inform MW about the RVSM status of the aircraft, and subsequently MW shall inform OMC about this status to coordinate operation.

#### 2.17.6.3      *RVSM Maintenance Requirements*

- a) VJC complies with the following standard practices to ensure that VJC's RVSM-approved aircraft continue to meet the RVSM standards.
- b) The Engineering Director is responsible for compliance with all requirements of the RVSM maintenance program.
- c) RVSM equipment is maintained in accordance with manufacturer's maintenance manuals. Any maintenance or modifications, which alter in any way the original RVSM approval, is subject to a design review by the manufacturer.
- d) Built-In Test Equipment (BITE) testing is not an acceptable basis for system calibrations (unless it is shown to be acceptable by the manufacturer with the CAAV's agreement) and should only be used for fault isolation and troubleshooting purposes.
- e) A leak check should be accomplished anytime a quick disconnect static line is broken.
- f) Airframe and static systems shall be maintained in accordance with the airframe manufacturer's maintenance manual.
- g) Checks of skin waviness in the area of the static probes shall be accomplished following any painting, repairs, or alterations, which may affect the surface airflow in these areas.

#### 2.17.6.4      *Adding a New Aircraft*

To add an aircraft, VJC shall do the following:

- a) Determine how the aircraft is RVSM compliant. This may be from the factory in some cases with compliance built into the factory inspection program or it may be by compliance with a specific service bulletin. In some cases, the aircraft may be RVSM compliant based on an STC.
- b) Determine what MEL equipment is applicable to RVSM.
- c) In the Aircraft-Specific document complete the list of installed equipment. Some of the equipment is strictly for RVSM compliance,
- d) Review the SB or factory inspection items to determine if the aircraft has been authorized for RVSM operations.
- e) Collect a copy of the aircraft's paperwork and check for a maintenance entry if applicable, which shows compliance with either the SB or the factory inspection item or an STC. This will determine how the aircraft will be made compliant.

#### 2.17.6.5      *Parts Control*

- a) RVSM components are tested to RVSM tolerance after completion of repairs by the approved repair facility before being returned to service. If the technician performing the work determines that the unit be replaced are an RVSM qualifying component, he/she will ensure that the component being installed has the correct part number for RVSM operations.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>RVSM MAINTENANCE</b>	Page 2 - 74 Iss05/Rev02 01 Jun 2022
---	--	---

- b) The physical part number is crosschecked against the part number as specified in the IPC. In addition, the airworthiness approval documentation, and/or a certification of a certificate of conformity that the components comply with current regulations are verified prior to installation.
- c) Part number changes of RVSM equipment must first be approved. After part number changes are approved, VJC must submit a revision to this program for review by the CAAV. If the revision is approved, the new part number(s) will be eligible for installation.
- d) Service Bulletins and modifications to RVSM components must be approved by the manufacturer and CAAV. Should it become necessary to replace an RVSM qualifying component with a non-RVSM qualifying component (assuming that such a replacement is otherwise permitted), the technician performing the work shall placard the aircraft to prevent RVSM operations. He/she will annotate the aircraft's log with an open pilot information discrepancy and inform operations that the aircraft is not Capable with RVSM operation

#### 2.17.6.6 *Outsource Maintenance*

The Technical Training Manager shall make sure that the certifying staff and involved maintenance person in contracted AMOs have been given the VJC's training relating to requirements of RVSM maintenance.

#### 2.17.6.7 *Reporting Procedures;*

- a) In the event that a gross height-keeping error occurs during RVSM operations, the Pilot-In-Command will notify the Engineering Director via fax utilizing the Altitude Deviation Report who will then follow up the report to the CAAV with an initial analysis of causal factors and measures to prevent further events. In no case will the total elapsed time from the time of occurrence to the time of notification exceed seventy-two (72) hours.
- b) When reporting a height-keeping error or other malfunction that involves RVSM required equipment while being operated in RVSM airspace, the RVSM Status Report shall be reported to the Engineering Director and CAAV. The aircraft is now considered to be non-RVSM compliant until returned to RVSM service by authorized personnel.
- c) The RVSM status including height-keeping performance of VJC fleet is monitored by AEROTHAI who shall be submitted the official monitoring results of height-keeping performance of VJC fleet to CAAV and a copy to VJC.

**NOTE:** Discrepancies involving RVSM related equipment that result in a height-keeping error while being operated in RVSM airspace must be submitted within 72 hours of discovery. The aircraft is then considered to be RVSM NON-COMPLIANT until properly returned to service.

#### 2.17.6.8 *Training Syllabus And Conduction Training:*

- a) The Technical Training Manager shall set up the RVSM syllabus for initial and continuous training at least the following subject shall be addressed:

<b>Title</b>	<b>Reduced Vertical Separation Minimum</b>
<b>Description</b>	This course is designed to provide the knowledge of RVSM requirement for aircraft maintenance personnel
<b>Objectives</b>	Upon completion of the course, the trainee will be able to have knowledge of RVSM requirement
<b>Duration</b>	<ul style="list-style-type: none"> <li>Initial Training (est.): 5 hours</li> <li>Recurrent training (est.): 3 hours.</li> </ul>

<b>Course content</b>		I.A.W the following table:		
<b>No.</b>	<b>Description</b>	<b>Duration (hour) for initial training</b>	<b>Duration (hour) for recurrent training</b>	<b>Remark</b>
1	RVSM Introduction	0.75	0.375	
2	Background of Vertical Separation.	0.5	0.25	
3	RVSM benefits.	0.25	0.125	
4	RVSM airspace.	0.25	0.125	
5	RVSM approval	0.5	0.25	
6	RVSM Equipment Required.	0.5	0.25	
7	Performance Specifications – Altimetry / Altimetry System Error/Tolerance for Error	0.5	0.25	
8	Using MEL for RVSM	0.75	0.375	
9	RVSM maintenance requirements	1	0.5	
10	Case study	N/A	0.5	Refer to VJC maintenance activities
	<b>Total time</b>	<b>5 hours</b>	<b>3 hours</b>	
Prepared by:		Date:		
Approved by:		Date:		

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>RVSM MAINTENANCE</b>	Page 2 - 76 Iss05/Rev02 01 Jun 2022
---	--	---

- b) The training material shall be reviewed and approved by Technical Training Manager, and the training syllabus shall be reviewed and approved by TQA Manager.
- c) The VJC operator and contracted maintenance organizations have to conduct initial and recurrent trainings (according to VJC training policy) for maintenance or engineering staff who works directly or indirectly on aircraft such as TSE, maintenance planners, maintenance watch staff, mechanics, certifying staff, MCC staff, maintenance inspectors, quality control staff, quality assurance staff, reliability staff, store inspectors and store controllers.
- d) The continuation training shall be given annually to involved person.
- e) The training method can be classroom or online training. Classroom training shall be conducted by authorized instructor.
- f) Attendant records shall be kept by Technical training manager for control and monitoring training status of involved personnel.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>AIRCRAFT CERTIFICATE CONTROL</b>	Page 2 - 77
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

## 2.18 AIRCRAFT CERTIFICATE CONTROL

### 2.18.1 Purpose

To establish procedure in control aircraft Certificates to make sure that the aircraft Certificates always in valid status.

### 2.18.2 Scope of application

This procedure applies to control the aircraft Certificates such as the Certificate of Airworthiness (COA), Aircraft Radio Station License (ARSL).

### 2.18.3 Reference

VAR Part 12.223; Part 12.225

MNT 1.6.2 (iii)

### 2.18.4 Responsibility

- a) TQA Manager shall be responsible for following up this procedure to make sure that aircraft Certificates always are in valid.
- b) Certifying staff is responsible for releasing aircraft to service with valid Certificates.

### 2.18.5 Procedure

- a) The original valid COA and other aircraft certificates are placed on board of each aircraft.
- b) Checking COA and other aircraft certificates to ensure they remain valid is part of daily check.
- c) Every month, TQA Section shall review list of aircraft with information of expired date of COA and ARSL in the next following month.
- d) When the COA and ARSL of any aircraft would be expired within 60 days, the TQA Manager shall do preparation of all necessary documents with application form to submit to CAAV for renewal of COA and ARSL. The documents enclosed with application Form must be met the requirement specified in Chapter C of VAR Part 20. Also, official email notification from TQA Section shall be sent to relevant Departments e.g. Maintenance Department, Technical Services Department, Planning Department etc. for preparation of aircraft continuing airworthiness records and aircraft status. If there is any change to aircraft records the final amendment will be provided to CAAV as soon as practicable and before closing of COA renewal audit.
- e) Upon renewed, COA and ARSL shall be distributed to Maintenance Department to place on board of effect aircraft. The expired Certificates shall be returned to TQA Section and provided to CAAV as required.
- f) Next due of COA and ARSL shall be updated to AMOS by TQA.

Note: The initial COA and ARSL shall be valid for 6 months and, if extended, will be valid for 1 year, provided the aircraft is inspected within 60 days prior to its expiration.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 78
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>AIRCRAFT CERTIFICATE CONTROL</b>	Iss05/Rev01
		01 Sep 2021

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  <b>CONCESSION CONTROL</b>	Page 2 - 79
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

## 2.19 CONCESSION CONTROL

### 2.19.1 Purpose

To establish a procedure for issuance and control of concession that may apply to the deviation of the approved procedures, maintenance program or aircraft configuration.

### 2.19.2 Scope of application

This procedure applies to the deviation of procedures, maintenance program and/or aircraft configuration.

### 2.19.3 Reference

VAR Part 12.235, Part 20.113, Part 20.118

### 2.19.4 Responsibility

- a) SQA Director/ TQA Manager shall ensure that the concession granting and concession monitoring always meet relating regulation specified in relevant VARs.
- b) Relevant managers (e.g. MCC Manager, Planning manager, Technical Services Manager) shall be responsible for document preparation and provide Concession Request Form and supporting documents to Engineering Director for reviewing and acceptance and SQA/TQA for reviewing before approval or submit Concession Request to CAAV for approval.
- c) Engineering Director shall ensure completeness of concession documents and aircraft safety and confirm the need of concession.

### 2.19.5 Procedure

- a) During aircraft operation or maintenance, there is a deviation from the approved procedure, approved aircraft configuration and/or CAAV requirements, but this deviation is not affected to aircraft safety operation. To avoid grounding aircraft, the Concession may be issued provided that the aircraft safety operation is always achieved.
- b) The Concession Request must be made in an approved Form and raised by relevant Manager or his delegation, but firstly he must be sure that the concession granting is not affect to the aircraft safety operation and that, conditions to meet the approved procedure, aircraft configuration and CAAV requirements at this time are not practicality. Upon receiving Concession Request, Engineering Director shall review and confirm concession in case that concession is in need.
- c) Except authorised by CAAV in official letter or in approved procedures by CAAV, all Concession request must be approved by CAAV.
- d) Concession Request shall be sent to SQA/TQA, upon the evaluation, the SQA Director/ TQA Manager or his delegation shall be sure that all supporting documents are available and concession granting is not affected to aircraft safety operation. Then he/she will sign as acceptance for CAAV approval. SQA Director/TQA Manager shall be responsible of aircraft safety operation with concession.
- e) Upon acceptance by Engineering Director, Concession Request may be approved or rejected by CAAV inspector, if Concession Request is approved, the SQA Director/TQA Manager shall inform to relevant Department and he/she shall monitor and control the concession to make sure that all conditions as well as expiry time (if applicable) specified in Concession Request are always complied with. Concession shall be registered and controlled via Coruson application.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 80
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONCESSION CONTROL</b>	Iss05/Rev05
		28 Mar 2023

- f) The dossier of the concession issuance shall be preserved by TQA on Coruson in 24 months from the expiry date of the concession validity.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>CERTIFICATE OF MAINTENANCE REVIEW</b>	Page 2 - 81
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

## 2.20 CERTIFICATE OF MAINTENANCE REVIEW

### 2.20.1 Purpose

To establish procedure for issuance and control CMR Certificate in accordance with CAAV requirements specified in VAR Part 20.103.

### 2.20.2 Scope of application

This procedure applies to issuance and control CMR Certificate.

### 2.20.3 Reference

VAR Part 12.223 (b)(8), appendix 1 to 12.227 (a)(1)(iii)

VAR Part 20.103, 20.105, 20.107

### 2.20.4 Responsibility

- a) TQA Manager is responsible for scheduling the CMR and ensures that the CMR Certificate shall be issued for each aircraft before expired date of the previous one. The issue of a Certificate of Maintenance Review shall be accomplished every 06 months.
- b) Aircraft Maintenance Review Staff (AMR staff) is responsible for continuing airworthiness records review and aircraft physical survey. He also issues CMR certificate upon completion of CMR audit
- c) Maintenance Watch (MW), VJC AMO's Production Control Planning (PPC) is responsible for cooperation with OMC to schedule aircraft for physical survey.
- d) Relevant Manager shall be responsible for co-operate with persons with Authorisation Inspection function (IA function) during CMR process.
- e) VJC AMO's Certifying staff is responsible for assistance of AMR staff during aircraft physical survey.

### 2.20.5 Procedure

#### 2.20.5.1 General

- a) The Certificate of Maintenance Review for the new joined aircraft must be carried out within 3 months from the issuing date of the Certificate of Airworthiness granted for the first time by CAAV to the aircraft.
- b) Certificate of Maintenance Review is valid for 06 months.
- c) The CMR audit shall be included in annual audit plan.
- d) CMR audit shall be included aircraft records review and aircraft physical survey.
- e) On 23rd of each month, CMR audit schedule for the month after next shall be issued and notified to MWC, PPC for aircraft allocation (E.g.: CMR audit schedule for November will be informed be on 23 September).

#### 2.20.5.2 Review Of Aircraft Records

The aircraft records shall be reviewed by AMR staff. Review of aircraft records shall be done on sampling basis within each documented category. Following records shall be checked:

- a) The operating aircraft Manual (AFM) are maintained and updated with latest version and in accordance with existing aircraft configuration;

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>CERTIFICATE OF MAINTENANCE REVIEW</b>	Page 2 - 82 Iss05/Rev05 28 Mar 2023
---	---	---

- b) Total flying hours and operating cycles of aircraft, engines, APU have been properly recorded;
- c) All the maintenance due on the aircraft according to the approved maintenance program (AMP) has been carried out;
- d) All known defects have been corrected or, when applicable, carried forward in a controlled manner;
- e) All applicable airworthiness directives have been applied and properly registered;
- f) All technical modifications and structural repairs have been approved in accordance with Part 21 and shall be performed and recorded as required;
- g) Hard time and LLP components are properly and continuously updated and controlled;
- h) All life limited parts installed on the aircraft shall be recorded and monitored so as to ensure not exceeding the permissible life limit;
- i) All maintenance has been released in accordance with VAR part 5;
- j) Report on weight and balance of aircraft shall conform to the actual configuration of aircraft and shall be carried out within a specified time-limit;

#### 2.20.5.3 Sampling Procedure

The CMR audit checklist describes in details number of sampling evidences of the aircraft records that are required to be reviewed.

#### 2.20.5.4 Aircraft Physical Survey

The AMR staff shall carry out the aircraft physical survey to verify that the aircraft is in conformity to the aircraft documentation reviewed as per 2.20.5.2. Through the physical survey of the aircraft, the AMR staff shall ensure that:

- a) All the markings and placards of the aircraft in accordance with the instructions on the aircraft maintenance manual must be fully installed and legible;
- b) The aircraft complies with its approved flight manual;
- c) The aircraft configuration complies with the approved documents;
- d) There is no any defects exceeding the limits in the approved maintenance instructions (related AMM, SRM, SB) or exceeding the limits of MEL, CDL;
- e) No inconsistencies can be found between the aircraft and the documented review of records.
- f) No evident defect left unaddressed;
- g) The physical survey could require actions categorized as maintenance (e.g. operational tests, tests of emergency equipment, visual inspections requiring panel opening etc.). In this case, after the aircraft survey appropriate entries shall be recorded in aircraft technical log and correspondence release to service shall be issued by certifying staff.
- h) All defects found during aircraft physical survey shall be recorded in technical log book by certifying staff for rectification/ deferment in accordance with approved maintenance data.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>CERTIFICATE OF MAINTENANCE REVIEW</b>	Page 2 - 83
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

**2.20.5.5      Qualification of AMR Staff**

- a) The aircraft maintenance review personnel is a person appointed by the aircraft operator or belonging to the maintenance organization who is authorized and granted with the Certificate of Maintenance Review by the aircraft operator and approved by the CAAV.
- b) The AMR Staff shall pass the type training course on the maintenance of the type of aircraft and on the maintenance procedures stated in the Maintenance Management Exposition (MME), the Maintenance Organization Exposition of the maintenance organization (MOPM) approved by the CAAV and such maintenance review staff shall meet the following conditions:
  - 1) Having been trained in accordance with Part 7 on the relevant type of aircraft;
  - 2) Having at least 5 years of practical experiences in the aircraft maintenance, among those years of experiences, there must be at least 2 years of direct maintenance work or maintenance supervision of the relevant type of aircraft, before the issuance of the certificate of maintenance review; or
- c) The signatory of the Certificate of Maintenance Review must be trained by the Operator for the following:
  - 1) The concepts on the approval of the airworthiness standards in accordance with the regulations of CAAV;
  - 2) The content and forms of the certificate of maintenance review and responsibility of the signatory of the certificate of maintenance review;
  - 3) The content and the procedures to complete the forms, job cards as required in the aircraft maintenance schedule applied to the related airplane;
  - 4) The organization chart of the system and the aircraft maintenance procedures, the relevant documents including in the organization exposition together with the requirements of the organization regarding the implementation of those procedures;
  - 5) The maintenance supporting systems related to the maintaining of the airworthiness of the aircraft such as: reliability program, defect control, damage control, maintenance control, engineering, training and approval, program to control the modifications;
  - 6) The forms used for the technical log of the aircraft, acceptable deferred defects in accordance with the MEL or the approved maintenance manuals;
  - 7) The forms used for the implementation of Airworthiness Directives / mandatory modifications as required by CAAV regarding the relevant type of aircraft.

**2.20.5.6      The person entitled to sign the Certificate of Maintenance Review shall only be allowed to sign such CMR when working with the VJC or maintenance organization that has a contract signed with the VJC to do the maintenance of the relevant type of aircraft.**

**2.20.5.7      Upon issuance of CMR audit report, the corrective action request and audit follow up shall be followed auditing procedure as per MME 3.1.5.9 and 3.1.5.10.**

**2.20.5.8      After TQA Manager accept corrective action request proposal for all discrepancies found during maintenance review, the AMR staff will sign on CMR Certificate (form TQAF033) as completion.**

**2.20.5.9      Copy of CMR certificate shall be provided to MW then transferred to MCC for placing onboard.**

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>CERTIFICATE OF MAINTENANCE REVIEW</b>	Page 2 - 84  Iss05/Rev05  28 Mar 2023
---	---	---

## 2.20.6 Archive

- a) The copy CMR shall be placed in essential folder in cockpit of aircraft until next CMR issuance.
- b) All CMR records will be kept in Coruson.
- c) CMR records shall be provided to CAAV regularly.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  <b>CONTRACTOR/ SUPPLIER EVALUATION AND CONTROL</b>	Page 2 - 85
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

## **2.21 CONTRACTOR/ SUPPLIER EVALUATION AND CONTROL**

### **2.21.1 Purpose**

To establish a policy with respect to Contractor, Supplier evaluation and to ensure that the standards of such organizations are consistent with the standards and requirements of CAAV and other relevant aviation authorities.

### **2.21.2 Scope**

This procedure covers the evaluation and acceptance/approval of Contractors, Supplier of tools, aircraft components, materials, parts and services, Calibration organization, Laboratory to support VJC maintenance activities.

### **2.21.3 Reference**

VAR 4.075(b); 12.223(b)(10); 12.225(b)

MNT 1.11.5. 1.11.9(i)

### **2.21.4 Policy**

- a) VJC uses only products and services provided from contractor/suppliers, who have been evaluated, approved and controlled according to this procedure, to ensure that products and services in accordance with applicable standards and regulations.
- b) If VJC uses engine or spare part of another AOC holder or uses the contractor for supplying engine service, spare part or maintenance services. The engine or spare part installed on VJC aircraft shall be maintained at an organization approved or accepted by CAAV.
- c) VJC may notify CAAV the list of approved suppliers, contractors when required.

### **2.21.5 Responsibility**

TQA Section, Technical Services, Planning, Supply Departments are responsible for the implementation and compliance with this procedure.

### **2.21.6 Procedures**

#### **2.21.6.1 General requirements**

- a) Contractor
  - 1) The contractor provides aircraft, engine, aircraft component maintenance services to VJC and shall be CAAV approved AMO
  - 2) Contractor who are also OEM and approved under FAA part 145, EASA part 145, UK CAA part 145 may provide maintenance services to VJC when they are accepted by the CAAV.
  - 3) When VJC has engine, component support program e.g. pooling, maintenance by the hour, the AMO provide maintenance services to the engine and components which will be provided and installed on VJC aircrafts shall be accepted by the CAAV.
  - 4) Contractor may supply material, components with EASA Form 1/ FAA 8130-3/ UK CAA Form 1/ TCCA - Form 1/ ANAC Form F-100-01/ CAAV Form 1 or other equivalent authorized release certificate accepted by the CAAV.
  - 5) TQA Manager will evaluate and approve the Contractor based on list of CAAV approved/accepted AMO.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>CONTRACTOR/ SUPPLIER EVALUATION AND CONTROL</b>	Page 2 - 86  Iss05/Rev05  28 Mar 2023
---	---	---

b) Supplier:

- 1) Supplier must have a quality system to control the quality they provide for VJC. It can accept ISO 9000 quality system certification, ASA100 certificate from vendor associations, quality system per the aviation requirements;
- 2) Parts-dealers, Distributors: Materials, components should be supplied with EASA Form 1/FAA 8130-3/ UK CAA Form 1/ TCCA - Form 1/ ANAC Form F-100-01/ CAAV Form 1 or other equivalent authorized release certificate accepted by the CAAV.
- 3) The candidate Supplier shall submit all applicable documents to TQA Manager directly or through Supply Department. TQA Section is responsible for carrying out evaluation and makes response to Supplier.

c) Other non-aircraft maintenance services

The contractors provide services such as tool calibration, DFDR/CVR read out, Laboratory/Institute services (e.g. analyze contamination of hydraulic/oil fluid, water ingredient, metal particles, etc.) shall have certificate of business registration that indicate operation scope and other equivalent approval.

TQA Manager shall approve such kind of contractors when satisfied requirements.

#### 2.21.6.2      *Initial Evaluation Procedure*

a) AMO direct approval by the CAAV

Technical Services, Planning or Supply Department shall notify TQAD relevant information of AMO in order to proceed evaluation and approval.

The TQAD shall provide application form and questionnaire to AMO. The AMO intends to become VJC approved contractor shall return the following documents:

- 1) Fulfilled and signed contractor Application And Evaluation Questionnaires form VJC-SSQA-F-103;

NOTE: The mentioned form shall continuously be revised by TQA to include and be in conformance IOSA Standard Manual ISARPs MNT Section 4.

2) In addition, other supporting documents:

- i. CAAV AMO approval certificate CAAV Operations Specification;
- ii. FAA/EASA part 145 approval certificate and Approval schedule/Ops Spec;
- iii. CAAV/EASA/FAA approved capability list;
- iv. Roster (certifying staff list);
- v. MOE/RSQCM;
- vi. Quality manual or equivalent document.

Base on submitted documents, TQA Manager shall do evaluation on the capabilities of that AMO to make sure that they meet VJC requirements.

- 3) On site audit of aircraft line and base maintenance AMO for initial approval shall be conducted by TQA after VJC sign maintenance contract.
- 4) When necessary, TQA Manager may perform on-site audit at the premise of the engine and component AMO.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  <b>CONTRACTOR/ SUPPLIER EVALUATION AND CONTROL</b>	Page 2 - 87
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

- 5) Upon satisfactory above requirements, TQA Manager will approve AMO as VJC's contractors then update to VJC Approved Contractor list.

b) OEM's AMO

In case of the OEM's AMO has not been approved by the CAAV but VJC need to use their maintenance services. The Technical Services, Planning or Supply Department shall request such AMO to provide FAA/EASA part 145 approval certificate and its Approval schedule/Ops Spec, approved Caplist, roster (Certifying staff list).

Such documents shall be reviewed by the TQAD and submitted to the CAAV for validation and acceptance of AMO.

c) AMO provide maintenance services under component pooling, maintenance by the hour contract

The AMO provide maintenance services to engine, components which will be provided and installed on VJC aircrafts under pooling, maintenance by the hour contracts shall be accepted by the CAAV.

The Technical Services, Planning or Supply Department shall request provider who has contract with VJC to provide list of his contracted AMO. Each AMO need to provide FAA/EASA part 145 approval certificate and its Approval schedule/Ops Spec, approved Caplist, roster (Certifying staff list).

Such documents shall be reviewed by the TQAD and submitted to the CAAV for validation and acceptance of AMO.

d) Contractor provide non-aircraft maintenance services

Technical Services, Planning or Supply Department shall notify TQAD relevant information of AMO in order to proceed evaluation and approval.

The TQAD shall provide application form and questionnaire to organization. They shall return the following documents:

- 1) Contractor Application And Evaluation Questionnaires form VJC-SSQA-F-103
- 2) In addition, other supporting documents:
  - i. Certificate of business registration that indicate operation scope of work
  - ii. ISO 9000 quality system certification when appropriate;
  - iii. Quality manual or other equivalent approval.

The TQA Manager shall evaluate the organization's capabilities. The initial evaluation is mainly based on documents submitted by organization

e) Supplier

- 1) The Organization intends to become VJC approved supplier shall send to VJC TQA Section the following documents:
  - i. Contractor Application And Evaluation Questionnaires form VJC-SSQA-F-103 for contractor;
  - ii. Supplier Application And Evaluation Questionnaires form VJC-SSQA-F-104 for supplier;
  - iii. Quality manual or equivalent manual;
  - iv. Other certifications: ISO 9000 quality system certification, ASA100 certificate or equivalent certification.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>CONTRACTOR/ SUPPLIER EVALUATION AND CONTROL</b>	Page 2 - 88  Iss05/Rev05  28 Mar 2023
---	---	---

- 2) The TQA Manager shall evaluate the organization's capabilities. The initial evaluation is mainly based on documents submitted by organization and/or the Contractor Self-Assessment.
- 3) When necessary, TQA Manager may perform on-site audit at the premise of the supplier.
- 4) VJC accepts below type of supplier without further assessment as per MME 2.21.6.2.e.1) to 2.21.6.2.e.3):
  - i. Aircraft and engine manufacturers;
  - ii. Tool & equipment manufacturers;
  - iii. Original manufacturers of components, materials and/or OEM's authorized dealers;
  - iv. Supplier to aircraft/ component manufacturers listed in one of the following documents:
    - Vendor Information Manual or Vendor Directory of manufacturer of aircraft, engine;
    - Illustrated Part Catalogue (IPC), Consumable Material List (CML), Component Maintenance Manual (CMM);
    - Structural Repair Manual (SRM); Aircraft Maintenance Manual (AMM);
    - Service Bulletin (SB) issued by manufacturer
    - Organization authorized by manufacturers of aircraft/ engine/component.

Supply Department or Tech Services Department or Planning Department shall provide evidences of status of above suppliers if required by TQAD.

#### 2.21.6.3 *Contractor/Supplier Audit (At the Premise of The Contractor/Supplier)*

- a) If necessary, the TQA Manager determines a Contractor/supplier audit at the premise of the Contractor/supplier. The lead auditor is appointed by the TQA Manager.
- b) The Audit Notice (Form VJC-SQA-F-003) is sent to organization. The audit will be performed follow the checklist prepared by auditors.
- c) Once Contractor audit finished, the lead auditor sends an Audit Report (form VJC-SQA-F-007) to the organization. The related Corrective Action Request (form VJC-SQA-F-008A) also provided to organisation.
- d) The Contractor must inform VJC TQA Section in written form and ensure that all non-conformities were corrected. The audit team may carry out on site verification if needed. The result of audit is notified to the TQA Manager.
- e) Refer MME Chapter 3.1 for detail of audit process.

#### 2.21.6.4 *Contractor/Supplier Approval and Certificate Issuance*

- a) TQA Manager will issue certificate of approval (Form TQAF038) to supplier.
- b) For the contractor, TQA does not issue approval certificate since it has been approved/accepted by CAAV. The Letter of acceptance (form TQAF023) shall be issued and provided to contractor as notification.
- c) The approved supplier list (form TQAF040) and approved contractor list (form TQAF041) shall be submitted to SQA Director and Accountable Manager for approval.

<b>vietjetAII.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>CONTRACTOR/ SUPPLIER EVALUATION AND CONTROL</b>	Page 2 - 89
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

- d) Approved contractor, supplier lists shall only be updated, amended and revised every month by the TQA Section. TSE, Planning, Supply Department shall be informed for any change in list. TQA registers approved contractor/supplier into AMOS.
- e) Approved Contractor/supplier list shall contain the following information:
  - 1) A register number assigned by TQA Section to each approved Contractor/Supplier.
  - 2) Name of each Contractor/supplier and its address.
  - 3) Type of Contractor.
  - 4) Certificate number assigned by the CAAV as applicable
  - 5) Limitation and expiry date of the Contractor/supplier approval.
  - 6) The expiry date for contractor is based on CAAV approval, and for supplier is based on its quality certificate but may not exceeds 36 months.

#### 2.21.6.5      *One-Off Approval*

In some special cases, such as aircraft end of lease, AOG situation, TQAM may evaluate to issue one-off approved for organization base on organization record submitted by Technical Services, Planning or Supply Department. This contractor/supplier is not list in Approval list. In any case, contractor shall be CAAV approved/ accepted AMO.

#### 2.21.6.6      *Renewal/Re-Approval*

The Technical Services, Planning or Supply Department should notify the Contractor/supplier of expired date one month before due date. The Contractor/supplier should send application to TQAD for renewal or re-approval.

##### a) Contractor

Refer paragraph 2.21.6.2.a) to d) above for process.

##### b) Supplier

Refer paragraph 2.21.6.2.e) above for process

#### 2.21.6.7      *Quality Monitoring*

- a) The Supply Department is responsible for acceptance/inspection of products and materials supplied by Contractor/Supplier in accordance with incoming inspection procedures.
- b) The Supply Department is responsible for creating a supply monitoring system. Discrepancies/rejection must be reported to TQA Section.
- c) MCC, MW, TSE, Planning, Supply shall monitor contractor's activities and report discrepancies to TQAD.
- d) Refer MME 3.6 for details information.

#### 2.21.6.8      *Cancellation*

- a) If Contractor violated supply in the contract, Technical Services, Planning or Supply Department should give a warning in written to that Contractor and inform to TQA Section.
- b) If Contractor violated supply and contract continuously without remedial actions or supply contract is violated severely such as: the quality is not conformity; delivery date

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>CONTRACTOR/ SUPPLIER EVALUATION AND CONTROL</b>	Page 2 - 90  Iss05/Rev05  28 Mar 2023
---	---	---

is delayed which cause damage to VJC maintenance activities, the Contractor is rejected. TQA Section should inform the Contractor of rejected reason.

- c) When contractor fails to fulfil the requirements, TQA Section will remove the contractor from the Approved Contractor List thus no further maintenance task can be contracted. The Approved Contracted List shall be revised and submitted to SQA Director, Accountable Manager for approval

#### 2.21.6.9      *Audit frequency*

Frequency of audit is based on annual audit plan.

#### 2.21.6.10     *Record*

- a) All documentation related to assessment and approval of contractor; supplier shall be retained in TQA Section.
- b) The list of all approved suppliers and contractors is kept on AMOS system and in the TQA office as back-up.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>AIRCRAFT IN-SERVICE INFORMATION REPORT</b>	Page 2 - 91
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

## **2.22 AIRCRAFT IN-SERVICE INFORMATION REPORT**

### **2.22.1 Purpose**

To establish procedure to provide CAAV a VJC's fleet in-service monthly report.

### **2.22.2 Scope of application**

This procedure applies for reporting of required information of VJC fleet

### **2.22.3 Reference**

VAR Part 12, Appendix 1 to 12.075

MNT 2.12.1

### **2.22.4 Responsibility**

- a) Technical Services, Planning Departments shall be responsible for providing of required data.
- b) Safety Manager is responsible for reporting of VJC fleet in-service information in monthly basis.

### **2.22.5 Procedure**

Technical Services, Planning Departments retrieve information and provide to Safety Manager before 15<sup>th</sup> day of each month. The required information are as follows:

- a) Total actual operating hours of each aircraft.
- b) The total number of planned maintenance task (Scheduled) and the total number of actual days of aircraft on ground to perform maintenance tasks on each aircraft that is on operation.
- c) The total number of unplanned maintenance task (Unscheduled) and the total number of actual days of aircraft on ground to perform maintenance tasks on each aircraft that is on operation.
- d) The total times and total days the aircraft is AOG for technical reasons on each aircraft
- e) Number of concessions extended maintenance period (Variation) applies to each aircraft that is in operation and equipment installed on that aircraft.

**NOTE:** TQA Section shall provide item e) above

Fleet monthly report must be prepared by Safety Manager and submit to CAAV before the 17<sup>th</sup> day of each month.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 92
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>AIRCRAFT IN-SERVICE INFORMATION REPORT</b>	Iss05/Rev01
		01 Sep 2021

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  <b>MAINTENANCE OF PBN (RNAV AND RNP) EQUIPMENT</b>	Page 2 - 93
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev03
		18 Jul 2022

## 2.23 MAINTENANCE OF PBN (RNAV AND RNP) EQUIPMENT

### 2.23.1 Purpose

To establish policy and procedure to maintain approval of PBN including RNAV 10, RNP-10, RNAV 5 (B-RNAV), RNP 4, RNAV-2, RNP 2, RNAV-1, RNP 1 and RNP APCH.

### 2.23.2 Scope of Application

- a) The aircraft used for PBN operations shall be maintained in accordance with the procedure as set forth by the manufacturer in the Aircraft Maintenance Manual (AMM) and VJC Maintenance Program.
- b) The VJC Maintenance Program provides the policies, procedures and documents used by VJC and its maintenance provider/line station handling company for the maintenance of aircraft for PBN operations.
- c) Compliance to this maintenance program ensures the continued level of performance and reliability of the corresponding airborne equipment/systems to maintain the aircraft qualification for PBN operations.

### 2.23.3 Aircraft Effectivity

Refer to the VJC Operation specification approved by CAAV for the PBN authorization and the list of VJC aircraft authorized for PBN operations.

### 2.23.4 Reference

CAAV AC 10-009, A320/A321/A330 FCOM, A320/A321/A330 MEL, A320/A321/A330 AFM.

### 2.23.5 Responsibility

- a) Technical Services Department: Ensuring that the VJC aircraft meet the requirements, equipment configuration and maintenance to remain in compliance with PBN operation standards.
- b) Maintenance Control Centre: Ensuring that aircraft MEL application is consistent with PBN operation standards.
- c) Safety Security and Quality Assurance: Testing and assessing the procedures implementation through annual maintenance testing and safety-quality evaluation program.
- d) Reliability Department is responsible for assessing and reporting the reliability of the systems related PBN equipment.
- e) Technical Training Department is responsible for development training syllabus and providing of training to engineering staff and contracted maintenance certifying staff.
- f) TQA Manager is responsible for approval of training syllabus and instructors.

### 2.23.6 Introduction

The continuous development of airspace led to increasing the aircraft density, so it is necessary to optimize space. To achieve this by upgrading the space controlling management system, using advanced technology in connection, navigation and observation. Performance Based Navigation (PBN) is a new navigation technology, which improves the accuracy of navigation, optimizes air space, and increase the density of aircraft in a fixed space. This method guides the navigation equipment on aircraft maximally. PBN includes area navigation (RNAV) and required navigation performance (RNP), in which:

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>MAINTENANCE OF PBN (RNAV AND RNP) EQUIPMENT</b>	Page 2 - 94 Iss05/Rev03 18 Jul 2022
---	---	---

- a) Method: Area Navigation (RNAV): can be defined as a method of navigation that permits aircraft operation on any desired course within the coverage of station-referenced navigation signals or within the limits of a self-contained system capability, or a combination of these.
- b) Method: Required Navigation Performance (RNP) a navigation specification that includes a requirement for on-board navigation performance monitoring and alerting is referred to as an RNP specification
- c) The RNP types: The expression 'X' (where stated) refers to the lateral navigation accuracy in nautical miles, which is expected to be achieved at least 95% of the flight time by the population of aircraft operating within the airspace, route or procedure.

### 2.23.7 System Description

- a) RNAV/ RNP Equipment list for VietJet aircraft fleet are listed in the following table:
  - 1) Required RNAV 10 / RNP 10 and RNAV 5 equipment:

AIRCRAFT TYPE	A320/A321/A330
<b>PBN:</b>	
<b>RNAV 10 / RNP 10 and RNAV 5 (B-RNAV)</b>	
RNAV 5 (B-RNAV)	RNAV 10 / RNP 10
1 FMGC	2 FMGCs
1 MCDU	2 MCDUs
1 GPS or 01 DME to update the FM position	1 GPS if the flight time outside radio navaid coverage is longer than: - 6.2 hr from the time of IRS ground alignment. - 5.7 hr from the time of the last FM position update.
1 IRS	2 IRS
2 NDs (the temporary display of ND information via the PFD switch is permitted on one side)	2 NDs (the temporary display of ND information via the PFD switch is permitted on one side)

- 2) Required RNAV 1 and RNP 1 equipment:

<b>AIRCRAFT TYPE</b>		<b>A320/A321/A330</b>
<b>PBN: RNAV 1 (P-RNAV) and RNP 1</b>		
<b>Minimum Equipment Requirements</b>		
<b>RNAV 1</b>		<b>RNP 1</b>
1 FMGC		1 FMGC
1 MCDU		1 MCDU
1 GPS or 1 DME to update the FM position		1 GPS
2 IRS		2 IRS
1 FD in NAV mode		1 FD in NAV mode
2 NDs (the temporary display of ND information via the PFD/ND switch is permitted on PM side)		2 NDs (the temporary display of ND information via the PFD/ND switch is permitted on PM side)

- 3) Required RNAV 2 and RNP 2 equipment:

<b>AIRCRAFT TYPE</b>		<b>A320/A321/A330</b>
<b>PBN: RNAV 2 (P-RNAV) and RNP 2</b>		
<b>Minimum Equipment Requirements</b>		
<b>RNAV 2</b>	<b>RNP 2 IN DOMESTIC AREA</b>	<b>RNP 2 IN OCEANIC AND REMOTE CONTINENTAL AREA</b>
1 FMGC	1 FMGC	2 FMGC (or one FMGC and one BACK UP NAV)
1 MCDU	1 MCDU	2 MCDU
1 GPS or 1 DME to update the FM position	1 GPS	1 GPS
2 IRS	2 IRS	2 IRS
1 FD in NAV mode	-	-
2 NDs the temporary display of ND information via the PFD/ND switch is permitted on PM side)	2 NDs (the temporary display of ND information via the PFD/ND switch is permitted on PM side)	2 NDs (the temporary display of ND information via the PFD/ND switch is permitted on PM side)

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>MAINTENANCE OF PBN (RNAV AND RNP) EQUIPMENT</b>	Page 2 - 96 Iss05/Rev03 18 Jul 2022
---	---	---

- 4) Required RNP 4 equipment:

AIRCRAFT TYPE	A320/A321/A330
<b>PBN:</b>	<b>RNP 4</b>
<b>Minimum Equipment Requirements</b>	
2 FMGC (or one FMGEC and one BACK UP NAV)	
2 MCDU	
2 IRS	
1 GPS	
2 NDs (the temporary display of ND information via the PFD/ND switch is permitted on PM side)	

- 5) Required RNP APCH equipment:

AIRCRAFT TYPE	A320/A321/A330
<b>PBN:</b>	<b>RNP APCH or RNAV(GNSS) or RNAV(GPS)</b>
<b>Minimum Equipment Requirements</b>	
1 FMGC	
1 GPS	
1 MCDU	
2 IRS	
1 FD	
1 PFD on the PF side	
2 NDs (the temporary display of ND information via the PFD/ND switch is permitted on the PM side)	
2 FCU channels	

- b) The list of minimum equipment list for dispatch (MEL):

To meet the requirements of PBN operation, the MEL specifies the PBN equipment or system that must be operational.

To ensure the reliability requirements of PBN systems and the level of importance and reliability of RNP systems are mentioned in the document MEL. VJC's A320/A321/A330 MEL has been fully updated in regards to items relevant to PBN.

## 2.23.8 PBN Maintenance Program

- a) Airbus aircraft do not require special maintenance for PBN RNP (RNAV) equipment

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>MAINTENANCE OF PBN (RNAV AND RNP) EQUIPMENT</b>	Page 2 - 97
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev03
		18 Jul 2022

- b) The equipment related to this program is maintained by the frequency and standard scope of the manufacturer using the approved AMP (MPD).

#### **2.23.9 Equipment Management / Configuration**

- a) The relevant equipment: navigational equipment, including the VOR receiver, DME, GPS, FMC, IRS and MCDU.
- b) To maintain high reliability, the equipment installed on the aircraft must comply with the IPC (PBN eligible).
- c) Technical Services, Planning Departments monitors AD/SBs and other documents from manufacturers related to PBN operation and accordingly modifies PBN maintenance program if applicable. Technical Services, Planning Departments also need to timely update PBN maintenance procedure and inform these modifications to Flight Operations Division, Supply Department, Technical Quality Assurance Department, Flight Ops Division and contracted maintenance organizations.

#### **2.23.10 Equipment Inspection and Quality Monitoring**

The devices and tools used to maintain the related system RNP must satisfy:

- a) Use only test equipment as specified in approved manuals.
- b) The test equipment must be calibrated periodically.
- c) Periodic calibration in accordance with manufactures recommendations.
- d) Compliance with the technical process.

#### **2.23.11 Requirements for Maintenance Training PBN**

- a) The technical staff must be trained in PBN maintenance, including initial training and continuation training.
- b) PBN training program is approved by CAAV during application for PBN operation approval.

#### **2.23.12 Maintenance Procedures**

Contracted maintenance is responsible for ensuring:

- a) Control of maintenance PBN - RNP (RNAV) Procedures:
  - 1) Check the status of PBN - RNP (RNAV) before aircraft are in operation, including:
    - Reports from pilots about failing equipment and PBN - RNP (RNAV) systems;
    - Aircraft has no PBN - RNP (RNAV) related problems and any related defects are closed;
  - 2) Control / monitor the status of the systems PBN - RNP (RNAV) of the aircraft:

Based on the criteria set out in the document MEL, FCOM / OM/ QRH. Certifying staff approved to coordinate flight crew and responsible for determining if the aircraft can be operated or not- operated in next flight for PBN - RNP (RNAV) operations.

#### **2.23.13 Downgrade of PBN**

PBN - RNP (RNAV) Navigation System defect that cannot be corrected before aircraft dispatch

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>MAINTENANCE OF PBN (RNAV AND RNP) EQUIPMENT</b>	Page 2 - 98 Iss05/Rev03 18 Jul 2022
---	---	---

- a) Add the phrase “NON PBN - RNP (RNAV) OPERATION” in the ACTION TAKEN column of the Technical Log after statement about defect rectification;
- b) Raise an ADD and open a NTC as per normal procedure, adding the phrase that “NON PBN - RNP (RNAV) OPERATION”; circle YES in the “OPS LIMIT” box in the ADD log;

Note:

The above “**PBN - RNP (RNAV)**” can be RNAV 10 / RNP 10 or/and RNAV 5 (B-RNAV) or/and RNP 4 or/and RNAV 2 (P-RNAV) or/and RNP 2 or/and RNAV 1 (P-RNAV) or/and RNP 1 or/and RNP APCH.

- c) Brief Flight Crew of any possible performance limitations.
- d) CRS should immediately notify MCC of the defect and PBN – RNP (RNAV) downgrade;
- e) MCC should then immediately notify MW of the PBN - RNP (RNAV) downgrade and what MEL has been applied.
- f) Subsequently MW shall inform OMC about this PBN status to coordinate operation.

#### 2.23.14 Upgrade of PBN System

When PBN - RNP (RNAV) related defect has been corrected and the aircraft can be verified to return PBN operations for the next flight:

- a) CRS should clear the MEL defect and make a clear statement "**A/C RETURN TO PBN - RNP (RNAV)**" in Technical Log to inform Flight Crew or Maintenance Personnel;  
Note: The above “PBN - RNP (RNAV)” can be RNAV 10 / RNP 10 or/and RNAV 5 (B-RNAV) or/and RNP 4 or/and RNAV 2 (P-RNAV) or/and RNP 2 or/and RNAV 1 (P-RNAV) or/and RNP 1 or/and RNP APCH.
- b) Clear related NTC;
- c) CRS should immediately inform MCC of MEL rectification and RNP status.
- d) MCC should then immediately notify MW of the PBN - RNP (RNAV) upgrade.
- e) Subsequently MW shall inform OMC about this PBN status to coordinate operation.

### 2.23.15 RNP (RNAV) Maintenance Training Course

Title	Required Navigation Performance
<b>Description</b>	This course is designed to provide the knowledge of RNP (RNAV) requirement for aircraft maintenance personnel
<b>Objectives</b>	Upon completion of the course, the trainee will be able to have knowledge of RNP(RNAV) requirement
<b>Duration</b>	<ul style="list-style-type: none"> <li>• Initial Training (est.): 6 hours</li> <li>• Recurrent training (est.): 3.5 hours.</li> </ul>

Refer to AC 10-009, paragraph 5.3.1, the course content should include the following subjects:

No.	Description	Duration (hour) for initial training	Duration (hour) for recurrent training	Reference Documents
1	Operational concepts, Aircraft types and systems affected, including specific aircraft Systems	2.0	1	MME 2.23.6, MME 2.23.7, MME 2.23.9
2	Manual or technical reference availability and use	0.25	0.125	AMM, MEL, MME, LMM
3	Tools or test equipment to be used	0.25	0.125	MME 2.23.10
4	Quality control	0.25	0.125	MME 2.23.9, MME 2.23.10
5	Methods for testing and return to service	0.75	0.375	MME 2.23.12
6	Minimum Equipment List (MEL) application and signed off required	0.25	0.125	MME 2.23.7, MME 2.23.12, MME 2.23.13, MME 2.23.14
7	General information about where to get technical assistance as necessary coordination with other organization within VJC	0.25	0.125	MME 2.23.5 MME 2.23.13, MME 2.23.14
8	Procedures for the use of outside vendors or vendor's parts	0.25	0.125	MME 2.21

<b>vietjetAir.com</b>  <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  <b>MAINTENANCE OF PBN (RNAV AND RNP) EQUIPMENT</b>	Page 2 - 100
		Iss05/Rev03
		18 Jul 2022

9	Procedures to ensure tracking and control of components that are “swapped” between systems for trouble shooting when systems discrepancies cannot be duplicated.	0.25	0.125	MME 1.6.7 LMM 2.22
10	Procedures to assess, track, and control the accomplishment of changes to components or systems pertinent to PBN (AD, SB...)	0.25	0.125	MME 2.23.9
11	Procedures to record and report PBN operation(s) that are discontinued/ interrupted because of system(s) malfunction.	0.25	0.125	MME 2.23.12 MME 2.23.13 MME 2.23.14
12	Procedures to install, evaluate, control, and test system and component software changes, updates, or periodic updates.	0.5	0.25	AMM including NAV DATABASE UPDATE, IPC
13	Procedures related to the MEL remarks section use which identify PBN related systems and components, specifying limitations, upgrading and downgrading.	0.25	0.125	VJC MEL
14	Procedures for identifying PBN related components and systems as “RII” items, to provide quality assurance whether performed in house or by contract vendors.	0.25	0.125	MME 2.24
15	Case study	N/A	0.5	VJC maintenance activities
	<b>Total time</b>	<b>6 hours</b>	<b>3.5 hours</b>	
Prepared by:		Date:		
Approved by:		Date:		

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>MAINTENANCE OF PBN (RNAV AND RNP) EQUIPMENT</b>	Page 2 - 101 Iss05/Rev03 18 Jul 2022
---	---	--

- a) The training material shall be reviewed and approved by Technical Training Manager, and the training syllabus shall be reviewed and approved by TQA Manager.
- b) The VJC operator and contracted maintenance organizations have to conduct initial and recurrent trainings (according to VJC training policy) for maintenance or engineering staff who works directly or indirectly on aircraft such as TSE, maintenance planners, maintenance watch staff, mechanics, certifying staff, MCC staff, maintenance inspectors, quality control staff, quality assurance staff, reliability staff, store inspectors and store controllers.
- c) The continuation training shall be given annually to involved person.
- d) The training method can be classroom or online training. Classroom training shall be conducted by authorized instructor.
- e) Attendant records shall be kept by Technical training manager for control and monitoring training status of involved personnel.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 102
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>MAINTENANCE OF PBN (RNAV AND RNP) EQUIPMENT</b>	Iss05/Rev03
		18 Jul 2022

INTENTIONAL BLANK PAGE

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>DUPLICATE INSPECTION</b>	Page 2 - 103 Iss05/Rev03 18 Jul 2022
---	--	--

## 2.24 DUPLICATE INSPECTION

### 2.24.1 Purpose

To establish the requirements for conducting Duplicate Inspections of Required Inspection Item (RII) on aircraft control systems that have been disturbed.

To establish the requirements for certifying staff who conduct inspection of RII on VJC aircraft.

### 2.24.2 Scope

This procedure applies to all maintenance activities on VJC aircraft in both line and base maintenance.

### 2.24.3 Reference

VAR 12.255, Appendix 1 to 12.227(a) (18), AC 05-002.

### 2.24.4 Responsibility

The Technical Services, Planning Departments, contracted maintenance organization and certifying staff are responsible for compliance with the requirements in this procedure.

### 2.24.5 Procedure

#### 2.24.5.1 *Principle*

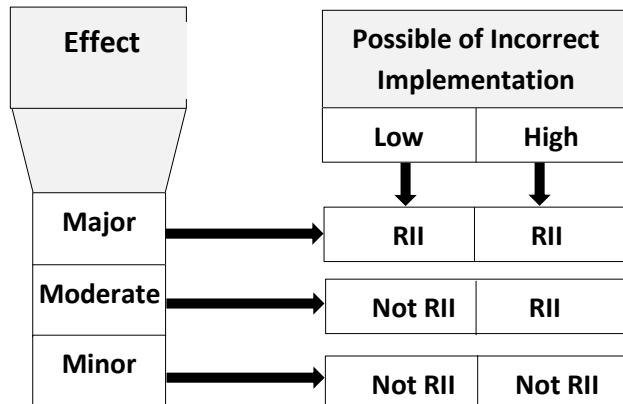
Reference: Appendix 1 to 12.227(a)(18)(ii)

- a) In order to ensure the maintenance quality, quality inspections shall be carried out for all maintenance performed on aircraft and aircraft components. It is generally sufficient when the person who has performed the work checks on his/her own to ensure that the work conforms to the requirements.
- b) For certain work, a duplicate inspection (also called as second inspection) is also required. This shall be carried out, during individual work step or when the work is completed, by another person who has the inspection authorization. The task that requires compulsory duplicate inspection is defined as Required Inspection Item (RII).
- c) Required Inspection Item (RII) is maintenance task upon completion shall be inspected and certified by an appropriately authorized engineer and not directly performed the tasks. Maintenance tasks required duplicate inspection include maintenance if not performed properly or if improper parts or materials are used could result in endangering the safe operations of the aircraft.
- d) Previous experience of maintenance errors and/ or information arising from an "Occurrence Report System" are taken into account and evaluated as RII.

#### 2.24.5.2 *Establishment of Required Inspection Item (RII)*

- a) All the maintenance tasks of the aircraft operated by VJC shall be individually assessed according to the following criteria in order to determine the applicability of RII:
  - 1) The effect of incorrect implementation/non-implementation on the airworthiness and operation of the aircraft.
  - 2) The possibility of incorrect implementation.
- b) The effects shall be classified as follows:

- 1) Minor effects - minor to moderate damage or subsequent damage with corresponding operational faults.
- 2) Moderate effects - major damage, subsequent damage or serious operational effects such as aborted take-off.
- 3) Major effect -the defect that can cause an accident or endanger life, or, loss of airworthiness because an aviation authority requirement was not implemented.
- c) The following factors shall be taken into account when assessing the possibility of incorrect implementation of work. If none of these conditions apply, then the possibility of incorrect implementation is low:
  - 1) Qualification - a qualified employee is working at the limits of his qualification.
  - 2) Tools and Equipment - tools and equipment are difficult to handle and using.
  - 3) Implementation of the work - the work is complex, and has to be performed in poorly accessible areas or with tight tolerances.
  - 4) Materials - the material used is difficult to process or handle.
- d) The diagram below shows how the individual assessments are analyzed jointly in order to determine the RII applicability in accordance with the criteria described in this section



- e) In addition, all working steps of AD shall be evaluated per above diagram. The most critical working task(s) in each related Engineering Order (EO), Structure Repair Order (SRO) must also be assigned as RII.

#### 2.24.5.3 Control of RII

- a) Scheduled maintenance
  - 1) The VJC's Aircraft Maintenance Program (AMP) for each aircraft type operated by VJC contains a list of RII for schedule maintenance tasks.
  - 2) The maintenance Task Card (TC) shall be identified "DUPL.INSP" for the RII scheduled maintenance task.
  - 3) When preparing the EO, SRO the Tech service engineer shall determine the RII applicability in accordance with the RII List and assessment as per 2.24.5.2 and make a note "Required Duplicate Inspection" in related individual maintenance work step.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>DUPLICATE INSPECTION</b>	Page 2 - 105 Iss05/Rev03 18 Jul 2022
---	--	--

- 4) The Work Order (WO) shall be identified "Dupl. Insp" if there is a requirement for duplicate inspection in related TC, EO.
  - 5) List of RII tasks shall be prepared by Planning and kept together in work package in order to facilitate arrangement of appropriate manpower to perform duplicate inspection.
  - 6) The WO, TC, EO shall be reviewed by the contracted AMO in order to ensure that the RII task required second inspection have been appropriately distinguished and identified.
  - b) Non-routine maintenance
    - 1) RII list also provide a ready RII reference for the non-routine maintenance tasks that require duplicate inspection by authorized staff. The discrepancies shall be recorded in Technical log book or Non-routine card and reviewed to determine the RII applicability in accordance with the RII List before any corrective action is taken.
    - 2) The assessment describes in paragraph 2.24.5.2 shall be considered for item is not in RII List.
    - 3) Contracted AMO may have its procedures that exceed VJC requirements but the requirements listed in this procedure are considered as a minimum.
  - c) Other requirements
 

In the case a task is not identified as RII, and approved maintenance data or authority requires specific actions (e.g. verification action, visual inspection before close up...) that need second inspection, said requirements shall be complied with.
- 2.24.5.4      *Requirement for RII staff***
- a) Reference: VAR part 12.255(a)(b)(d), Appendix 1 to 12.227(a)(18)(iii)(x)
  - b) The authorized staff who conduct duplicate inspection of RII shall meet the following conditions:
    - 1) Be a certifying staff B1, B2.
    - 2) Been trained VJC duplicate inspection (RII) procedure.
  - c) It shall be the responsibility of each authorized staff to be familiar with the current RII List, the scope of his inspection authority and responsibility and shall be conversant with RII policies and procedures.
  - d) The authorized staff performing inspection of RII task on VJC aircraft shall be authorized by the VJC Technical Quality Assurance Manager or his designated person via Form VJC-SSQA-F-105 (for Line Contracted AMO) or Form VJC-SSQA-F-106 (for Base Contracted AMO). The contracted AMO shall maintain a roster that list its certifying staff, RII inspectors. Overall, contracted AMO shall monitor, control and maintain such list which basically contains: name of authorized personnel, stamp number and/or signature, authorization/limitation regarding the RII list and type of aircraft or work involved.
  - e) This listing shall be made available for inspection by the CAAV on request.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>DUPLICATE INSPECTION</b>	Page 2 - 106 Iss05/Rev03 18 Jul 2022
---	--	--

#### 2.24.5.5 *Performing*

Reference VAR Part 12.255.(c); Appendix 1 to 12.227.(a)(18)(iii).(iv).(v).(vii)

- a) The RII task shall be performed by a certifying staff, and inspected by an authorized staff. The inspection performed by an authorized staff shall be in compliance with his/her category of specialty (aircraft, power plant, avionics, etc.).

**NOTE:** No person may perform a second inspection if he performed the item of work required to be inspected.

- b) Inspection method described in RII list shall be applied for respective tasks by authorized staff.
- c) If an authorized staff finds an unsatisfactory result of an RII task, he/she shall not sign off the task. After appropriate action has been taken to correct the discrepancy, the task shall be re-inspected and signed off by authorized staff (buy-back procedure).

Refer paragraph 2.24.5.6.d) for details.

- d) In the case the inspection of RII tasks which are not completed, as a result of shift changes or similar work interruptions shall be handled in accordance with the contracted AMO approved handover procedures to ensure that said work are properly monitored and completed before the aircraft is released to service.

#### 2.24.5.6 *Sign Off*

- a) The RII task shall contain two certifications; one from a certifying staff who performed the work, and another from an authorized staff who performed the second inspection. The certification consists of signature and stamp (writing of authorization number can be used instead of stamp).

- b) Defect rectification, inspection, replacement related to RII task during line maintenance shall be recorded and signed off in Technical log book. Second inspection shall be also signed off in the aircraft Technical Log and has a cross-reference to the work performed to assist in the traceability of the performed task and second inspection, and to prevent any ambiguity.

1) A maintenance entry "REFER ITEM XX OF TLP YYYYYY, DUPLICATE INSPECTION REQUIRED" shall be recorded for the second inspection in "DEFECT" block of Technical log.

2) The statement "SECOND INSPECTION CARRIED OUT" shall be annotated in "ACTION TAKEN" block of Technical log upon completed second inspection.

- c) For scheduled maintenance, worksheets e.g. WO, EO, TC, NRC are required for second inspection certification. Second inspection certification in Technical log is not required for individual scheduled TC. Where individual work steps in worksheet that required second inspection, said work steps are required two certifications.

- d) If an authorized staff assigned to perform an inspection is not satisfied that the work has been performed or completed properly, he/she shall:

1) Request for rework the appropriate maintenance steps to correct discrepancy. Work is not allowed to proceed to the next step until the previous step is satisfactorily performed.

2) Re-inspect (buy back) the appropriate maintenance steps and sign off when satisfied.

The AMO buy back procedure will be utilised in this circumstance.

<b>vietjetAII.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  <b>DUPLICATE INSPECTION</b>	Page 2 - 107
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev03
		18 Jul 2022

#### 2.24.5.7 RII List (aircraft type specified)

Reference Appendix 1 to 12.227(a)(18)(ii)

The table below is list of RII for A320/A321/A330. For the maintenance tasks that are not included in the list, make assessment based on criteria described in 2.24.5.2.

This list shall be accessibility and visibility to all maintenance personnel of contracted AMO.

<b>ATA</b>	<b>RII</b>	<b>Method of inspection required</b>
<b>All</b>	Tasks or work steps are required second inspection called out by approved data (e.g. AMM), EO, SRO.	Perform as specified in maintenance data
<b>All</b>	Any major modification and major repair of any part of aircraft. 1. All working steps shall be assessed per paragraph 2.24.5.2.d).	Perform as specified in worksheet.
<b>08</b>	<b>Leveling and weighing</b>	
	Aircraft weighing and balance.	Verify scale reading, computations.
<b>12</b>	<b>Servicing</b>	
	Engine Air Turbine Starter (ATS) 1. Oil replenishment	Witness added quantity of oil.
	Engine Air Turbine Starter (ATS) 1. Drain and replenish oil.	Witness drained quantity of oil.
<b>25</b>	<b>Equipment and furnishing</b>	
	Evacuation Slide/ slide raft 1. Slide/ slide raft removal/installation, girt bar removal/installation.	Verify for proper installation, reconnection and/or rigging. Verify all maintenance safety pins/locks are in place prior to removal
<b>26</b>	<b>Fire protection</b>	
	Installation of fire extinguishing bottles: 1. Engine 2. APU 3. Cargo	Verify for proper installation, reconnection of all interface connectors. Witness applicable tests.

<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>DUPLICATE INSPECTION</b>	Page 2 - 108
		Iss05/Rev03
		18 Jul 2022

<b>27</b>	<b>Flight control</b>	
	Aileron system: 1. Aileron servo control installation. 2. Aileron surface replacement installation/adjustment.	Y
	Spoiler system: 1. Spoiler servo controls installation. 2. Spoiler surface replacement installation/adjustment.	Y
	Flap/Slat system: 1. Any disturbance, installation of the flap/slat transmission including: - Gearboxes, Bearing Assemblies, Torque Shafts, Actuator/Lever Assemblies and Torque Limiters. - Flap Carriages, Slat Tracks and Guide Roller Assemblies 2. Flap/Slat surface installation/ adjustment. 3. Power Control Unit (PCU) and attached LRU's e.g. Hydraulic Motor, Valve Block, Pressure-off Brake installation. 4. Feedback Position Pick-off Unit (FPPU) installation. 5. Flap/Slat Control Lever, Command Sensor Unit (CSU) installation. 6. Interconnecting Strut installation. 7. Wing Tip Brakes installation. 8. Asymmetry Position Pick-off Unit (APPU) Connector installation.	Y
	Trimmable Horizontal Stabilizer (THS) system: 1. Any disturbance, installation of the THS mechanical control system. 2. THS surface installation/ adjustment. 3. THS Actuator or attached LRU's e.g. Actuator, Motor, Pressure-off Brake, Pitch Trim Actuator installation.	Y
	Elevator system: 1. Elevator servo control installation. 2. Elevator surface installation/adjustment.	Y
	Rudder system: 1. Any disturbance, installation of the mechanical control system 2. Rudder servo control installation. 3. Rudder trim actuator installation. 4. Rudder yaw damper servo actuator installation. 5. Rudder surface installation/ adjustment.	Y

<b>28</b>	<b>Fuel system</b>	
	Closing of Fuel tank plates/ panels. (including tank internal cleaning check)	Y
<b>32</b>	<b>Landing gear</b>	
	Installation, rigging, adjustment: 1. Leg Assembly Replacement. 2. Shock Absorber Replacement. 3. Side Stay. 4. Lock Stay. 5. Lock Stay Actuator. 6. Retract Actuator. 7. Uplock Boxes. 8. Torque Link Assembly. 9. Doors. 10. Landing Gear Control Lever. 11. Landing Gear Selector Valve. 12. Landing Gear Door Actuators.	Y
<b>34</b>	<b>Navigation</b>	
	1. Reconnect Pitot probe 1 and 2 2. Reconnect Pitot probe 1 and 3 3. Reconnect Pitot probe 2 and 3	Witness for proper reconnection of quick-disconnect coupling connections.
<b>49</b>	<b>APU</b>	
	Installation of APU: 1. Mount brackets 2. Mount nuts	Witness for proper torques of APU mount brackets and mount nuts.
<b>56</b>	<b>Windows</b>	
	Installation of windows: 1. Windshield 2. Fixed side window 3. Slide window panel	Witness for proper screws installation and torque sequence.
<b>71</b>	<b>Power plant</b>	
	Power plant installation: 1. Engine Mount Bolt torque	Witness for proper torques of engine mount bolts.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  <b>DUPLICATE INSPECTION</b>	Page 2 - 110
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev03
		18 Jul 2022

<b>72</b>	<b>Engine</b>	
	Installation of borescope port plugs	Witness for proper installation and torques of borescope plugs.
	Installation of handcranking pad cover	Witness for proper installation and torques of bolts.
	Installation of fan blades	Witness for proper installation of blades.
<b>73</b>	<b>Engine fuel and control</b>	
	1. Installation of engine Electronic Control Unit (ECU) 2. Installation of Hydromechanical Unit (HMU) 3. Installation of engine Fuel Pump.	Y

“Y” The following method shall be used to carry out inspection, as appropriate:

- a) Verify for proper installation, reconnection, safety/locking of all interface connectors/devices.
- b) Witness the torques.
- c) Witness applicable tests.
- d) Verify before close up to ensure there is no leak (where applicable) and FOD in extent of disturbance area (where applicable).
- e) Check software version, P/N, compatibility.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ALL WEATHER OPERATION MAINTENANCE CONTROL PROCEDURE</b>	Page 2 - 111
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev04
		21 Nov 2022

## 2.25 ALL WEATHER OPERATION MAINTENANCE CONTROL PROCEDURE

### 2.25.1 Background

Although CAT II represents a significant investment for an airline, it is the most effective way in which an airline can maintain its schedule throughout the year without any diversions due to the bad weather. This results in lower costs incurred by otherwise expensive diversions and passenger compensation, as well as preventing degradation of the airline's image.

### 2.25.2 Purpose

This procedure helps VJC follow the regulations set by CAAV in order to certify that its aircrafts are eligible for CAT II operation. This ensures that the aircraft can land in low visibility condition with a safety level as in normal conditions.

### 2.25.3 Scope of application

This maintenance procedure is applied for A320/A321/A330 VJC fleet.

### 2.25.4 Aircraft Effectivity

Refer to the VJC Operation specification approved by CAAV for the CAT II authorization and the list of VJC aircraft authorized for CAT II operations.

### 2.25.5 Reference

- a) VAR Part 6.047
- b) CAAV AC 10-010 AWO
- c) AIRBUS Getting Grips to CAT II / CAT III operation
- d) A320/A321/A330 FCOM
- e) A320/A321/A330 AFM

**Table 1:**

The Table indicates CAT II/III maintenance procedure complies with the respective CAAV AC 10-010 requirements.

No	AC 10-010	Description	MME
1	4.1	Airworthiness Demonstrations	2.25.7
2	4.2	Continuing Airworthiness / Maintenance	2.25.8
3	4.2.1	Maintenance Program	2.25.8
4	4.2.2	Maintenance Program Provision	2.25.8
5	4.2.2(D)(1)	Maintenance Procedure	2.25.9
6	4.2.2(D)(2)	Maintenance Program – Update Procedure	2.25.8.1
7	4.2.2(D)(3)	Responsibility	2.25.6
8	4.2.2(D)(4)	Contracted Maintenance Organization Responsibility	2.25.6
9	4.2.2(D)(5)	Aircraft Configuration Assessment	2.25.7
10	4.2.2(D)(6)	Technical Modification Pursuant To Configuration Requirements	2.25.7.2

<b>vietjetAir.com</b>  MAINTENANCE MANAGEMENT EXPOSITION	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>  ALL WEATHER OPERATION MAINTENANCE CONTROL PROCEDURE	Page 2 - 112
		Iss05/Rev04
		21 Nov 2022

11	4.2.2(D)(7)	Technical Log Entry	2.25.9
12	4.2.2(D)(8)	Defect Report	2.25.9
13	4.2.2(D)(9),(10)	Reliability Program	2.25.14
14	4.2.2(D)(11),(12),(13)	CAT II/III Operation Status	2.25.10
15	4.2.2(D)(14)	CAT II/III Ability Verification After Maintenance Check	2.25.9.1
16	4.2.2(D)(16)	Period Autoland Performance	2.25.15
17	4.3	Training Program	2.25.12
18	4.4	Testing Equipment	2.25.13
19	4.5	Maintenance Certifying	2.25.12
20	4.6	Periodic Aircraft System Assessment	2.25.9
21	4.7	Reliability Program and Quality Control	2.25.14
22	4.8	Configuration Monitoring / System Modification	2.25.7
23	4.9	Document storing	2.25.15

## 2.25.6 Responsibility

- a) Engineering Director is responsible for compliance with all requirements of the CAT II maintenance program.
- b) Technical Training Manager shall be responsible for:
  - 1) Establishing the training syllabus that meets CAAV requirements relating to CAT II maintenance;
  - 2) Giving CAT III maintenance training to the contracted AMO, contracted involved Partner and involved staff within VJC.
- c) TQA Manager is responsible for:
  - 1) Ensuring the compliance with CAT II requirements set in this MME and the relevant VAR;
  - 2) Approval for training syllabus and instructors
- d) Reliability Manager is responsible for developing the reliability program that is covered the CAT II maintenance program to monitor, track and control the CAT II/III operation status of the VJC aircraft;
- e) Technical Services, Planning Managers are responsible for:
  - 1) Creating the CAT II Maintenance procedures necessary to ensure continued airworthiness relative to low visibility operations;
  - 2) Contacting the manufacturer if necessary;
  - 3) Evaluating the modification related to CAT II operation;
  - 4) Monitoring technical alerts from reliability program;
  - 5) Setting up and distributing CAT II maintenance documents;
  - 6) Providing technical documents updates.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ALL WEATHER OPERATION MAINTENANCE CONTROL PROCEDURE</b>	Page 2 - 113
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev04
		21 Nov 2022

- f) MCC, MW is responsible for co-ordinating with Operation Manager for CAT II capability of the aircraft.
- g) Contracted Maintenance Organization is responsible for compliance with the maintenance procedures set in MME.
- h) FOE Manager is responsible for:
  - 1) Setting up, modifying and controlling MEL;
  - 2) By working with flight crew, Flight Operations Division is responsible for making sure auto landing performed with satisfactory low visibility system operational use;
  - 3) Informing Technical and Maintenance Division about AFM, MEL document update.
  - 4) Sending (via fax, email) of the Autoland Report Form to the Operation Management Center, Flight crew Division and Technical Department to review and analyze the reliability.

## 2.25.7 Configuration of VJC A320/A321/A330 Fleet

### 2.25.7.1 *The current configuration of VJC operated A320/A321/A330*

On all Airbus A320/A321/A330 aircraft CAT II/III are inherent functions of the basic design standard of the aircraft. Therefore, related tasks are covered by the respective maintenance program (by ATA chapter) in MPD that VJC AMP is strictly followed. However, VJC should comply with the supplemental CAAV requirements when applicable.

### 2.25.7.2 *Configuration Monitoring and Modification*

- a) All aircraft equipment and systems related to CAT II/III operation must be fully described in MEL (and CDL, DDG if applicable) documents. When there's a defect detected by aircraft systems or flight crew report relevant to CAT II/III operation, certifying staffs have to use MEL documents for dispatching the aircraft.
- b) Flight crews should engage autopilot and auto-throttle in every flight to increase CAT II/III operation reliability.
- c) The following configuration requirements in **Table 2** for A320/A321 and **Table 3** for A330 are for maintenance control and reliability program reference only, not for dispatching the aircrafts.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ALL WEATHER OPERATION MAINTENANCE CONTROL PROCEDURE</b>	Page 2 - 114
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev04
		21 Nov 2022

**Table 2**

**Minimum equipment on the airbus A320/A321 aircraft required for CAT II and CAT III approach and landing**

Required Equipment	ATA Reference	CAT II	CAT III Single	CAT III Dual
<b>AP</b>	22-10, 22-11	1 AP engaged	1 AP engaged	2 AP engaged
<b>AP disconnect P/B</b>	22-10, 22-11	2	2	2
<b>Auto-thrust</b>	22-30, 22-31	0	1	1
<b>ILS or MLS Receiver</b>	34-36	2	2	2
<b>Attitude Indication</b>	34-14,31-60, 31-64	N <sup>0</sup> 1 + N <sup>0</sup> 2 + STBY	N <sup>0</sup> 1 + N <sup>0</sup> 2 + STBY	N <sup>0</sup> 1 + N <sup>0</sup> 2 + STBY
<b>PFD/ND Displays</b>	31-64, 31-65	2/1	2/2	2/2
<b>Radio Altimeter</b>	34-42	1 (But two displays)	2	2
<b>Auto Callout Radio Altimeter</b>	34-42	1 <sup>(3)</sup>	1	1
<b>DH Indication</b>	34-14 31-60 31-64	1 <sup>(1)</sup>	1 <sup>(1)</sup>	1 <sup>(1)</sup>
<b>Flight Warning Computer</b>	31-53	1	1	2
<b>Beam excessive deviation warning</b>	31-53	1	1	2
<b>"AP OFF" warning</b>	22-11	1	1	2
<b>"AUTOLAND" light</b>	22-10, 22-11, 33-10 (specific to Auto-land light)	1	1	1
<b>Rain Repellent (if activated) or Windshield Wipers (#)</b>	30-45	1 <sup>(2)</sup>	1 <sup>(2)</sup>	1 <sup>(2)</sup>

<b>Windshield Heat (#)</b>	30-42	1 <sup>(2)</sup>	1 <sup>(2)</sup>	1 <sup>(2)</sup>
<b>Nose wheel steering</b>	32-51	1 <sup>(5)</sup>	1 <sup>(5)</sup>	1
<b>Antiskid</b>	32-42, 32-43	1 <sup>(5)</sup>	1 <sup>(5)</sup>	1
<b>BSCU Channel</b>	32-42,32-43	1 <sup>(5)</sup>	1 <sup>(5)</sup>	1
<b>FMA</b>	31-60 31-64	1	2	2
<b>"A/THR OFF" caution</b>	22-31	0	1	1
<b>Rudder Travel Limit</b>	27-23	1 <sup>(4)</sup>	1 <sup>(4)</sup>	1 <sup>(4)</sup>
<b>Yaw Damper/Rudder Trim</b>	27-22, 27-26 22-62, 22-63	1/1	1/1	2/2
<b>ELAC</b>	27-93	1	1	2
<b>ADR/IR</b>	34-10	2/2	2/2	3/3
<b>FAC</b>	22-66	1	1	2
<b>Hydraulic Circuit</b>	29-11, 29-12, 29-13	2	2	3
<b>FMGC Electrical Supply Split</b>	22-83, 24-22- 55 (specific to Electrical Supply Split)	0	0	1

**Note:**

- (1) One unit required for Pilot Not Flying (PNF)
- (2) One unit required for Pilot Flying (PF)
- (3) Required only for autoland
- (4) Required only for autoland with crosswind above 12 Knots
- (5) Required only
- (#) Equipment, not affecting the function of auto-pilot, may be cleared by suitable certifying staff for the aircraft to remain CAT II/III.

<b>vietjetAir.com</b>  MAINTENANCE MANAGEMENT EXPOSITION	CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES  ALL WEATHER OPERATION MAINTENANCE CONTROL PROCEDURE	Page 2 - 116
		Iss05/Rev04
		21 Nov 2022

**Table 3**

**Minimum equipment on the airbus A330 aircraft required for CAT II and CAT III approach and landing.**

Required Equipment	ATA Reference	CAT II	CAT III Single	CAT III Dual
AP	22-10, 22-11	1 AP engaged	1 AP engaged	2 AP engaged
AP disconnect P/B	22-10, 22-11	2	2	2
Auto-thrust	22-30, 22-31	0	1	1
ILS Receiver	34-36	2	2	2
Attitude Indication	34-14,31-60, 31-64	N <sup>0</sup> 1 + N <sup>0</sup> 2 + STBY	N <sup>0</sup> 1 + N <sup>0</sup> 2 + STBY	N <sup>0</sup> 1 + N <sup>0</sup> 2 + STBY
PFD/ND Displays	31-64, 31-65	2/1	2/2	2/2
Radio Altimeter	34-42	1 (But two displays)	2	2
Auto Callout Radio Altimeter	34-42	1 <sup>(3)</sup>	1	1
DH Indication	34-14 31-60 31-64	1 <sup>(1)</sup>	1 <sup>(1)</sup>	1 <sup>(1)</sup>
Flight Warning Computer	31-53	1	1	2
Beam excessive deviation warning	31-53	1 <sup>(1)</sup>	2	2
"AP OFF" warning	22-11	1	1	2
"AUTOLAND" light	22-10, 22-11, 33-10 (specific to Auto-land light)	1	1	1
Rain Repellent (if activated) or Windshield Wipers (#)	30-45	1 <sup>(2)</sup>	1 <sup>(2)</sup>	1 <sup>(2)</sup>
Windshield Heat (#)	30-42	1 <sup>(2)</sup>	1 <sup>(2)</sup>	1 <sup>(2)</sup>
Nose wheel steering	32-51	1 <sup>(4)</sup>	1 <sup>(4)</sup>	1
Antiskid	32-42, 32-43	1 <sup>(4)</sup>	1 <sup>(4)</sup>	1

<b>BSCU Channel</b>	32-42,32-43	1 <sup>(4)</sup>	1 <sup>(4)</sup>	1
<b>FMA</b>	31-60 31-64	1	2	2
<b>"A/THR OFF" caution</b>	22-31	0	1	1
<b>PRIM</b>	27-93	1	1	(N°1+N°2) or (N°1+N°3)
<b>SEC</b>	27-94	1	1	2
<b>ADR/IR</b>	34-10	2/2	2/2	3/3
<b>Hydraulic Circuit</b>	29-11, 29-12, 29-13	2	2	3
<b>FMGC Electrical Supply Split</b>	22-83, 24-22-55 (specific to Electrical Supply Split)	0	0	1
<b>Rudder Trim</b>	27-22 22-62	1	1	2

**Note:**

- (1) One unit required for the PM.
- (2) One unit required for Pilot Flying (PF).
- (3) Required only for autoland.
- (4) Required only for automatic rollout.
- (#) Equipment, not affecting the function of auto-pilot, may be cleared by suitable certifying staff for the aircraft to remain CAT II/III.

**2.25.7.3 Technical Bulletin and Airworthiness Directive**

Technical Services, Planning Departments monitors AD/SBs and other documents from manufacturers related to CAT II/III operation and accordingly modifies CAT II/III maintenance program. Technical Services, Planning Departments also needs to timely update CAT II/III maintenance procedure and inform these modifications to Flight Operations Division, Supply Department, Technical Quality Assurance Department, Flight Ops Division and contracted maintenance organizations.

**2.25.7.4 Controlling equipment related to CAT II/III:**

All equipment replacements need to comply with IPC. Equipment is not allowed to be installed on aircraft if they are not listed in IPC.

**2.25.8 Maintenance program****2.25.8.1 Scheduled Maintenance**

- a) All maintenance tasks required for CAT II/III shall be covered in Aircraft Maintenance Program (AMP). Those tasks must be performed even low visibility systems are not used.
- b) Before each flight and after a maintenance check, certifying staff shall check whether the aircraft is eligible for CAT II/III operation.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ALL WEATHER OPERATION MAINTENANCE CONTROL PROCEDURE</b>	Page 2 - 118 Iss05/Rev04 21 Nov 2022
---	---	--

#### 2.25.8.2 *Unscheduled maintenance*

For unscheduled maintenance, this CAT II/III maintenance schedule shall define:

- a) Trouble shooting, Equipment Repair and Adjustment related to CAT II/III (refer to 2.25.9- Procedure).
- b) CAT II/III upgrade/downgrade procedure (refer to 2.25.9-Procedure).

#### 2.25.9 Procedures

In addition to normal aircraft maintenance requirements, the following criteria must be met to maintain CAT II capability for an aircraft. AMM tests required for CAT II operation must be done during trouble shooting, equipment repair and adjustment.

For an aircraft deferred defect related to CAT II, one ADD shall be raised and CAT II capability will be downgraded to CAT I according to MEL.

#### 2.25.9.1 Trouble Shooting, Equipment Repair and Adjustment

After a repair or an adjustment is performed on the equipment, the CAT II revalidation of this equipment must be performed by the corresponding AMM test:

- a) For Airbus aircrafts, perform:
  - 1) All related testing tasks which are required in AMM; and
  - 2) For CAT II, perform LAND CAT III CAPABILITY TEST.

#### 2.25.9.2 After the maintenance check

- a) All repairs and adjustments performed during maintenance check must comply with 2.25.8.1.
- b) Aircraft CAT II status will be checked and processed during the next pre-flight check (refer to 2.25.8.3. and 2.25.8.9.)

#### 2.25.9.3 CAT II Downgrading

##### **Important Note:**

- CAT II can be downgraded to CAT I.

The aircraft autoland operational status shall be downgraded to CAT I, under any of the following conditions:

- a) Engineering modification regarding AD/SB that affects to CAT II performance.
- b) Following the occurrence of a defect to any one or more of the aircraft systems which are essential to CAT II operations.
- c) When the integrity of at least one of the systems essential to CAT II operations is in doubt.
- d) When the aircraft has not performed a successful simulated or actual CAT II approach during the previous 180.
- e) Failure to complete the functional tests of CAT II required equipment.

#### 2.25.9.4 Downgrading due to technical issues:

If an AD/SB requires downgrading CAT II status, Technical Services Department will process downgrading CAT II to CAT I accordingly.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ALL WEATHER OPERATION MAINTENANCE CONTROL PROCEDURE</b>	Page 2 - 119
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev04
		21 Nov 2022

2.25.9.5 Downgrading due to Autoland Status reported unsuccessful with the relevant aircraft defect:

Certifying staff shall check Autoland Monitoring form placed on cockpit. If the last autoland is unsuccessful, and the relevant aircraft defect found and recorded in the TechLog, the affected aircraft shall be downgraded to CAT II or CAT I in accordance to the procedure of Downgrading due to Deferred Defects (refer to 2.25.9.7).

2.25.9.6 Downgrading due to Chronic (or Repetitive) Discrepancies:

The MCC shall handle monitoring and detecting of a chronic (or repetitive) CAT II equipment/system malfunction. An aircraft experiencing chronic (or repetitive) discrepancy shall be downgraded to CAT I status in accordance with the procedure of Downgrading due to Deferred Defects (refer to 2.25.9.7).

2.25.9.7 Downgrading due to Deferred Defects:

When the landing capability of the aircraft is impacted by an inoperative item in according with MEL, certifying staff shall:

- a) Raise an ADD as a normal procedure and include certification statement "**NON CAT II OPERATION**" in Technical Log to indicate that A/C is downgraded to CAT I as appropriate.
- b) Write a note of "NON CAT II OPERATION" in "Notice to Crews" form QDF 104V to indicate that A/C is downgraded to CAT I or CAT II as appropriate.
- c) Make entry in ADD log as a normal procedure and add the statement "**NON CAT II OPERATION**" in the ADD Log to indicate that A/C is downgraded to CAT I or CAT II as appropriate.
- d) Contracted maintenance organization shall inform to MCC about aircraft CAT II downgraded immediately by using ADD Notice and other means of communication.

2.25.9.8 Downgrading due to the aircraft NOT performed a successful simulated or actual CAT III approach:

During the daily check, certifying staff shall check the Autoland form:

- a) If the aircraft has not performed a successful simulated or actual CAT II approach during the previous 180 days and if there is no similar ADD raised, the affected aircraft shall be downgraded to CAT II as follows:
  - 1) Raise a non-airworthiness ADD as a normal procedure and add the statement "**NON CAT II OPERATION DUE TO AUTOLAND NOT PERFORMED**" in Technical Log to indicate that A/C is downgraded to CAT I. The due date of this ADD is 180 days.
  - 2) Write a note of "**NON CAT II OPERATION DUE TO AUTOLAND NOT PERFORMED**" in "Notice to Crews" form QDF 104V to indicate that A/C is downgraded to CAT I.
  - 3) Make entry in ADD log as a normal procedure and add the statement "**NON CAT II OPERATION DUE TO AUTOLAND NOT PERFORMED**" in the ADD Log to indicate that A/C is downgraded to CAT I. Contracted maintenance organization shall inform MCC then MCC notify to relevant divisions such as MW, OMC, Flight Ops and the next destination airport by telephone, FAX or email (or equivalent) about aircraft CAT II downgraded to coordinate operation.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ALL WEATHER OPERATION MAINTENANCE CONTROL PROCEDURE</b>	Page 2 - 120 Iss05/Rev04 21 Nov 2022
---	---	--

#### 2.25.9.9 CAT II Upgrading

**Important Note:**

- CAT I can be upgraded to CAT II
- a) If the aircraft has been downgraded due to defect, aircraft shall only be upgraded to CAT II operation if:
- 1) Defects related to CAT II are rectified by appropriate certifying staff in accordance with AMM requirements; and
  - 2) Certifying staff holding category B2 only perform LAND CAT III CAPABILITY TEST successfully as per applicable Airbus AMM.

**NOTE:** certifying staff in possession of a category other than B2 authorization may rectify defects related to system not affecting the function of the auto-pilot (e.g. wipers, rain repellent or window heat) to upgrade CAT I to CAT II as appropriate without performing Land Cat III Capability test. Refer table 2 for such equipment. Upon defect rectification, the statement "**A/C RETURNED TO CAT II**" shall be recorded in Tech log.

- b) If the aircraft has been downgraded to CAT I due to NO performance of a successful simulated or actual CAT III approach during the previous 180 days. Aircraft shall only be upgraded to CAT III operation if:
- 1) Certifying staff holding category B2 only perform LAND CAT III CAPABILITY TEST successfully as per applicable Airbus AMM; or
  - 2) A performance of a successful simulated or actual CAT III.
- c) Upon performance LAND CAT III CAPABILITY TEST, the certifying staff holding B2 must include certificate statement:

**"LAND CAT III CAPABILITY TEST CARRIED OUT-SATIS. A/C RETURNED TO CAT II"** as appropriate in Tech log. The AMM task reference number for the Land CAT III capability test must be recorded.

- d) NTC and ADD shall be cleared. Certifying staff should also advise MCC on the upgraded status of the aircraft.
- e) Contracted maintenance organization shall inform MCC and MCC then notify the relevant divisions such as MW about aircraft CAT II/III upgraded.
- f) Subsequently MW shall inform OMC about this CAT II/III upgraded status to coordinate operation.

#### 2.25.9.10 Requirements for certifying staff:

- a) All certifying staff shall to be trained CAT II/III maintenance procedures.
- b) Only certifying staff possession of the B2 category authorization may upgrade an aircraft from CAT I to CAT II when serviceability is proven, by a successful Land CAT III Capability Test.

#### 2.25.10 CAT II Status Control

- a) MCC, MWC and OMC shall control the CAT II status by ADD related to CAT II downgraded or upgraded.
- b) CAT II status is noted to the flight crew through "NOTE TO CREW" form (**QDF 104V**) and ADD log.
- c) Contracted maintenance organization shall inform MWC about the CAT II status.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ALL WEATHER OPERATION MAINTENANCE CONTROL PROCEDURE</b>	Page 2 - 121
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev04
		21 Nov 2022

### 2.25.11 Minimum Equipment List

- a) MMEL is the Airbus dispatch document, which constitutes a reference for VJC to create its own MEL used in operations.
- b) Flight Operations Engineering Department shall set up VJC MEL based on the MMEL and CAAV requirements. This MEL is included requirements for CAT II/III operation.
- c) The VJC MEL is the reference document to be used when checking the aircraft CAT II status following an equipment failure.

### 2.25.12 Training Program

- a) The VJC operator and contracted maintenance organizations have to conduct initial and recurrent trainings (according to VJC training policy) for maintenance or engineering staff who works directly or indirectly on aircraft such as TSE, maintenance planners, maintenance watch staff, mechanics, certifying staff, MCC staff, maintenance inspectors, quality control staff, quality assurance staff, reliability staff, store inspectors and store controllers.
- b) Recurrent training shall be conducted annually or if a technical staff has not been involved in aircraft maintenance for an extended period of more than 6 months.
- c) The training material shall be reviewed and approved by Technical Training Manager, and the training syllabus shall be reviewed and approved by TQA Manager.
- d) Training program is described as follows:

#### 2.25.12.1 Training Course Curriculum

**Table 4:**  
**Training Course Curriculum**

Title	<b>CAT II/III Training (Classroom or On-line training)</b>
<b>Description</b>	This course is designed to provide the knowledge of CAT II/III operations requirement for aircraft maintenance personnel.
<b>Objectives</b>	Upon completion of the course, the trainee will be able to have knowledge of CAT II/III operations and maintenance requirement.
<b>Duration</b>	1 - Initial Training (estimated.): <b>6 hours</b> 2 - Recurrent training (estimated.): <b>3.5 hours</b>
<b>Ref. Manual</b>	VJC MME, VJC LMM
<b>Course Content</b>	IAW the following Table 5

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ALL WEATHER OPERATION MAINTENANCE CONTROL PROCEDURE</b>	Page 2 - 122
		Iss05/Rev04
		21 Nov 2022

## 2.25.12.2 Course Content

Refer to AC 10-010, paragraph 4.3.1, the course content should include the following subjects:

**Table 5:**  
**Course Content**

No	Description	Duration (hour) for initial training	Duration (hour) for recurrent training	Reference Document
1	Operational concepts, Aircraft types and systems affected, including specific aircraft Systems	<b>2.0</b>	<b>1</b>	<b>2.25.7</b>
2	Manual or technical reference availability and use	<b>0.25</b>	<b>0.125</b>	<b>AMM, MEL, MME, LMM</b>
3	Tools or test equipment to be used	<b>0.25</b>	<b>0.125</b>	<b>AMM, MME 2.25.9</b>
4	Quality control	<b>0.25</b>	<b>0.125</b>	<b>MME 2.25.14</b>
5	Methods for testing and return to service	<b>0.75</b>	<b>0.375</b>	<b>MME 2.25.9</b>
6	Minimum Equipment List (MEL) application	<b>0.25</b>	<b>0.125</b>	<b>VJC MEL</b>
7	General information about where to get technical assistance as necessary coordination with other organization within VJC	<b>0.25</b>	<b>0.125</b>	<b>MME 2.25.6</b>
8	Procedures for the use of outside vendors or vendor's parts	<b>0.25</b>	<b>0.125</b>	<b>MME 2.21</b>
9	Procedures to ensure tracking and control of components that are "swapped" between systems for trouble shooting when systems discrepancies cannot be duplicated.	<b>0.25</b>	<b>0.125</b>	<b>MME 2.25.16 LMM 2.22</b>
10	Procedures to assess, track, and control the accomplishment of changes to components or systems pertinent to CAT II/III (AD, SB...)	<b>0.25</b>	<b>0.125</b>	<b>MME 2.25.7.3.</b>
11	Procedures to record and report CAT II/III operation(s) that are discontinued/ interrupted because of system(s) malfunction.	<b>0.25</b>	<b>0.125</b>	<b>MME 2.25.9</b>
12	Procedures to install, evaluate, control, and test system and component software changes, updates, or periodic updates.	<b>0.5</b>	<b>0.25</b>	<b>MME 2.25.7, MME 2.25.8, and MME 2.25.9</b>
13	Procedures related to the MEL remarks section use which identify low visibility related systems and components, specifying limitations, upgrading and downgrading.	0.25	<b>0.125</b>	<b>VJC MEL</b>
14	Procedures for identifying low visibility related components and systems as "RII" items, to provide quality assurance whether performed in house or by contract vendors.	0.25	0.125	<b>MME 2.24</b>
15	Case study	N/A	0.5	VJC maintenance activities
	<b>Total time:</b>	<b>6.0 hours</b>	<b>3.5 hours</b>	

**NOTE:**

The total time of CAT II/III MAINTENANCE Training for Aircraft Maintenance Category A, B1 and B2 Personnel is required to be 6.0 hours.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>ALL WEATHER OPERATION MAINTENANCE CONTROL PROCEDURE</b>	Page 2 - 123 Iss05/Rev04 21 Nov 2022
---	---	--

### 2.25.13 Testing Equipment

- a) Contracted maintenance organizations shall ensure that all equipment/tools such as ILS test set related to CAT II/III are checked and repaired pursuant to CMM.
- b) All testing equipment shall be regularly calibrated pursuant to manufacturer documents with an interval not more than 12 months unless specifically defined by manufacturer documents.
- c) The Technical Quality Assurance Section audits the contracted maintenance organizations to ensure that VJC regulations are complied with.

### 2.25.14 Reliability Program and Quality Control

CAT II/III reliability program is a part of VJC reliability program.

- VJC will send the reliability program report to CAAV with the following contents:
  - a) The number of CAT II/III landings.
  - b) The number of successful CAT II/III landings per each aircraft type and Runway Visibility Reporting RVR (if applicable).
  - c) The number of unsuccessful CAT II/III landings and the corresponding reasons.
  - d) The number of unscheduled removals of equipment related to CAT II/III.
- Inputs for reliability program are from:
  - a) Defects related to CAT II/III are collected from AMOS systems.
  - b) ADD with respective CAT I/II operation database.
  - c) Autoland monitoring form and monthly report form.
  - d) Other reports from Pilot and certifying staffs.

The collected data shall be reviewed to assess reliability and safety concerns. Adverse trends shall be addressed promptly and aggressively to assure an acceptable level of reliability and high level of safety.

### 2.25.15 Records

The CAT II/III training records shall be recoded and filed by Technical Training Division.

### 2.25.16 Swapping/ Robbery of CAT II Component

In case of swapping/ robbery of CAT II/III Components or parts from other aircraft within the VJC fleet, the maintenance provider shall ensure that CAT II/III parts to be swapped or robbed shall come from another aircraft which currently has a CAT II/III Capable status so that the aircraft to be installed with this part retains its CAT II/III Capable status. Otherwise, the status of aircraft to be installed with this part shall be downgraded to CAT I. Details on swapping/ robbery of CAT II/III Component shall be referred to MME 1.6.7 and LMM 2.22.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b>	Page 2 - 124
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>ALL WEATHER OPERATION MAINTENANCE CONTROL PROCEDURE</b>	Iss05/Rev04
		21 Nov 2022

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>SPECIAL FLIGHT PERMIT</b>	Page 2 - 125
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

## 2.26 SPECIAL FLIGHT PERMIT

### 2.26.1 Reference

VAR 4.035, VAR 20 Subpart E, Appendix 1 to 20.075

### 2.26.2 General

CAAV may issue Ferry Flight Permit to an aircraft that is capable of safe flight, but unable to meet applicable airworthiness requirements (e.g. COA expired or invalid due to scheduled maintenance tasks overdue, aircraft involved defect and obtained Non-Technical Objection/technical concurrence from manufacturer instead of approved data for flight extension, etc.) for following purposes:

- a) Ferry flight aircraft back to maintenance base to carry out the maintenance in order to recover the airworthiness of the aircraft;
- b) Ferry flight to point of parking or storage;
- c) Delivery, re-delivery of aircraft;
- d) To evacuate the aircraft out of the dangerous zone due to natural disaster, enemy catastrophe, war or instability of the political and security situation.

The Ferry Flight Permit shall be valid only once and is not valid for any flight of commercial purpose.

### 2.26.3 Procedure

Ferry flight dossier shall submit to CAAV as soon as practicable but not later than 03 days before the intended day to conduct ferry flight.

Dossier for the ferry flight permit shall include the following documents:

- a) Ferry Flight Permit form (form CAAV/FSSD-AIR027)
- b) Detailed information on the defect of the aircraft or limitation including the reasons why the defect cannot be carried out at the place of defect occurrence;
- c) Additional required maintenance action if any to ensure the safe ferry flight including the time limit and specific conditions for such maintenance action;
- d) The recommendations of the aircraft manufacturer (NTO, technical concurrence, etc.) for flight extension and proposal of VJC in order to ensure the safe ferry flight.

The TSE Department is responsible for preparation of above dossier and provide to TQA Department for evaluation and further approval.

TQA engineer will evaluate and complete Ferry Flight Permit and submit to SQA Director/TQA Manager for approval before submission to CAAV.

Upon approval by the CAAV, Ferry Flight Permit shall be provided to OMC, MW, MCC to conduct the ferry flight.

### 2.26.4 Condition of Ferry Flight Permit

Aircraft flying with Ferry Flight Permit issued by CAAV shall be subject to the following conditions:

- a) A copy of Ferry Flight Permit shall be carried out on board the aircraft when operating under ferry flight permit.
- b) The registration number of the aircraft issued by the CAAV must be displayed on

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>SPECIAL FLIGHT PERMIT</b>	Page 2 - 126 Iss05/Rev01 01 Sep 2021
---	---	--

- the aircraft in conformity with the regulations of the CAAV;
- c) Not allowed to transport passengers and cargo for commercial purpose;
  - d) No person shall be carried on the aircraft unless that person is essential for the purpose of the flight and has been advised of the contents of the permit and airworthiness status of aircraft;
  - e) The aircraft shall be operated only by flight crew who are aware of the purpose of the flight and any limitation imposed, and who hold appropriate license issued or validated by CAAV;
  - f) All flights shall be conducted so as to avoid areas where flights might create hazardous exposures to person or property;
  - g) All flights shall be conducted within the performance operating limitation prescribed in the Aircraft Flight Manual and any additional limitations prescribed for the particular flight;
  - h) All flights must be carried out within the validity of the flight permit;
  - i) If the flight involves operation over States other Vietnam, VJC shall obtain necessary overfly authorization from the respective authorities of each of those States prior to undertaking the flight.

#### **2.26.5 Post ferry flight**

Upon completion of ferry flight, SQA Director/TQA Manager shall report to CAAV and authority who had issued the ferry flight permit. The report should be sent via email and included following information:

- a) Any abnormality encountered during flight;
- b) Action taken at base to recover the airworthiness of the aircraft;
- c) Any other information regarding the flight as deemed necessary.

Ferry flight permit and relevant document, records shall be kept by TQAD within 03 years.

<b>vietjetAir.com</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>CONTROL AND AUTHORIZE VJC MAINTENANCE INSTRUCTOR</b>	Page 2 - 127
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev03
		18 Jul 2022

## 2.27 CONTROL AND AUTHORIZE VJC MAINTENANCE INSTRUCTOR

### 2.27.1 Purpose

This process describes the requirements and procedures to accept and approve VJC's instructor for VJC's maintenance procedure training including MME, LMM, PBN-RNP, RII, RVSM, AUTOLAND CAT II/III, De / Anti icing, PIC Transit Check ...procedures.

### 2.27.2 Scope of Application

This procedure is applicable for granting authorization and controlling the instructor – who will conduct VietJet Maintenance Procedures.

### 2.27.3 Reference

VAR 12.253(a), 12.255(d); Appendix 1 VAR 12.227(18)(x).

MNT 1.10.5, 4.4.1, 4.4.2, 4.5.1

### 2.27.4 Responsibility

TQA Section, Technical Training Section, Engineering Department, VJC AMO and Contracted AMO have responsibilities to comply with this procedure.

### 2.27.5 Policy

#### 2.27.5.1 *Definitions*

VJC's Instructor: VJC employee and assigned by Engineering Department and authorized/accepted by TQA Section as a Maintenance Procedures Instructor.

VJC's In-house Instructor: CRS B1/B2 or equivalent or instructor assigned by contracted AMO and accepted by TQA Section as a Maintenance Procedures Instructor.

#### 2.27.5.2 *Requirements for the Instructor*

##### a) VJC's Instructor:

- Being VietJet staff.
- Experience in aviation engineering, aircraft maintenance within an aviation organization at least 3 years.
- Being able to read, write, and understand the English language.
- Being trained in Vietnam Aviation Regulation (VAR).
- Being trained in Train the Trainer or Instructor Skill or Pedagogic Training course.
- Being trained in Human Factor
- Being trained in Safety Management Systems course.
- Being successfully trained in respective course or having in-depth knowledge of respective subject (MME, LMM, PBN, RVSM, AUTOLAND CAT II/III, RII, DAP, PIC Transit Check...and the other Special Operations).
- Being able to build/update training curriculum and training material of respective subject (PBN, RVSM, AUTOLAND CAT II/III, RII, DAP, PIC Transit Check...and the other Special Operations).

##### b) Contracted AMO In-house Instructor:

- Qualified staff holding the B1/ B2 license or equivalent or assigned by Contracted AMO as in house-instructor.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTINUING AIRWORTHINESS MANAGEMENT PROCEDURES</b> <b>CONTROL AND AUTHORIZE VJC MAINTENANCE INSTRUCTOR</b>	Page 2 - 128 Iss05/Rev03 18 Jul 2022
---	--	--

- Being trained/updated about VJC Maintenance Regulations and
- Procedures (MME, LMM, PBN, RVSM, AUTOLAND CAT II/III, RII, DAP...).

## 2.27.6 Procedure

### 2.27.6.1 *Authorization for VJC's Instructor*

- The candidates will submit the application package including Application for Instructor Approval (Form ETF009) and relevant certificates or evidence to Tech Training Manager
- Upon successful verification, Technical Training Manager forward to these application packages to TQA Manager for assessment and approval.
- Authorization Period is valid for 24 months.

### 2.27.6.2 *Authorization for in-house instructor*

- Contracted AMO shall provide instructor documents including CV, Training Records, relevant certificates to Tech Training Manager.
- Upon successful verification, Technical Training Manager forward instructor documents to TQA Manager for approval.
- TQA Manager shall issue approval letter to Contracted AMO and Technical Training Manager if satisfactory.
- Authorization Period is valid for 24 months.

### 2.27.6.3 *Record*

- The list of VJC's Instructor/ In-house instructors and documents (certificates, training records...) are monitored by Technical Training Section by the Instructor/ Assessor List (Form-ETF001)
- All related records must be stored by Technical Training Section for at least 24 months after the instructor is not authorized to conduct training for VietJet Maintenance Procedures.

<b>vietjetAir.com</b>	<b>QUALITY SYSTEM</b>	
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev00
		01 Oct 2020

## **CHAPTER 3**

### **QUALITY SYSTEM**

<b>vietjetAir.com</b>	<b>QUALITY SYSTEM</b>	
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		<b>Iss05/Rev00</b>
		<b>01 Oct 2020</b>

INTENTIONAL BLANK PAGE

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM</b> <b>TABLE OF CONTENTS</b>	Page 3 - 1 Iss05/Rev05 28 Mar 2023
---	---	--

<b>3.1 MAINTENANCE QUALITY SYSTEM AND AUDITING ACTIVITIES</b>	<b>5</b>
3.1.1 Purpose	5
3.1.2 Scope of application	5
3.1.3 Reference	5
3.1.4 Responsibility	5
3.1.5 Policy and Procedure	5
<b>3.2 SUPERVISION OF PREVENTIVE MAINTENANCE ACTIVITIES</b>	<b>9</b>
3.2.1 Purpose	9
3.2.2 Scope of application	9
3.2.3 Reference	9
3.2.4 Responsibility	9
3.2.5 Procedure	9
<b>3.3 RESERVED</b>	<b>11</b>
<b>3.4 SUPERVISION OF MAINTENANCE MANAGEMENT ACTIVITIES</b>	<b>13</b>
3.4.1 Purpose	13
3.4.2 Scope of Application	13
3.4.3 Reference	13
3.4.4 Responsibility	13
3.4.5 Procedure	13
<b>3.5 SUPERVISION OF EFFECTIVENESS OF AMP</b>	<b>15</b>
3.5.1 Purpose	15
3.5.2 Scope of Application	15
3.5.3 Reference	15
3.5.4 Responsibility	15
3.5.5 Procedure	15
<b>3.6 MONITORING THAT ALL MAINTENANCE IS CARRIED OUT BY AN APPROPRIATE MAINTENANCE ORGANISATION</b>	<b>17</b>
3.6.1 Purpose	17
3.6.2 Scope of Application	17
3.6.3 Reference	17
3.6.4 Responsibility	17
3.6.5 General	17
3.6.6 Procedure	18
<b>3.7 REQUIREMENTS OF CONTRACTED MAINTENANCE</b>	<b>21</b>
3.7.1 Purpose	21

<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM TABLE OF CONTENTS</b>	<b>Page 3 - 2</b>
		<b>Iss05/Rev05</b>
		<b>28 Mar 2023</b>

3.7.2 Scope of Application	21
3.7.3 Reference	21
3.7.4 Responsibility	21
3.7.5 Policy	21
3.7.6 Requirements for Contracted Maintenance Organization	21
3.7.7 Providing of training to maintenance organization	26
<b>3.8 QUALITY AUDIT PERSONNEL</b>	<b>27</b>
3.8.1 Purpose	27
3.8.2 Scope of Application	27
3.8.3 Reference	27
3.8.4 Responsibility	27
3.8.5 General	27
3.8.6 Auditor responsibility	27
3.8.7 Auditor training, Qualification and Authorization	27
<b>3.9 AIRCRAFT OR AIRCRAFT COMPONENT MAINTENANCE TASKS CONCESSION/ VARIATION/ EXEMPTION PROCESS CONTROL</b>	<b>29</b>
3.9.1 Purpose	29
3.9.2 Scope of Application	29
3.9.3 Reference	29
3.9.4 Responsibility	29
3.9.5 Policy	29
3.9.6 Variation approved internally by VJC	30
3.9.7 Planning Deferral (previous term, Exemption) for Scheduled Maintenance	32
3.9.8 Concession for extending the ADD time limit	32
3.9.9 Concession/ Variation requiring approval from the CAAV	33
3.9.10 Exemption requiring approval from the CAAV	33
<b>3.10 PIC TRANSIT CHECK AUTHORIZATION</b>	<b>35</b>
3.10.1 Purpose	35
3.10.2 Reference	35
3.10.3 Responsibilities	35
3.10.4 Requirements for PIC	35
3.10.5 PIC Limited Certification Authorisation Scope	35
3.10.6 Procedure for Granting Pic Transit Check Authorization	36
3.10.7 Revocation and Suspension of the Certificate of Authorization	36
3.10.8 Continuation Training	36

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM</b> <b>TABLE OF CONTENTS</b>	Page 3 - 3 Iss05/Rev05 28 Mar 2023
---	---	--

3.10.9 Records	36
<b>3.11 PERSONNEL RECORDS</b>	<b>37</b>
3.11.1 Purpose	37
3.11.2 Reference	37
3.11.3 Responsibility	37
3.11.4 Policy	37
3.11.5 Personnel records keeping	37

<b>vietjetAir.com</b>	<b>QUALITY SYSTEM TABLE OF CONTENTS</b>	Page 3 - 4
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>QUALITY SYSTEM</b> MAINTENANCE QUALITY SYSTEM AND AUDITING ACTIVITIES	Page 3 - 5
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev02
		01 Jun 2022

### **3.1 MAINTENANCE QUALITY SYSTEM AND AUDITING ACTIVITIES**

#### **3.1.1 Purpose**

The primary purpose of the Quality System for maintenance is to monitor compliance with the approved procedures specified in MME to ensure compliance and thereby ensure the maintenance aspects of the operational safety of the aircraft. In particular, this part of the Quality System provides a monitor of the effectiveness of maintenance, and should include a feedback system to ensure that corrective actions are identified and carried out in a timely manner.

#### **3.1.2 Scope of application**

This procedure is applied to the monitoring for all activities of VJC engineering and maintenance performance system and its contractors/ suppliers that supply products/services involved in aircraft/aircraft component maintenance of VJC's aircrafts.

#### **3.1.3 Reference**

VAR Part 12.073, 12.235, Appendix 1 to VAR 12.235

Quality Manual

MNT 1.10.1, 1.10.2, 1.11.8

#### **3.1.4 Responsibility**

- a) SQA Director and TQA Manager are responsible for establishing audit schedule and complete the audit in accordance with approved audit schedule.
- b) All relevant Departments shall be responsible for co-operation and carried out the corrective action for the discrepancies specified by SQA Director/TQA Manager.

#### **3.1.5 Policy and Procedure**

##### *3.1.5.1 General*

The VJC Maintenance Quality System is to monitor compliance VAR part 12-sub part I. The VJC Quality Management System is described in Quality Manual.

The maintenance quality system shall include at least the following functions:

- a) Monitoring the activities that are being performed in accordance with the accepted procedures.
- b) Ensure that all contracted maintenance is carried out in accordance with the contract.
- c) Monitoring the continued compliance with the maintenance requirements
- d) Monitoring compliance with, and adequacy of, procedures required ensuring safe maintenance practices, airworthy aircraft and aeronautical products.

VJC established the Quality Assurance Program that provides for auditing of all functions of the management system for maintenance operations to ensure the company is:

- a) Complying with applicable regulations and standards.
- b) Satisfying stated maintenance operations needs.
- c) Identifying undesirable conditions and areas requiring improvement.
- d) Identifying hazards in maintenance operations.
- e) Assessing the effectiveness of safety risk controls.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM</b> <b>MAINTENANCE QUALITY SYSTEM AND AUDITING ACTIVITIES</b>	Page 3 - 6 Iss05/Rev02 01 Jun 2022
---	--	--

The audit program will be based on ISO 19011 Guidelines for Auditing Management System and must include:

- a) Audit initiation, including scope and objectives;
- b) Planning and preparation, including audit plan and checklist development;
- c) Observation and gathering of evidence to assess documentation and implementation;
- d) Analysis, findings, actions;
- e) Reporting and audit summary;
- f) Follow-up and close out.

### 3.1.5.2 Monitoring

The monitoring is a process of observing, checking, measuring and/or assessing the performance of maintenance operations or maintenance functions for the purpose of determining if, or verifying that, maintenance requirements are being fulfilled.

The primary purpose of the monitoring is to ensure:

- a) Each of the maintenance operational areas under the scope of all applicable regulations.
- b) All contracted maintenance services are monitored in accordance with the monitoring process.

Refer to Chapter 3.6 for monitoring of contracted AMO.

### 3.1.5.3 Audit

Audit is a systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which requirements are complied with.

NOTE: the auditing is considered as a process for the monitoring.

### 3.1.5.4 Inspection

Inspection is to observe a particular event, process or activity in order to verify whether established procedures and requirements are followed during its execution.

### 3.1.5.5 Auditing of Standards

The auditing of standards is defined as that process of ensuring, that the standards and procedures currently prescribed in the Aircraft Maintenance Program (AMP), the MME & maintenance manuals are complied with.

Approved documents comply with the latest revision of all relevant elements of legislation promulgated by the CAAV and approved data provided by OEMs and local regulations.

The reference used in the audit include current ICAO's standards; CAAV's regulations, IOSA Standard Manual section 4 MNT ISARPs, JIG's standards, the auditee's procedures.

### 3.1.5.6 Audit schedule (12 months period)

VJC establishes annual audit plan acceptable to the CAAV. The audit plan shows when and how often the activities are required to be audited/ monitored. In addition, audit reports shall be produced at the completion of each audit.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM</b> <b>MAINTENANCE QUALITY SYSTEM AND AUDITING ACTIVITIES</b>	Page 3 - 7 Iss05/Rev02 01 Jun 2022
---	--	--

Refer QM 4.2 for annual audit plan procedure.

The Audit/ inspection schedule included as following:

- a) Engineering Division for continuing airworthiness (included Technical Services, Planning, MCC, Supply)
- b) Contracted Maintenance providers (e.g. aircraft line and base maintenance, component shop), with audit interval should be 24 months.
- c) Certificate of Maintenance Review (CMR) for each aircraft per 06 months.
- d) Defect sampling, concession sampling (such sampling checks can be carried out during CMR audit);
- e) Random audit, including nightshift audit for areas that working at night.
- f) VJC AMO Audit;

**NOTE:** - For engine and component maintenance service providers and suppliers, the on-site audit is followed previous performance, risk-based approach and at TQA Manager discretion. Contractor evaluation as per MME 2.21 shall be carried out and the monitoring process as specified in MME 3.6 may apply for such service providers.  
- For line and base maintenance service providers, contractor evaluation as per MME 2.21 is carried out and following by on site audit prior to first approval. Afterwards, remote audit/ desktop audit may be applied for the renewal approval if such providers show a good previous performance.

### 3.1.5.7 Audit Performance

Refer QM 4.3 for further details.

### 3.1.5.8 Corrective Actions Request

Refer QM 4.4 for further details.

### 3.1.5.9 Corrective Action Monitoring and Closing

Refer QM 4.4 for further details.

### 3.1.5.10 Audit Record

Refer QM 4.4 for further details.

<b>vietjetAir.com</b>	<b>QUALITY SYSTEM</b> MAINTENANCE QUALITY SYSTEM AND AUDITING ACTIVITIES	Page 3 - 8
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev02
		01 Jun 2022

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>QUALITY SYSTEM</b> <b>SUPERVISION OF PREVENTIVE MAINTENANCE ACTIVITIES</b>	Page 3 - 9
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev00
		01 Oct 2020

## **3.2 SUPERVISION OF PREVENTIVE MAINTENANCE ACTIVITIES**

### **3.2.1 Purpose**

To ensure remedial actions are taken to correct and prevent recurrence of noncompliant audit and surveillance findings.

### **3.2.2 Scope of application**

This procedure applies to non-compliance findings that are recorded in a maintenance audit or surveillance report.

### **3.2.3 Reference**

VAR-Part 12.223; Part 12.245; Part 12.247; Part 12.253

### **3.2.4 Responsibility**

The responsibility for the implementation of this procedure rests with the TQA Manager and related department managers.

### **3.2.5 Procedure**

Refer QM 4.4 for further details.

<b>vietjetAir.com</b>	<b>QUALITY SYSTEM</b> <b>SUPERVISION OF PREVENTIVE MAINTENANCE ACTIVITIES</b>	Page 3 - 10
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev00
		01 Oct 2020

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>QUALITY SYSTEM RESERVED</b>	Page 3 - 11
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev00
		01 Oct 2020

### 3.3 RESERVED

<b>vietjetAir.com</b>	<b>QUALITY SYSTEM RESERVED</b>	Page 3 - 12
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev00
		01 Oct 2020

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>QUALITY SYSTEM</b> <b>SUPERVISION OF MAINTENANCE MANAGEMENT ACTIVITIES</b>	Page 3 - 13
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev00
		01 Oct 2020

### **3.4 SUPERVISION OF MAINTENANCE MANAGEMENT ACTIVITIES**

#### **3.4.1 Purpose**

To establish the policy and procedure for the monitoring of maintenance management activities in accordance with appropriate referenced regulatory requirements.

#### **3.4.2 Scope of Application**

This procedure covers the monitoring of the management of all VJC's aircraft maintenance activities.

#### **3.4.3 Reference**

VAR Part 12.233

#### **3.4.4 Responsibility**

The responsibility for the implementation of this procedure rests with the SQA Director. TQA Manager.

#### **3.4.5 Procedure**

- a) Monitoring of maintenance management activities is reflected in periodic audit reports as provided in this MME.
- b) Quality Assurance is an internal auditing/inspection function that is performed by the auditors that are functionally independent of the process being evaluated. It will also ensure a means for monitoring the safety and quality of services provided by external providers (outsourcing). Quality Assurance audits are performed on behalf of the Accountable Manager to ensure that the functional areas meet regulatory requirements and established organizational standards. Audit results are presented to the senior management for periodic review and action
- c) Refer to MME 3.1 for further details.

<b>vietjetAir.com</b>	<b>QUALITY SYSTEM</b> <b>SUPERVISION OF MAINTENANCE MANAGEMENT ACTIVITIES</b>	Page 3 - 14
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev00
		01 Oct 2020

INTENTIONAL BLANK PAGE

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM</b> <b>SUPERVISION OF EFFECTIVENESS OF AMP</b>	Page 3 - 15 Iss05/Rev01 01 Sep 2021
---	---	---

### **3.5 SUPERVISION OF EFFECTIVENESS OF AMP**

#### **3.5.1 Purpose**

To establish the policy and audit procedures for monitoring the effectiveness of the maintenance program in accordance with appropriate referred regulatory requirements.

#### **3.5.2 Scope of Application**

These procedures apply to monitor the effectiveness of VJC's Aircraft Maintenance Schedule.

#### **3.5.3 Reference**

VAR Part 12.223; Part 12.235

#### **3.5.4 Responsibility**

The responsibility for the implementation of these procedures rests with the Engineering Director, Technical Services Manager, Reliability Manager, Planning manager, SQA Director, and TQA Manager.

#### **3.5.5 Procedure**

- a) The Audit plan as carried out by TQA includes a review of the effectiveness of the AMP. This review will critically analyze the findings and action taken as a result of MME 2.5.
- b) The effectiveness of AMP is continuously assessed through VJC approved Reliability Program. AMP are reviewed and assessed periodically with regard to reliability reports (defects, malfunction and damages) in order to amend these documents.
- c) All findings discovered will be reported to Reliability Board and Technical Services, Reliability & Planning Departments to carry out an action taken in order to enhance the effectiveness of AMP.

<b>vietjetAir.com</b>	<b>QUALITY SYSTEM</b> SUPERVISION OF EFFECTIVENESS OF AMP	Page 3 - 16
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

INTENTIONAL BLANK PAGE

<b>vietjetAIr.com</b>	<b>QUALITY SYSTEM</b> MONITORING THAT ALL MAINTENANCE IS CARRIED OUT BY AN APPROPRIATE MAINTENANCE ORGANISATION	Page 3 - 17
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev02
		01 Jun 2022

### **3.6 MONITORING THAT ALL MAINTENANCE IS CARRIED OUT BY AN APPROPRIATE MAINTENANCE ORGANISATION**

#### **3.6.1 Purpose**

To establish the policy and procedures for the monitoring of maintenance activities in accordance with appropriate referenced regulatory requirements and VJC standards.

#### **3.6.2 Scope of Application**

This procedure applies to monitor maintenance activities carried out by contracted maintenance organization.

#### **3.6.3 Reference**

VAR Part 12.235 (a)(3)

MNT 1.11.7

#### **3.6.4 Responsibility**

The responsibility for the implementation of these procedures rests with the Engineering Director, SQA Director, TQA Manager.

#### **3.6.5 General**

- a) All contracted maintenances for aircraft, engine, components are performed by CAAV approved/accepted maintenance organizations.
- b) Each selected maintenance organization (AMO) shall be accepted by Director of SQA or Deputy Director.
- c) The contracted AMO that performs maintenance for VJC is monitored to ensure that:
  - 1) Organization complies with applicable regulations and safety and quality requirements.
  - 2) Organization has procedures that are acceptable to the Authority granting the approval.
  - 3) Organization performs all maintenance in accordance with requirements of the VJC.
- d) The initial part of the monitoring function will be covered by maintenance contractor selection process specified in MME 4.1. Monitoring process is based on IOSA ISM, section 4, MNT.
- e) The monitoring process may include auditing of contracted AMO. Refer to MME 3.1 for auditing procedure.
- f) The monitoring process of the contracted maintenance, depending of contracted maintenance activity extent, and complexity may include the following element:
  - 1) Document review: review of the approval certificate, manuals, procedures that define how organization accomplishes and controls its aircraft maintenance activities, including sub-contractors of such organization.
  - 2) Quality monitoring: The terms of the contract should include a provision allowing VJC to perform a quality surveillance (including audits) upon the contracted maintenance organization. The maintenance contract should specify how the results of the Quality surveillance are taken into account by the organization.
  - 3) Quality meeting: quality meetings may be organized in order to examine matters

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM</b> MONITORING THAT ALL MAINTENANCE IS CARRIED OUT BY AN APPROPRIATE MAINTENANCE ORGANISATION	Page 3 - 18 Iss05/Rev02 01 Jun 2022
---	--	---

raised by the VJC quality surveillance and to agree upon necessary corrective actions.

- 4) Technical meeting: schedule or unscheduled meeting may be organized in or to review on a regular basis technical matters such as AD, SB, Modification, major defects found during maintenance check, reliability, etc.
- g) Refer to Chapter 4.1 for Maintenance contract selection.
- h) Refer to Chapter 2.21 for Maintenance contractor evaluation.
- i) Refer to Chapter 3.1 for auditing procedure.

### 3.6.6 Procedure

Following monitoring methods shall assess if all contracted maintenance activities are carried out in accordance with all applicable regulatory requirements and the relevant Maintenance Contract.

- a) Monitoring preflight check, daily check, weekly check, phase checks
  - 1) Preflight check, daily check, weekly check, phase checks shall be performed at their intended intervals by VJC AMO or contracted maintenance organizations. Those checks sign off shall be recorded on both Aircraft Technical Log book and/ or maintenance release form.
  - 2) Check Records shall be reviewed by MCC, Technical Services, Planning, Technical records, TQA auditor via CMR audit. Any irregularities shall be submitted to related parties for corrections and if required for corrective actions.
  - 3) TQA auditor shall conduct on-site inspection as aircraft production sampling.
  - 4) Based on maintenance performance history and safety risk concerns, TQA Manager may conduct on site audit to check whether the contracted maintenance organization has necessary facilities and qualified personnel to satisfy all the requirements of contract. Refer to MME 3.1 for further detail information.
- b) Monitoring unscheduled line maintenance
  - 1) Unscheduled line maintenance actions shall be recorded in the Aircraft Technical Log book. Unscheduled maintenance actions shall be reviewed by MCC, Technical Records, Reliability while recording required PIREPS, MAREPS and maintenance actions in the AMOS Software. Also, TQA should perform unscheduled spot checks to ensure effective implementation of the maintenance actions.
  - 2) Troubleshooting history shall be recorded on the AMOS software and also ATA Chapter classification shall ensure repetitive defect management and Reliability Program
  - 3) Related unscheduled maintenance records shall be checked by TQA auditor during CMR audit.
- c) Monitoring base maintenance checks
  - 1) In order to ensure all tasks defined in the maintenance agreement are completed in accordance with the maintenance contract by approved CAAV AMO; Engineering and TQA should assign a qualified representative and auditor/inspector to continuously supervise and monitor actual performance of maintenance at maintenance organization location

<b>vietjetAII.com</b>	<b>QUALITY SYSTEM</b> MONITORING THAT ALL MAINTENANCE IS CARRIED OUT BY AN APPROPRIATE MAINTENANCE ORGANISATION	Page 3 - 19
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev02
		01 Jun 2022

- 2) On site monitoring should cover the following aspects:
- i. Maintenance record included unscheduled maintenance and defect rectification included structure damage and repair;
  - ii. Installed components certificates and documents;
  - iii. Deferred defects and deferred tasks;
  - iv. Release to service document;
  - v. Maintenance records;
  - vi. Check flight if necessary.
- 3) The assigned Tech Rep shall report to Engineering and SQA management if they observe any deviations from the approved Maintenance Program or significant irregularities are verified.
- 4) Based on previous performance of organization, TQA auditor/inspector may conduct surveillance by using Base maintenance hangar checklist VJC-SSQA-F-056. Any non-conformance found during inspection shall be notified to organization for corrective action.
- 5) Maintenance records shall be reviewed during CMR audit by TQA auditor for respective aircraft as per CMR audit schedule.
- d) Monitoring component shop maintenance
- 1) Unserviceable component shall be sent out for repair at approved AMO. Upon completed maintenance, authorized release certificate shall be EASA form 01 and/or FAA 8130-3 and/or UK CAA form 1 and/or TCCA - form 1 and/or ANAC form F-100-01 and or CAAV form 01. Other documents shall be required such as teardown report, shop Work order.
  - 2) Any irregularities during incoming inspection shall be reported to Supply and TAQD.
  - 3) Mean time between unscheduled removal shall be recorded in AMOS software and monitored by Reliability.
- e) Monitoring engine shop visit
- When an engine is dismantled for inspection, Engineering may assign qualified personnel to engine shop to establish the exact work scope to be carried out. Results of inspection (findings) and the tasks to be performed commonly agreed, established work scope must be documented.
- After each shop visit, the powerplant TSE shall verify shop visit report:
- 1) Compliance with engine maintenance program and work scope;
  - 2) Life-limited parts;
  - 3) Unscheduled maintenance and defect rectification;
  - 4) Deviations from the maintenance program;
  - 5) Subcontracting to third party;
  - 6) Deferred tasks;
  - 7) Release to service documents;

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM</b> MONITORING THAT ALL MAINTENANCE IS CARRIED OUT BY AN APPROPRIATE MAINTENANCE ORGANISATION	Page 3 - 20 Iss05/Rev02 01 Jun 2022
---	--	---

8) Maintenance and airworthiness records:

- i. Airworthiness release tag (EASA form 01, FAA 8130-3 or equivalent documents)
- ii. List of embodied Modification
- iii. List of repairs;
- iv. List of incorporated AD
- v. etc.

Any discrepancy in respect with contractual provision, VAR part 5 requirements and IOSA standards must be reported to Engineering and SQA management.

f) Contracted Maintenance Review

Within next 30 days following release to service of contracted aircraft base maintenance or engine shop visit, TSE, Planning shall make necessary verifications in order to ensure that:

- 1) All maintenance requirements and tasks defined in the maintenance work package or work scope have been carried out by the respective contracted maintenance organization, in accordance with the maintenance contract; and
- 2) The procedures governing maintenance arrangement, as specified in this MME, have been complied with.

Verifications shall include, when applicable, the Key Performance Indicators (KPI) or Service Level Agreement (SLA) or standards, as agreed between the VJC and the contractor, for the assessment of achievement of ongoing safety and quality levels (the definition of the specific indicators depends on the policy of the VJC).

Such verification must be documented in Contracted Maintenance Review Form **EPF194** and report to Engineering and SQA management. The verification results shall be used as part of monitoring and contract renewal.

<b>vietjetAir.com</b>	<b>QUALITY SYSTEM</b> <b>REQUIREMENTS OF CONTRACTED MAINTENANCE</b>	Page 3 - 21
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev02
		01 Jun 2022

### **3.7 REQUIREMENTS OF CONTRACTED MAINTENANCE**

#### **3.7.1 Purpose**

To establish criteria and requirements for the contracted maintenance organization in order to conform CAAV's regulations, ISM MNT section 4.4, VJC requirements and standards.

To ensure VJC provides adequate training to maintenance organizations to perform maintenance on the VJC's aircraft in accordance with required standard.

#### **3.7.2 Scope of Application**

This procedure shall apply to contracted maintenance organization.

#### **3.7.3 Reference**

VAR Part 12.073, 12.233

MNT Section 4

#### **3.7.4 Responsibility**

TQA Manager, Technical Training Manager

#### **3.7.5 Policy**

- a) External organization(s) such as contracted line and base maintenance service providers are required to be aware of VJC's processes and procedures, as well as their impact on maintenance and/or related systems. VJC shall provide appropriate external organizations with relevant training that covers the VJC's paperwork, certification and recording requirements. Alternatively, VJC may provide such training to each external organization that performs maintenance functions for the VJC.
- b) All maintenance shall be performed in accordance with requirements of the VJC.
- c) All maintenance shall be complied with CAAV, applicable regulations and safety and quality requirements.
- d) A periodic audit should be carried out to ensure that the contracted maintenance providers are carried out in accordance with the maintenance contract, VJC's required standards and CAAV's requirements. The auditing of contracted maintenance organization is at TQA Manager discretion following risk-based approach. Refer to MME 3.1 for audit process.
- e) The audit/ evaluation/ assessment shall be focused on requirements listed in 3.7.6 below. Contractor Application And Evaluation Questionnaires form VJC-SSQA-F-103 which covers all requirements as specified in 3.7.6 shall be utilized as part of AMO assessment and monitoring.

#### **3.7.6 Requirements for Contracted Maintenance Organization**

##### **3.7.6.1 Approval**

- a) The VJC aircraft shall not be operated unless it is maintained and released to service by an Approved Maintenance Organization (AMO) that:
  - 1) Approved from CAAV as AMO Part 5;
  - 2) Has established procedures approval/ acceptable to the CAAV to ensure maintenance practices are in compliance with all relevant requirements;

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM</b> <b>REQUIREMENTS OF CONTRACTED MAINTENANCE</b>	Page 3 - 22 Iss05/Rev02 01 Jun 2022
---	--	---

- 3) Maintains the validity of its approval through compliance with the requirements for an approved maintenance organization acceptable to the CAAV.
- b) The AMO shall have an approval certificate and Operation Specification/ Approval schedule that contains, the:
  - 1) Name and location of the AMO;
  - 2) Date of issue and period of validity of the approval;
  - 3) Scope of the approval that contains class, rating, limitation.

### 3.7.6.2 Management

- a) The AMO shall have an accountable manager who is acceptable to the CAAV and has responsibility for the management and supervision of the maintenance organization.
- b) The AMO shall have nominated appropriate personnel with responsibilities for ensuring the maintenance organization is in compliance with the requirements for an approved maintenance organization as accepted by the CAAV.
- c) The AMO shall have the necessary personnel to plan, perform, supervise, inspect and release the maintenance work to be performed.

### 3.7.6.3 Quality Assurance

- a) The AMO shall have an independent quality assurance program that:
  - 1) Meets the specifications contained as follow:
    - i. An internal audit/evaluation program;
    - ii. An established audit schedule that ensures all applicable regulations, requirements and technical activities described within the MOPM of the AMO are checked on established intervals, as described in the MOPM;
    - iii. A record of audit findings and corrective and/or preventive actions;
    - iv. Follow-up procedures to ensure necessary corrective/preventive actions (both immediate and long-term) implemented by the Maintenance Organization are effective;
    - v. A record-keeping system to ensure details of evaluation findings, corrective actions, preventive actions and follow-up are recorded, and that the records are retained for two complete evaluation cycles.
  - 2) Monitors compliance with applicable regulations, requirements and the MOPM of the AMO;
  - 3) Addresses the specific requirements of the VJC as specified in the maintenance agreement;
  - 4) Is under the sole control of the Quality Manager or the person assigned managerial responsibility for the program.
- b) The AMO shall have a process for periodic review of the quality assurance program by the Quality Manager or the person assigned managerial responsibility for the program for the purpose of ensuring compliance with current requirements of the Maintenance Program and the MME.

<b>vietjetAIr.com</b>	<b>QUALITY SYSTEM</b> <b>REQUIREMENTS OF CONTRACTED</b> <b>MAINTENANCE</b>	Page 3 - 23 Iss05/Rev02 01 Jun 2022
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

- c) The AMO shall have a process to immediately report to the VJC MWC and QA any defects, un-airworthy conditions, failures or malfunctions. The MOR shall be submitted to CAAV within 72 hours. Refer MME 2.8 for details.

#### 3.7.6.4 Personnel

- a) The AMO shall utilize maintenance personnel:
  - 1) That are appropriately licensed and/or authorized to sign the maintenance release;
  - 2) Whose competence has been established in accordance with a procedure and to a level acceptable to the CAAV and authority granting approvals for the maintenance organization. The criteria for competence assessment of the maintenance personnel should be:
    - i. On-the-job performance and/or testing of knowledge, skill, by appropriately qualified personnel;
    - ii. Appropriate attitude towards safety and observance of procedures;
    - iii. Records for basic, organizational, and/or product type and differences training;
    - iv. Experience records;
    - v. Validation of qualification records.
- b) The AMO shall have a means for providing a positive identification of maintenance personnel that are approved to perform and certify maintenance.

#### 3.7.6.5 Training program

- a) The AMO shall have a training program that assures all maintenance personnel receive initial and recurrent training that is appropriate to individually assigned tasks and responsibilities, and provides maintenance personnel with the:
  - 1) Knowledge of regulations, standards and procedures in accordance with requirements in the VJC's MME
  - 2) Knowledge and skills related to human performance, including coordination with other maintenance personnel and flight crew.
- b) The AMO shall have a training program that provides for continuation training on an interval not to exceed 36 months, which may be reduced to a lesser interval based on findings generated by the QA Program.
- c) The AMO shall have a training and qualification program for auditors used in the QA Program.
- d) The AMO shall have a training program that provides for initial and continuation training for receiving inspectors.

#### 3.7.6.6 Facilities and Physical Resources

- a) The AMO shall have the basic facilities and work environment, appropriate for the maintenance tasks to be performed for the VJC, to include:
  - 1) A place of business, with a fixed address;
  - 2) Communications equipment/software, such as telephones, facsimile machines, email and others;

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM</b> REQUIREMENTS OF CONTRACTED MAINTENANCE	Page 3 - 24 Iss05/Rev02 01 Jun 2022
---	---	---

- 3) Any devices used to establish when a particular aircraft requires maintenance. This may include planning bulletin boards, card files or a computer system;
- 4) A secure, dry storage area to retain aircraft technical records.
- b) The AMO shall have the necessary technical data, equipment, tools and material to perform the work for which the maintenance organization has been approved, to include:
  - 1) Equipment and tools necessary to comply with the work specified in the agreement between the VJC and the maintenance organization;
  - 2) Sufficient supplies and spare parts to ensure timely rectification of defects with regard to the Minimum Equipment List (MEL) provisions as specified in the agreement between the VJC and the maintenance organization.
- c) The AMO shall have facilities suitable for the storage of parts, equipment, tools and material under conditions that provide security and prevent deterioration of and damage to stored items, such processes shall ensure:
  - 1) Clean work areas, including management offices;
  - 2) Parts and material properly identified and stored;
  - 3) Oxygen and other high-pressure bottles properly identified and stored;
  - 4) Flammable, toxic or volatile materials properly identified and stored;
  - 5) Equipment identified and protected.
- d) The AMO shall have a shelf-life program for applicable items, which includes a requirement for the shelf-life limit to be controlled and displayed.
- e) The AMO shall have a receiving inspection process that:
  - 1) Assures incoming material has the required certification documentation and traceability;
  - 2) Includes a process for verification of incoming part tags to ensure information on the tag (e.g., part name, part number, serial number, modification and/or any other applicable reference information) matches the corresponding information on the part.

### 3.7.6.7 Material Handling

- a) The AMO shall have a secure quarantine area for rejected parts and materials awaiting disposition
- b) The AMO shall have a process for segregating aircraft serviceable parts, aircraft non-serviceable parts, and non-aircraft parts.
- c) The AMO handles or perform maintenance on, electrostatic sensitive devices (ESD) for the VJC shall have an Electrostatic Sensitive Devices (ESD) Program. Such ESD program shall comply with applicable manufacturer instructions and address the following:
  - 1) Removal and installation on the aircraft;
  - 2) Appropriate warning and caution signs, as well as decals are placed in areas where ESDs are handled;
  - 3) Devices contained in ESD-approved packaging are sealed and properly labeled;

<b>vietjetAir.com</b>	<b>QUALITY SYSTEM</b> <b>REQUIREMENTS OF CONTRACTED</b> <b>MAINTENANCE</b>	Page 3 - 25 Iss05/Rev02 01 Jun 2022
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		

- 4) Devices not contained in ESD-approved sealed packaging are handled by personnel using approved earthing (i.e. grounding) straps and/or mat
  - i. For maintenance activities that require floor grids where ESDs are handled, the floor grids are grounded;
  - ii. Are not to be stored on shelving covered with carpet, foam, vinyl or any other material that can store or produce an electrical charge;
  - iii. Earthing straps and mats are tested to ensure conductivity at regular intervals or prior to use and such test results are recorded.
- d) The AMO shall have a method of storage that assures sensitive parts and equipment, such as, but not limited to, oxygen system components (oxygen generators and bottles), O-rings and electrostatic sensitive devices are properly packaged, identified and stored to protect them from damage and contamination.
- e) The AMO shall have a process that assures aircraft components and parts are shipped in suitable containers that provide protection from damage and, when specified by the OEM, ATA-300 or equivalent containers shall be used.

#### 3.7.6.8 Procedure Manual

- a) The AMO provides for the use and guidance of relevant maintenance personnel a MOPM, which may be issued in separate parts, accepted by CAAV.
- b) The AMO shall have a process to amend the MOPM as necessary to keep the information contained therein up to date.
- c) The AMO shall have a process to furnish copies of all amendments to the MOPM promptly to all organizations or persons to whom the manual has been issued.

#### 3.7.6.9 Maintenance Release

Reference: VAR 4.107(b); VAR 12.243(c)(d)

The AMO produces a completed and signed maintenance release that certifies all maintenance work performed has been completed satisfactorily and in accordance with the approved data and procedures described in the MOE of the maintenance organization. Such maintenance release shall include:

- a) Basic details of the maintenance performed;
- b) A reference of the approved AMP which itself may cross-reference to a manufacturer's instruction in a maintenance manual and the revision status;
- c) Maintenance tasks that were not accomplished;
- d) The date maintenance was completed, flight hours and flight cycles of the aircraft;
- e) The identity of the approved maintenance organization (e.g. CAAV part 5 approval number);
- f) The identity of the person(s) that sign the release (e.g. name, signature, stamp, authorization number, rating).

The appropriate entry shall be made in VJC Technical log in accordance with entry requirements set in MME 2.1.4.

The authorized person signing the maintenance release shall use only unique signature for the accomplished works.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM</b> <b>REQUIREMENTS OF CONTRACTED MAINTENANCE</b>	Page 3 - 26 Iss05/Rev02 01 Jun 2022
---	--	---

### 3.7.6.10 Tooling and Calibration

The AMO shall have procedures to control and document the calibration and records of all tools, including personnel-owned tools, and preventing out-of-service and due-for-calibration tools and equipment from being used. The procedures shall include the following elements:

- a) Calibration date;
- b) Identity of individual or vendor that performed calibration or check;
- c) Calibration due date;
- d) A calibration certificate for each item calibrated by an outside agency;
- e) Details of adjustments and repairs;
- f) Repair history of the tool;
- g) The part number and serial number of the standard used to perform the calibration.

### 3.7.7 Providing of training to maintenance organization

Reference: MNT 1.11.6

VJC shall provide relevant training to AMO (line, base maintenance), such training will cover the VJC's paperwork, certification and recording requirements.

Following process shall be implemented to ensure that relevant training and/or training material is provided to each external organization that performs maintenance functions.

- a) If a contract is established, training materials shall be distributed to relevant external maintenance organizations as practicable as possible, in no case not after the relevant maintenance action is performed.
- b) Training which related to aircraft configuration and other special maintenance requirements (e.g. RVSM, PBN, CATII/III) shall be prepared and provided by Technical Training Manager. E-learning method and enrollment notification will be delivered to external organizations.
- c) Maintenance documentation/ procedures (docs/procs) training shall be conducted by TQA auditor.
- d) TQA Manager can authorize maintenance organization's designated staff as its in-house instructors to perform the docs/procs course for the other certifying staff.
- e) If the any content item is revised, relevant content shall also be distributed to all external maintenance organizations.
- f) The TQA Manager only accept AMO maintenance staff, who already been trained in VJC docs/procs and other above training courses, to perform and certify VJC aircrafts.
- g) During the contractor audits performed against external maintenance organizations, availability of the training materials shall be reviewed by TQA.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM</b> <b>QUALITY AUDIT PERSONNEL</b>	Page 3 - 27 Iss05/Rev00 01 Oct 2020
---	---	---

### **3.8 QUALITY AUDIT PERSONNEL**

#### **3.8.1 Purpose**

To establish procedure and policy for audit personnel to perform periodic audits and surveillance to ensure compliance to regulatory and company's requirements.

#### **3.8.2 Scope of Application**

This procedure applies to all quality assurance personnel who are required to carry out audit and surveillance.

#### **3.8.3 Reference**

VAR Part 12.073

#### **3.8.4 Responsibility**

The responsibility for the implementation of these procedures rests with the SQA Director and TQAM.

#### **3.8.5 General**

- a) Quality Auditor perform independent audits of the management, control and performance of maintenance activates to ensure compliance with approved standards and procedures.
- b) In order to maintain independence, Auditors shall have no relations to subjects being audited and shall report directly to Technical Quality Assurance Manager.
- c) Auditors shall have unrestricted access to all work areas, activities, products, records and persons related to an audited process.
- d) Auditor shall have relevant training, qualification, experience to meet requirements of audit.

#### **3.8.6 Auditor responsibility**

- a) Perform quality inspections and audits as part of ongoing quality assurance.
- b) Identify and record any concerns or findings, and the evidence necessary to substantiate such concerns or findings.
- c) Initiate or recommend solutions to concerns or findings through designated reporting channels.
- d) Verify the implementation of solutions within specific time scales.
- e) Refer Quality Manual Chapter 4.3.3 for further responsibilities.

#### **3.8.7 Auditor training, Qualification and Authorization**

Refer Quality Manual Chapter 3.3.13.

<b>vietjetAir.com</b>	<b>QUALITY SYSTEM</b> <b>QUALITY AUDIT PERSONNEL</b>	Page 3 - 28
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev00
		01 Oct 2020

INTENTIONAL BLANK PAGE

<b>vietjetAll.com</b>	<b>QUALITY SYSTEM</b> AIRCRAFT OR AIRCRAFT COMPONENT MAINTENANCE TASKS CONCESSION/ VARIATION/ EXEMPTION CONTROL	Page 3 - 29
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

### **3.9 AIRCRAFT OR AIRCRAFT COMPONENT MAINTENANCE TASKS CONCESSION/VARIATION/ EXEMPTION PROCESS CONTROL**

#### **3.9.1 Purpose**

To provide regulation on the granting of variation/concession/exemption for deviation to Aircraft and Component Maintenance Program, aircraft deferred defects and approved procedure/regulation.

#### **3.9.2 Scope of Application**

This procedure regulates the method by which Task variation/exemption/concession process shall be administered and affects all departments involved in the aircraft and component maintenance including maintenance contractors.

#### **3.9.3 Reference**

VAR Part 1 Subpart F, Part 20 Subpart G

MNT 2.4.3

MME 2.19

#### **3.9.4 Responsibility**

The responsibility for the implementation of these procedures rests with the SQA Director, Engineering Director, TQA Manager, MCC Manager, Reliability Manager, Technical Services Manager, Planning Manager.

#### **3.9.5 Policy**

##### a) General policies

In according to VAR part-1, subpart F, the concession and deviations in aircraft operations and maintenance for the operators with AOC certified by the CAAV, Maintenance Organization approved in accordance to Part 5; and aircraft with Vietnamese nationality include the following details:

- 1) Discrepancy to procedures in operation manual (OM), Maintenance Management Exposition (MME) of AOC holder approved by the CAAV;
  - 2) Operating the aircraft over the limit specified in MEL/CDL (MEL – Minimum equipment list /CDL – Configuration Deviation List) as well as other limits have been specified in maintenance data (AMM, IPC, SRM...);
  - 3) Extend scheduled maintenance tasks of aircraft/aircraft component in accordance with approved Maintenance Program (AMP);
  - 4) Discrepancies of aircraft maintenance tool, equipment to approved maintenance data.
- b) All concession/variation/exemption requests to SQA Director or TQA Manager must originate from the MCC Manager and/or Planning Manager with acceptance from Engineering Director, and will have the reason for the requested deviation with justification which will include additional safeguards to ensure an equivalent level of safety and / or quality.
  - c) The SQA Director or TQA Manager will review the request and seek advice as necessary from other departments. The review will cover various aspects and will include:
    - 1) Have all other means of solution been evaluated?

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM</b> <b>AIRCRAFT OR AIRCRAFT COMPONENT MAINTENANCE TASKS CONCESSION/ VARIATION/ EXEMPTION CONTROL</b>	Page 3 - 30 Iss05/Rev05 28 Mar 2023
---	---	---

- 2) Is the justification acceptable and safety is not compromised?
- 3) Is it within the authorization of SQA Director or TQA Manager to grant the concession?
- 4) What time limit shall be imposed?
- 5) Any other issues such as maintenance status of the aircraft, deferred defects situation, environmental issues, operational constraints at line stations etc.
- d) Concession/variation request shall be assessed and approved by the SQA Director or TQA Manager for deviation which is within his/her scope of approval granted by CAAV.
- e) Request for concession/variation/exemption beyond the scope of the authority granted to SQA Director or TQA Manager will be referred to CAAV.
- f) Deviation on Airworthiness Limitation Section, Airworthiness Directives, Certification Maintenance Requirement need to be submitted to CAAV for approval.
- g) Approval for concession must be received in writing before it becomes effective. In this respect, the request for CAAV approval shall provide a reasonable time frame to enable timely receipt of written approval from CAAV. In the event of concession within SQA Director or TQA Manager's authority and required outside office hours, e-mail or faxed approval is acceptable and must be followed up by the normal process on the next working day by the person who requested for the concession.
- h) Relevant Department Manager (e.g. MCC Manager, Technical Services Manager, Planning Manager) will complete the Concession/ Variation/ Exemption Request by entering the relevant details and submit (by email or hard copy) to Engineering Director and SQA Director or TQA Manager. Upon acceptance by Engineering Director, TQA will proceed concession request. Concession/ Variation/ Exemption shall be logged on Coruson application for monitoring and controlling with unique number created by Coruson application. In case of internal approval, this number shall be used as approval number of concession/variation.
- i) Each approved concession/variation/exemption will have a validity period and the Relevant Department Managers are responsible to plan terminating action prior to the expiry of the validity period and the SQA Director or TQA Manager is responsible to monitor compliance. Upon closure of concession/concession/variation/exemption, Relevant Department shall send evidences of the closure (e.g. techlog, task card, work order...) to TQA. The evidences shall be uploaded to on Coruson and the respective concession/variation/exemption shall be closed by TQA.
- j) The dossier of the concession/variation/exemption issuance including approved concession/variation/exemption request, supporting documents and evidence of acceptance from Engineering Director shall be preserved by TQA on Coruson in 24 months from the expiry date of the concession validity

### **3.9.6 Variation approved internally by VJC**

- a) When a scheduled check or task(s) cannot be carried out within the deadline specified in approved AMP the Planning Manager may apply variation request for extension of deadline.
- b) This request with acceptance from Engineering Director shall be submitted to the SQA Director or TQA Manager no later than 72 hours before the date the variation is required. All variations must be reported to CAAV as they occur and a monthly

<b>vietjetAll.com</b>	<b>QUALITY SYSTEM</b> AIRCRAFT OR AIRCRAFT COMPONENT MAINTENANCE TASKS CONCESSION/ VARIATION/ EXEMPTION CONTROL	Page 3 - 31
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

summary provided a copy of the approved variation will be forwarded to the CAAV for recording purposes and to VJC TQA Section for reporting purposes.

- c) Variation request (Form CAAV/FSSD-AIR 042) shall be associated with supporting documents to the TQA Dept, include but not limited to:
  - 1) Aircraft identification, by registration marks
  - 2) Aircraft current status: flight hours, flight cycle and proposed extension in the appropriate figure (flight hours, cycles, etc.)
  - 3) Justification of the need for such a variation
  - 4) Current inspection status of the aircraft
  - 5) List of aircraft deferred defects which are affected by the variation
  - 6) Confirmation that the variation does not affect any mandatory maintenance tasks, life limitation, ADs etc.
  - 7) Spare part/ tool confirmation
  - 8) Other necessary documents requested by QA.
- d) Variation Request (Form CAAV/FSSD-AIR 042) for extension of the time limit, specifying the period of extension being applied for and the justification for such extension. The limitations contained in the AMP are used as the basis for application; regardless of the limitations of the AMP, the limits in Table 1 are the Maximum permitted extension of time limits permitted without CAAV approval.

**Table 1. PERMITTED VARIATIONS TO MAINTENANCE PERIODS**

**ITEMS CONTROLLED BY FLIGHT HOURS:**

- (i) 5000 flying hours or less: 10%
- (ii) More than 5000 flying hours: 500 flying hours

**ITEMS CONTROLLED BY CALENDAR TIME:**

- (i) 1 year or less: 10% or 1 month whichever is the lesser
- (ii) More than 1 year, but not exceeding 3 years: 2 months
- (iii) More than 3 years: 3 months

**ITEMS CONTROLLED BY LANDING/CYCLES:**

- (i) 500 landings/cycles or less: 5% or 25 landing/cycles, whichever is lesser.
- (ii) More than 500 landings/cycles: 5% or 250 landings/cycles, whichever is lesser.

**ITEMS CONTROLLED BY MORE THAN ONE LIMIT:**

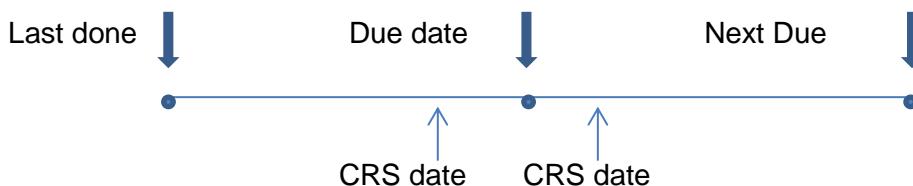
- (i) For items controlled by more than one limit, e.g. items controlled by flying hours and calendar time or flying hours and landings/cycles, the more restrictive limit should be applied.

- e) The maximum variations permitted above do not apply to:
  - 1) Those periods included in the Maintenance Schedule which have been classified as mandatory by the CAAV.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM</b> <b>AIRCRAFT OR AIRCRAFT COMPONENT MAINTENANCE TASKS CONCESSION/ VARIATION/ EXEMPTION CONTROL</b>	Page 3 - 32 Iss05/Rev05 28 Mar 2023
---	---	---

- 2) ALS Part 1, 2, 3, 4, 5 related tasks.
- 3) Airworthiness Directive.
- 4) Structure damage tasks.

**NOTE:** The following concept is applied to calculate Next due of task when applied variation



If CRS date is after Due date (variation applied), then Next due = Due date + interval.

If CRS date is before Due date, then Next due = CRS date + interval.

- f) Variations greater than those detailed in Table 1 Permitted Maximum Variations may be justifiable on a case by case basis taking into account the specific aircraft and its service history. Technical Services, Planning Departments shall contact Airbus Maintenance Programs Engineering (via TechRequest) for further support in order to obtain appropriate Airbus analysis and advice to submit CAAV for variation approval.

### 3.9.7 Planning Deferral (previous term, Exemption) for Scheduled Maintenance

Where a task is required to be removed from the check package, which has not exceeded the limitations of the AMP, VJC's Maintenance Rep shall consult to Planning Manager and submit Exemption Request form EPF120 to Engineering Director for acceptance and SQA Director/TQA Manager for approval. One copy of approved Exemption sheet shall be forwarded to TQA for monitoring and file.

Planning engineer shall remove this task out work package in AMOS and monitor its status. Individual WO is created to follow up due date.

Should the task still be unable to be actioned by the due date a variation would then be required.

### 3.9.8 Concession for extending the ADD time limit

SQA Director and TQA Manager are authorized to extend 50% repair interval of following ADD for one time:

- a) MEL item CAT B, C;
- b) MEL item related to ATA 11 Placard and Marking;
- c) Non airworthiness ADD;
- d) CDL item whose deadline is not specified;

If additional extensions are required, the extension request must be presented to the CAAV for approval.

Normally, all ADD will be cleared within time constraint imposed by VJC procedure. In an unlikely event of ADD, time limitations being exceeded due to circumstances beyond normal control, a concession shall be prepared by MCC Manager using Concession Request (form CAAV/FSSD-AIR 040) accompanied with relevant supporting

<b>vietjetAll.com</b>	<b>QUALITY SYSTEM</b> AIRCRAFT OR AIRCRAFT COMPONENT MAINTENANCE TASKS CONCESSION/ VARIATION/ EXEMPTION CONTROL	Page 3 - 33
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev05
		28 Mar 2023

documents, records and submit (by email or hard copy) to Engineering Director and SQA Director/TQA Manager. The submission is no later than 24 hours (applicable to concession of MEL item) or 7 days (applicable to Non airworthiness ADD and CDL item whose deadline is not specified) before the date of concession is required.

Upon acceptance by Engineering Director, TQA Manager or his designated personnel will assess concession application, taking into account reliability data, safety implication and if the circumstances are considered acceptable, SQA Director/TQA Manager will approve concession.

Concession request associated with supporting documents, include but not limited to:

- a) The evidence of the necessary maintenance works done in order to rectify the defects but results of such works are not satisfactory;
- b) Evidence of the order and preparation of materials, tools, equipment and manpower necessary for the rectification of the defects;
- c) Related MEL page, TSM/AMM, PFR;
- d) Aircraft, engine current status: flight hours, flight cycles, ADD status, Airworthiness and Non-Airworthiness ADD Log;
- e) Expected rectification date;
- f) Reliability data and safety implication if applicable;
- g) Completed concession checklist form VJC-SSQA-F-049;

### **3.9.9 Concession/ Variation requiring approval from the CAAV**

When the concession/variation application does not fit into the criteria of 3.9.6/3.9.7/3.9.8 the request must be approved by the CAAV.

In case of the concession to the aircraft operation exceeding the limits as set forth in the maintenance data (AMM, SRM...), there must be the comment in writing of the manufacturer of the aircraft/ engine;

A concession/ variation request must include all details of the justification for the variation including any OEM or foreign regulatory approvals e.g. (NTO, ASAC, or equivalent document from aircraft/engine manufacturer) and shall be submitted to Engineering Director and SQA Director/TQA Manager no later than 7 days (applicable to Non Airworthiness ADD, MEL Cat D and CDL item whose deadline is not specified) or 72 hours (applicable for remaining cases) before the date the concession/variation is needed.

Official concession/variation request is submitted to CAAV signed by the VJC SQA Director/TQA Manager.

Concession/variation request document package together with official letter prepared by TQA shall be submitted to CAAV in duplicate, one package shall be submitted to CAAV Administration and one package shall be submitted to CAAV Flight Safety Standard Department.

In emergency case, CAAV accepts document from fax or email. The original package shall be sent to CAAV by next working day.

### **3.9.10 Exemption requiring approval from the CAAV**

In case of discrepancies in the procedures set forth in Operation Manual (OM) or Maintenance Management Exposition (MME) or discrepancies of aircraft maintenance

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM</b> <b>AIRCRAFT OR AIRCRAFT COMPONENT MAINTENANCE TASKS CONCESSION/ VARIATION/ EXEMPTION CONTROL</b>	Page 3 - 34  Iss05/Rev05  28 Mar 2023
---	---	---

tool, equipment to approved maintenance data, the exemption is required to be approved by CAAV.

MCC Manager or Planning Manager or Tech Services Manager shall prepare the exemption request package and send to Engineering Director for acceptance and SQA/TQA 72 hours before the date the exemption is needed. The exemption package consists of:

- Completed Exemption Request, form CAAV/FSSD-AIR 044.
- The commitment to seriously observe the regulations and validity term of the granted exemption
- For discrepancy to procedures of MME or OM:
  - Complete reasons and information explaining the use of measures/ procedures replacing the processes approved by the CAAV;
  - Documents demonstrating the equivalence of alternative measures/procedures used to ensure the equivalent safety level of the flight;
  - In case of concession application for operating over the limit that is included in AMM, SRM, IPC...and must have written suggestion of the aircraft/engine Manufacturer.
- For discrepancy to discrepancies of aircraft maintenance tool, equipment to approved maintenance data:
  - The full supply of reasons and information on the use of tools, equipment alternative to the ones set forth in the approved maintenance instructions or the documents approved by CAAV;
  - The supply of design drawing, technical specifications of the alternative tools, equipment in order to ensure their features to be equivalent to the ones already approved;
  - For the tools, equipment used in measuring, adjusting the details of the system controlling the engine and the aircraft, there must be the comment in writing of the manufacturer;

Official exemption request signed by the VJC SQA Director/TQA Manager.

Exemption document package together with official letter prepared by TQA shall be submitted to CAAV in duplicate, one package shall be submitted to CAAV Administration and one package shall be submitted to CAAV Flight Safety Standard Department.

In emergency case, CAAV accepts document from fax or email. The original package shall be sent to CAAV by next working day.

<b>vietjetAll.com</b>	<b>QUALITY SYSTEM</b> <b>PIC TRANSIT CHECK AUTHORISATION</b>	Page 3 - 35
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev02
		01 Jun 2022

### **3.10 PIC TRANSIT CHECK AUTHORIZATION**

#### **3.10.1 Purpose**

To regulate the method on issue of authorization for Pilot in Command (PIC) to perform pre-flight inspection (also called transit check) for VJC's aircrafts.

#### **3.10.2 Reference**

VAR 12.225(a); 12.223(b)(1)

#### **3.10.3 Responsibilities**

Authorize classroom instructor: TQA Manager.

Authorize PIC transit check: TQA Manager.

Records retention: TQA Manager.

Provide training syllabus: Technical Training Manager.

Providing of training to Pilots: authorized instructors.

Compliance with transit check procedure: authorized transit check PIC.

#### **3.10.4 Requirements for PIC**

For the case of authorized PIC holding ATPL license for the respective aircraft issued by CAAV, the validity of his authorization, granted by the company, is dependent on the validity of the ATPL license held. It is the responsibility of the authorized PIC to ensure that their ATPL license remain current.

Have successfully completed the PIC training courses:

- a) Transit check procedure shall be conducted by authorized instructor. Examination is required upon completed the course. If PIC has failed examination, he should attend the retraining course or continuous to practice until he gains sufficient knowledge to take next examination.
- b) PIC need attend 03 transit checks practical task training (form VJC-SSQA-F-100 for A320/321 and VJC-SSQA-F-098 for A330) organized by VJC AMO. OJT instructor shall be certifying staff CAT B1 or B2.

Be capable of collecting, analyzing, evaluating information, writing the summing-up and report (MOR, bird strike report, incident/accident report).

#### **3.10.5 PIC Limited Certification Authorisation Scope**

PIC limited certification authorization included PIC transit check authorization. If there is any defect found, defect rectification must be carried out by AMO.

Authorized PIC must correctly sign on the Tech log page for transit check.

Authorized PIC only carries out the jobs, which were authorized in his Certificate of Authorization.

Performing of computer reset where describes in appropriate QRH's/FCOM computer reset table.

Authorized PIC is responsible for informing any occurrence which might effect on airworthiness of aircraft.

The delegation of authorization for other person is forbidden.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM</b> <b>PIC TRANSIT CHECK AUTHORISATION</b>	Page 3 - 36 Iss05/Rev02 01 Jun 2022
---	---	---

### **3.10.6 Procedure for Granting Pic Transit Check Authorization**

The PIC, who will apply for Pilot Transit Check Authorization, must fill on the Transit Check by PIC Authorization Application Form (Form VJC-SSQA-F-102).

The Application form should be submitted to TQA Manager before at least 2 weeks before the date of issuing the Certificate of Authorization.

The Application form is enclosed such documents:

- a) Copy of ATPL license granted by CAAV.
- b) Training records from VJC.

TQA Manager is responsible for considering the Application form, basing on the above criteria and issue the Certificate of Authorization PIC Transit Check. AMOS is used to monitor and control list of PIC transit check authorization and issue each individual authorization certificate.

After authorized, the email notification shall be generated by AMOS and sent electronic authorization certificate to concern PIC, OMC, Flight Operation Planning, Rostering.

The list of updated authorized PIC transit check shall be distributed to OMC, Flight Operation Planning, Rostering and MWC on each Monday.

### **3.10.7 Revocation and Suspension of the Certificate of Authorization**

The revocation and suspension shall be decided by the TQA Manager if:

- a) The authorized PIC is not capable of implementing his task or breaking the inspection process.
- b) Not adhering safety regulations.

When having the decision or revocation or suspension, the TQA Manager should declare in document the reason, the period of revocation or suspension and announce to the respective departments.

When being revocable and/or suspended, the authorized PIC is not permitted to perform transit check.

### **3.10.8 Continuation Training**

The authorized PIC transit check shall be continuously updated on company and technical procedures as well as regulatory requirements from time to time, and these can be regarded as continuous training.

The training material or information shall be disseminated to all PIC by Technical Training manager when necessary.

### **3.10.9 Records**

Following records are kept by TQA Section:

- a) Application form for PIC Transit check.
- b) Copy of ATPL granted by CAAV.
- c) All records of training courses.
- d) PIC transit check examination result.
- e) Copy of Certification of Authorization PIC Transit Check.

Records must be kept at least 2 years after the revocation of authorization.

Records must be maintained in good condition to avoid damage and accessing by unauthorized person.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>QUALITY SYSTEM</b> <b>PERSONAL RECORDS</b>	Page 3 - 37  Iss05/Rev03  18 Jul 2022
---	--	---

### **3.11 PERSONNEL RECORDS**

#### **3.11.1 Purpose**

To establish a proper procedure for retention of maintenance personnel and certifying staff records to enable administration and control, and to ensure CAAV and VJC's requirements are complied with.

#### **3.11.2 Reference**

VAR Part 12.083; Part 12.085

#### **3.11.3 Responsibility**

Technical Training Manager is responsible for keeping all detail qualifications and training of all maintenance employees.

TQA Manager is responsible for Administration and control of Certifying Staff records.

#### **3.11.4 Policy**

- a) The qualifications and training records of all maintenance employees within Engineering Division shall be maintained by Technical Training Department.
- b) This record, its contents, layout and the procedures for its use shall be approved by the CAAV prior to its use.
- c) Each record shall be identifiable to the VJC and the individual personnel.
- d) The CAAV will also consider approval of a computer-based method for keeping any portion of this information. Without CAAV approval, any such computer records used by the VJC shall be secondary method.

#### **3.11.5 Personnel records keeping**

The qualifications and training records of each maintenance employees (e.g. TSE, planner, tech records, library, supply staff etc.) within Engineering Division shall be maintained and retained. Each record shall be retained by the Technical Training Department in safe custody for at least 12 months after the individual no longer employed by the VJC.

The qualifications and training records of certifying staff of contracted maintenance organizations shall be maintained by organizations. The VJC TQA Section only maintain the current approved roster lists (Form VJC-SSQA-F-105\_List of VJC's Acceptance Line Maintenance Staff and Form VJC-SSQA-F-106\_List of VJC's Acceptance Base Maintenance Staff).

All related training records which provided by VJC to certifying staff of contracted maintenance organizations shall be maintained by Technical Training Department and TQA Section. Refer LMM 2.13 for detail procedure.

Records of VJC's certifying staff described in MOPM 2.5 and comply with VAR part 5.

<b>vietjetAir.com</b>	<b>QUALITY SYSTEM</b> <b>PERSONAL RECORDS</b>	Page 3 - 38
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev03
		18 Jul 2022

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>CONTRACTED MAINTENANCE</b>	
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev00
		01 Oct 2020

**CHAPTER 4**  
**CONTRACTED MAINTENANCE**

<b>vietjetAir.com</b>	<b>CONTRACTED MAINTENANCE</b>	
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev00
		01 Oct 2020

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>  <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTRACTED MAINTENANCE</b>  <b>TABLE OF CONTENTS</b>	Page 4 - 1
		Iss05/Rev01
		01 Sep 2021

<b>4.1 CONTRACTED MAINTENANCE</b>	<b>3</b>
<b>4.1.1 Purpose</b>	<b>3</b>
<b>4.1.2 Scope</b>	<b>3</b>
<b>4.1.3 Reference</b>	<b>3</b>
<b>4.1.4 Responsibility</b>	<b>3</b>
<b>4.1.5 Procedure</b>	<b>3</b>
<b>4.1.5.1 General Requirements</b>	<b>3</b>
<b>4.1.5.2 Conditions for Contractors</b>	<b>4</b>
<b>4.1.5.3 Contractor selection process</b>	<b>5</b>
<b>4.1.5.4 Content of Maintenance Contract</b>	<b>7</b>

<b>vietjetAir.com</b>	<b>CONTRACTED MAINTENANCE</b>	Page 4 - 2
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>TABLE OF CONTENTS</b>	Iss05/Rev01
		01 Sep 2021

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>CONTRACTED MAINTENANCE</b>	Page 4 - 3
MAINTENANCE MANAGEMENT EXPOSITION	CONTRACTED MAINTENANCE	Iss05/Rev01
		01 Sep 2021

## 4.1 CONTRACTED MAINTENANCE

### 4.1.1 Purpose

- a) This procedure is to describe the way VJC follows to develop maintenance contract to compliance with CAAV requirements, IOSA ISARPs section 4 MNT.
- b) This procedure is to provide the process and procedure for the AMO selection process.

### 4.1.2 Scope

This procedure applies to all contracts relating to maintenance service provider for VJCs' aircraft and VJCs' aircraft component.

### 4.1.3 Reference

VAR Part 12.233(a); 12.233(b)(2); 12.253(b); Appendix 1 to 12.227(a)(16); 4.075(b)  
MNT 1.11.1A, 1.11.1B, 1.11.2

### 4.1.4 Responsibility

VJC's Engineering Director, TQA Manager and Supply Manager are responsible for this procedure.

### 4.1.5 Procedure

#### 4.1.5.1 General Requirements

- a) In case required maintenance activity is beyond VJC AMO capabilities or appropriate VJC AMO resources are not available, Engineering initiates the Maintenance Contractor selection process. Engineering is responsible for liaison with approved maintenance organizations for the performance of maintenance.
- b) VJC is responsible for airworthiness standards for its fleets including airframe, engine, aircraft components and equipment. All maintenance organizations (Contractor) for aircraft, engine, aircraft components and equipment must be CAAV approved AMO or recognized by CAAV.
- c) The maintenance, repair, overhaul, modification, preventive maintenance shall be carried out in accordance with VJC' maintenance requirements, the Contractor's MOE and maintenance contract.
- d) The content of maintenance contract (not including financial matters) shall be accepted by CAAV when required.
- e) The content of maintenance contract shall:
  - 1) Contract shall document specific maintenance safety and quality standards required to be fulfilled by the respective external maintenance organization. Such standards shall provide the basis for monitoring process as specified in MME 3.6.
  - 2) Specify all maintenance requirements and define all tasks to be performed by Contractors.
  - 3) Special attention is to be paid to procedures and responsibilities to ensure that all maintenance work is performed in accordance with the VJC MME and, service bulletins are analyzed and decisions taken on accomplishment, airworthiness directives are completed on time and all work, including non-mandatory modifications, is carried out in accordance with approved data and to the latest standards.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTRACTED MAINTENANCE</b> CONTRACTED MAINTENANCE	Page 4 - 4 Iss05/Rev01 01 Sep 2021
---	---	--

- f) For line maintenance, the actual layout of the IATA Standard Ground Handling Agreement may be used as a basis, but this does not preclude the VJC from ensuring that the content of the contract is acceptable and especially that the contract allows the VJC to properly exercise its maintenance responsibility.
- g) The contract may be in the form of individual work orders/ repair orders addressed to the contractor in the case of:
  - 1) An aircraft requiring unscheduled maintenance.
  - 2) Component maintenance, including engine maintenance.
- h) The Contractor shall be in Approved Contractor List control by TQA Section with approval from Director SQA/ Accountable Manager prior to providing services to VJC.
- i) In case of occasional use of an approved maintenance organization for unscheduled maintenance a contract does not need to be established. Based on that a thorough check is done by MCC, MW and TQA to verify that the organization is CAAV approved AMO part 5 for current type of aircraft and engine. The VJC then issues a service order/ work order to the organization for the requested work and makes sure to file proof of approval along with the order. Each request is only valid for the work described in that order.

In case of organization is not CAAV approved AMO, TQA Manager shall liaise to CAAV FSSD to get concurrence for maintenance performance on VJC aircrafts.

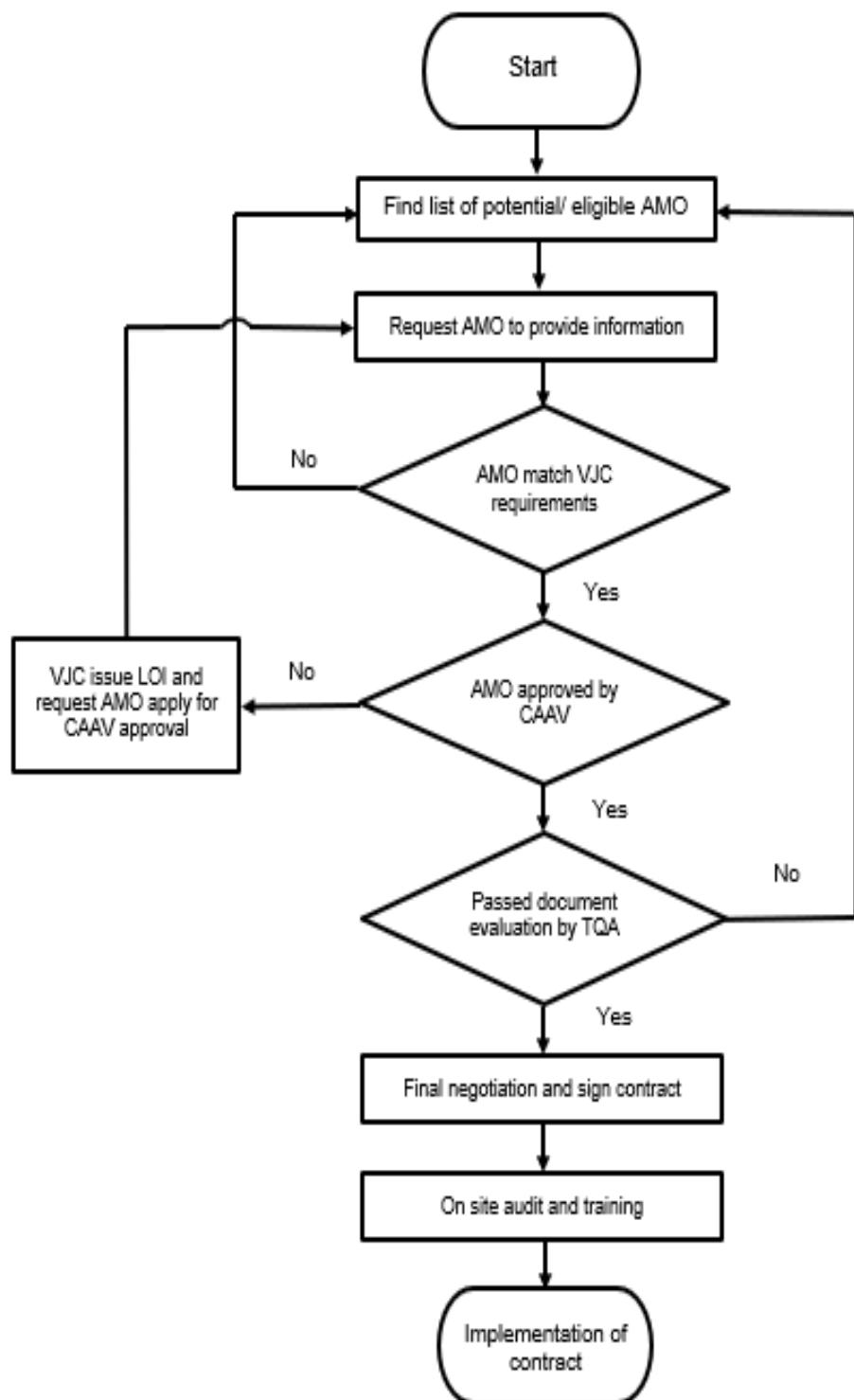
The TQA Manager will issue One-off authorization to allow organization's certifying staff to perform maintenance certification on VJC aircraft as long as particular information of certifying staff e.g. AML, authorization certificate are satisfied.

#### 4.1.5.2 Conditions for Contractors

- a) CAAV Approved Maintenance Organization with approved capabilities to carry out maintenance works mentioned in the contract.
- b) Other operators (served as both airlines & AMO providers) operating the same type of aircraft and engine as VJC and have a CAAV approval for carrying out respective maintenance work under the contract.
- c) Aircraft or engine manufacturers who carry out repairs and modifications for that respective type of aircraft or engine.
- d) Maintenance Organizations with EASA 145 and/or FAA 145 approval.

#### 4.1.5.3 Contractor selection process

##### a) Process flow chart



 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTRACTED MAINTENANCE</b> CONTRACTED MAINTENANCE	Page 4 - 6 Iss05/Rev01 01 Sep 2021
---	---	--

- b) Before contracting any maintenance with AMOs, VJC should ensure a service provider selection process is in place that ensures:
  - 1) Safety-relevant selection criteria are established;
  - 2) Service providers are evaluated against these criteria prior to selection.
- c) VJC under company requirements and evaluation standards sets up 12-step process as below:
  - 1) Setting up a list of AMOs with proper capability to provide maintenance services for VJC.
  - 2) Sending request for preliminary information and proposal to AMOs. The required information may be an approved maintenance certificate, liaison address, capability, price policy and maintenance service, etc.
  - 3) Receiving and making a list of AMOs along with their feedback.
  - 4) On the basic of information given, proceeding preliminary negotiation with AMO.
  - 5) Selecting AMOs under VJC's evaluation standards such as price policy, experience, potential development and cooperation in the future, etc.
  - 6) Checking CAAV's approved certificates in accordance with VAR-5. If these certificates are not suitable, step 7 will be carried out, otherwise step 8 will apply.
  - 7) If AMO's certificates are not in accordance with VAR-5, Engineering may provide Letter of Intent to AMO to initiate application for CAAV approval.
  - 8) VJC's TQA Section will conduct a further document verification and evaluation process as specified in MME 2.21 to ensure AMO conforms to IOSA ISAPRP section 4 MNT. If this AMO is then found to be qualified by the Quality Assurance, then VJC will go to step 9.

On the contrary, this AMO will be excluded from the AMO list if they do not meet the QA requirements and then VJC has to revert back to step 5.

  - 9) VJC Engineering will review contract to ensure that all terms and conditions defined in contract are clear, unambiguous and detailed. The review shall include SLA/KPI or standards for the assessment of the achievement of ongoing safety and quality levels. During contract review, Engineering will also proceed negotiation phase with the AMO.
  - 10) Sending results of detailed negotiation to concern departments in VJC for reference and comment to make sure that the content of contract meets VJC's requirement as well as CAAV regulations.
  - 11) After collecting opinions from concerned departments, the final evaluation and negotiation for contract signature will be carried out. The procedure of contract signature includes process of contract review to ensure:
    - i. The contents of contract are adequate and clear.
    - ii. Concerned partners in the contract agree with terms of the contract as well as understand their responsibilities.
    - iii. The responsibility for each side should be determined clearly.
  - 12) The process for deploying the contract as follows:
    - i. TQA Section shall conduct audit and procedures training to AMO where applicable. For the details, refer to MME 3.1 and 3.7

<b>vietjetAir.com</b>	<b>CONTRACTED MAINTENANCE</b> <b>CONTRACTED MAINTENANCE</b>	Page 4 - 7
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev01
		01 Sep 2021

- ii. VJC's Engineering Division will coordinate with the AMO for accomplishment of maintenance works.
- iii. For the contract files: a copy of contracts will be sent to the following holders for filing and monitoring:
  - VJC's Engineering Division.
  - VJC's TQA Section if required.
  - CAAV if required

#### *4.1.5.4 Content of Maintenance Contract*

The formal maintenance contract is not intended to provide detailed work instructions to the Contractor. Established procedures are required within VJC and Contractor to address these functions. A maintenance contract typically includes, but is not necessarily limited to:

- a) An approval process for the contractor by the VJC and where applicable the Contractors and/or the CAAV;
  - b) Scope of Work:
    - 1) Aircraft registration number, type of aircraft and engines have to be described in contract.
    - 2) Type of maintenance to be performed by Contractor be specified unambiguously.

NOTE: the scope of work being contracted should be limited to the scope of work approved by the CAAV.
  - c) A list of facilities where the maintenance is to be carried out, including a list of satellite facilities that the Contractor may use. If necessary, the contract may address the possibility of performing maintenance at any location subject to the need for such maintenance arising either from the UNSERVICEABILITY of the aircraft or from the necessity of supporting occasional line maintenance.
  - d) Subcontracting the maintenance contract should specify under which conditions the Contractor may subcontract tasks to a third party.
  - e) Maintenance program
    - 1) Specify maintenance program that maintenance tasks will be accomplished
    - 2) All maintenance tasks shall be followed VJC approved maintenance program or manufacture MPD.
    - 3) The signed off task cards will be VJC approved Task card form.
  - f) Access by the VJC's quality assurance department staff for evaluating/ monitoring ongoing quality and safety standards
- The terms of the contract should include a provision allowing VJC to perform a quality surveillance (including audits) upon the Contractor. The maintenance contract should specify how the results of the Quality surveillance are taken into account by the Contractor.
- g) Competent authority involvement

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTRACTED MAINTENANCE</b> CONTRACTED MAINTENANCE	Page 4 - 8 Iss05/Rev01 01 Sep 2021
---	---	--

The contract should identify the CAAV responsible for the oversight of the aircraft, the operator, the CAMO, and the contractor. Additionally, the contract should allow CAAV inspectors access to the maintenance organization.

**h) Maintenance data**

The contract should specify the maintenance data and any other manual required for the fulfilment of the contract, and how these data and manuals are made available and kept current (regardless if they are provided by the VJC or by the Contractor). This may include, but may not be limited to:

- 1) Maintenance Program,
- 2) AD's,
- 3) Major repairs/modification data,
- 4) Aircraft/ Engine Maintenance Manual,
- 5) Aircraft IPC,
- 6) Wiring diagrams,
- 7) Trouble shooting manual,
- 8) Minimum Equipment List.

**i) Incoming condition**

The contract should specify in which condition the aircraft should be made available to the Contractor. For extensive maintenance, it may be beneficial that a work scope planning meeting be organized so that the tasks to be performed may be commonly agreed.

**j) Airworthiness Directive, Service Bulletin, Modifications**

The contract should specify what information VJC is responsible to provide to the Contractor, such as the due date of the AD, the selected means of compliance, the decision to embody Service Bulletins (SB's) or modification, etc... In addition, the type of information VJC will need in return to complete the control of ADs and modification-status should be specified.

**k) Hours and cycles control**

Hours and cycles control are the responsibility of the VJC, and the contract should specify how the VJC should provide the current hours and cycles to the Contractor and whether the Contractor should receive the current flight hours and cycles on a regular basis so that it may update the records for its own planning functions.

**l) Service life-limited components**

The control of service life-limited components is the responsibility of the VJC. The contract should specify whether the VJC should provide the status of service life-limited parts to the Contractor, and the information that the Contractor will have to provide to the VJC about the service life-limited components' removal/installation so that the VJC may update its records.

**m) Supply of parts**

The contract should specify whether a particular type of material or component is supplied by the VJC or by the Contractor, which type of component is pooled, etc. The contract should clearly state that it is the Contractor's responsibility to be in any case satisfied that the component in question meets the approved data/standard

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTRACTED MAINTENANCE</b> CONTRACTED MAINTENANCE	Page 4 - 9 Iss05/Rev01 01 Sep 2021
---	---	--

and to ensure that the aircraft component is in a satisfactory condition for installation.

n) Schedule maintenance

For planning scheduled maintenance checks, the support documentation to be given to the Contractor should be specified. This may include, but may not be limited to:

- 1) Applicable Work package, including Task cards and Work orders
- 2) Scheduled component removal list where applicable
- 3) AD, SB, Modifications to be incorporated
- 4) Etc.

When the Contractor determines, for any reason, to defer a maintenance task, it has to be formally agreed by VJC and follow VJC MME requirements.

o) Unscheduled maintenance/ defect rectifications/ deferred defects

The contract should specify to which level the Contractor may rectify a defect without reference to the VJC. Unscheduled maintenance/ defect rectifications to be performed by Contractors in accordance with its MOE procedures and approved maintenance data.

The Contractor shall immediately notify the VJC of any deferred defects that cannot be rectified at the line station for the VJC deposition.

p) Test flight

If any test flight is required after aircraft maintenance, it should be performed in accordance with the procedures established in the VJC's MME 2.13.

q) Release to Service documentation.

The release to service has to be performed by the Contractor in accordance with its MOE procedures. The contract should however specify which support forms have to be used (VJC technical log, etc...) and the documentation that the Contractor should provide to the VJC upon delivery of the aircraft. This may include but is not limited to:

- 1) Certificate of release to service.
- 2) Flight test report.
- 3) List of Modification embodied.
- 4) List of repairs.
- 5) List of ADs accomplished
- 6) Maintenance visit report.
- 7) Test bench report.

r) Maintenance recording

The contract should specify when maintenance records will be sent to VJC upon completion of maintenance.

s) A system for communication exchange between the VJC and the Contractor.

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>CONTRACTED MAINTENANCE</b>	Page 4 - 10 Iss05/Rev01 28 May 2021
---	-------------------------------	---

Each time exchange of information between VJC and the Contractor is necessary, the contract should specify what information should be provided and when, how, by whom and to whom it has to be transmitted.

- t) The maintenance contract should include the provision for a certain number of meetings to be held between the VJC and the Contractor
  - 1) Contract Review Meeting
  - 2) Workscope Planning Meeting
  - 3) Technical Meeting (ADs/CNs/SBs)
  - 4) Commercial and/or Logistics Meeting
  - 5) Quality Meeting
  - 6) Reliability Meeting

<b>vietjetAII.com</b>	<b>APPENDIX</b>	
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		<b>Iss05/Rev00</b>
		<b>01 Oct 2020</b>

**CHAPTER 5**  
**APPENDIX**

<b>vietjetAir.com</b>	<b>APPENDIX</b>	
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev00
		01 Oct 2020

INTENTIONAL BLANK PAGE

<b>VietjetAir.com</b>  <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>APPENDIX</b>  <b>TABLE OF CONTENTS</b>	Page 5 - 1
		Iss05/Rev01
		01 Sep 2021

5.1 LIST OF FORMS	3
5.2 ASSOCIATED PROCEDURES	5
5.3 AIRCRAFT SYSTEMS AND EQUIPMENT	7

<b>vietjetAir.com</b>	<b>APPENDIX</b> <b>TABLE OF CONTENTS</b>	Page 5 - 2
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev01
		01 Sep 2021

INTENTIONAL BLANK PAGE

<b>vietjetAir.com</b>	<b>APPENDIX</b> <b>LIST OF FORMS</b>	Page 5 - 3
<b>MAINTENANCE MANAGEMENT EXPOSITION</b>		Iss05/Rev01
		01 Sep 2021

## 5.1 LIST OF FORMS

Refer to Master list form TQAF001 for detailed information. This master list of form and all Engineering/Maintenance forms are controlled by Technical library.

All forms are maintained in electronic format and available in Engineering Sharepoint.

<b>vietjetAir.com</b>	<b>APPENDIX</b> <b>LIST OF FORMS</b>	Page 5 - 4
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev01
		01 Sep 2021

INTENTIONAL BLANK PAGE

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>APPENDIX</b> <b>ASSOCIATED PROCEDURES</b>	Page 5 - 5 Iss05/Rev00 01 Oct 2020
---	---	--

## 5.2 ASSOCIATED PROCEDURES

The below documents are complements as MME may refer to:

- a) Quality Manual (QM)
- b) Maintenance Organization Procedure Manual (MOPM)
- c) Line Maintenance Manual (LMM)
- d) Reliability Control Program Manual (RCPM)
- e) Training Program Manual (TPM)
- f) Interface Procedure Manual (IPM)
- g) MCC & Line Maintenance SOP
- h) Supply & Store SOP
- i) Engineering SOP

<b>vietjetAir.com</b>	<b>APPENDIX</b> <b>ASSOCIATED PROCEDURES</b>	Page 5 - 6
MAINTENANCE MANAGEMENT EXPOSITION		Iss05/Rev00
		01 Oct 2020

INTENTIONAL BLANK PAGE

 <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>APPENDIX</b> <b>AIRCRAFT SYSTEMS AND EQUIPMENT</b>	Page 5 - 7 Iss05/Rev01 01 Sep 2021
---	--	--

### **5.3 AIRCRAFT SYSTEMS AND EQUIPMENT**

MNT 1.9.1, 1.9.2

The VJC shall ensure all aircraft in its fleet are equipped with, in accordance with conditions of applicability, the aircraft systems and equipment specified in Table 4.11 of ISM MNT.

In addition, VJC should ensure all aircraft in its fleet are equipped with, in accordance with conditions of applicability, the aircraft systems and equipment specified in Table 4.14 of ISM MNT

For new aircraft coming, TSE Department shall make assessment of the aircraft system and equipment and fulfil the respective ISM MNT Aircraft System and Equipment List (excel format).

Refer Engineering SOP 4.1 for details procedure.

<b>vietjetAir.com</b>  <b>MAINTENANCE MANAGEMENT EXPOSITION</b>	<b>APPENDIX</b>  <b>AIRCRAFT SYSTEMS AND EQUIPMENT</b>	Page 5 - 8  Iss05/Rev01  01 Sep 2021
---	--	--

INTENTIONAL BLANK PAGE