



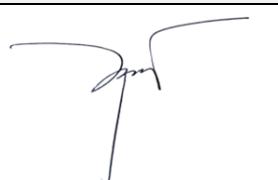
MCC LINE MAINTENANCE SOP

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Issue 04 Revision 00

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CHECK AND APPROVAL

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AUTHORIZATION PAGE

This MCC and LINE MAINTENANCE STANDARD OPERATION PROCEDURE is published under the approval of the VietJet Air MQA Department. Any questions with respect to the use of this manual or information contained herein should be addressed to:

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RECORD OF REVISIONS

Insert and remove pages as indicated on the revision cover letter.

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RECORD OF TEMPORARY REVISIONS

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

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REVISION HIGHLIGHTS

Section	Reason for Revision
1.0	General Introduction – Revised.
2.0	Organization – Revised.
2.1.3	Responsibility – MCC Manager (MCCM) – Revised item p), s) 1), s) 6).
2.1.5	Responsibility – Station Manager – Revised opening paragraph, item g), i), j).
2.1.5	Responsibility – Station Manager – Revised item g), i), j).
2.1.7	Responsibility – Team Leader – Revised item a), d), f), l), n).
2.1.8	Responsibility – Certifying staff – Newly introduced.
2.1.9	Responsibility – MCC Controller – Renumbered and Revised item b) d).
2.1.10	Responsibility – MCC Executive – Renumbered.
2.1.11	Responsibility – MCC Technical Support – Renumbered and Revised item g).
2.1.12	Responsibility – MCC Duty staff – Renumbered and Revised item n), o).
2.1.13	Responsibility – MCC Duty Manager – Renumbered and Revised item b), c), f), g), h), i), j).
2.1.14	Responsibility – Production Planning Controller (PPC) – Renumbered and Revised whole section.
2.1.15	Responsibility – Admin – Renumbered and Revised item b), f).
2.1.16	Responsibility – Data Entry – Renumbered and Revised item b) 7), b) 8).
2.1.17	Responsibility – GSE Controller – Renumbered and Revised item e).
2.1.18	Responsibility – Structure Team Leader – Renumbered and Revised item a).
2.1.19	Responsibility – Airworthiness Compliance Team – Renumbered and Revised item a), c), d) and e).
2.1.20	Responsibility – Airworthiness Compliance Team – Renumbered.
2.1.21	Technical Training Manager – Newly Introduced.
2.1.22	Workshop Manager – Newly Introduced.
2.1.23	Deputy Workshop Manager – Newly Introduced.

Section	Reason for Revision
3.1	Entry of Technical Log Data into The Amos System – Revised the Section Name.
3.1.3	Entry of Technical Log Data into The Amos System – Responsibility –Revised item e) 2) 3), f).
3.1.4	Entry of Technical Log Data into The Amos System – Procedure –Revised item g) 1), n), p).
3.1.4	Entry of Technical Log Data into The Amos System – Procedure –Revised item g) 1), n), p).
3.2.3	Technical Information Memo (TIM) – Responsibility – Revised item d).
3.2.4	Technical Information Memo (TIM) – Procedure – Revised item a), b), c) and d).
3.3.4	Shift Handover – Procedure – Revised item a), b), c) and d).
3.4	Renamed to “Repetitive Defect and Repeated Intermittent Defect Monitoring”.
3.4.1	Repetitive Defect and Repeated Intermittent Defect Monitoring – Purpose – Revised.
3.4.3	Repetitive Defect and Repeated Intermittent Defect Monitoring – Responsibility – Revised item a), b), c), d) and e).
3.4.4	Repetitive Defect and Repeated Intermittent Defect Monitoring – Defect Classification – Revised Section Name.
3.4.5	Repetitive Defect and Repeated Intermittent Defect Monitoring – Procedure – Revised Section Name.
3.4.5	Repetitive Defect and Repeated Intermittent Defect Monitoring – Procedure – Revised item a), b), c), d), e), f), g), h), i), j) and k).
3.4.5	Repetitive Defect and Repeated Intermittent Defect Monitoring – Procedure – Revised item a), b), c). Renumbered items from d) to k).
3.5.3	ADD Monitoring and Control – Responsibility – Revised item g).
3.5.4	ADD Monitoring and Control – Procedure – Revised item f), i) 3), j) 2).
3.6.3	Reporting System – Responsibility – Revised item a), b), c), d), e).
3.6.4	Reporting System – Procedure – Revised whole section.
3.8.2	Short Term Planning – Scope was revised.
3.8.3	Short Term Planning – Responsibility – Revised item a), c), d), f) g), h).
3.8.4	Short Term Planning – Procedure – Revised item a) 1), a) 2), a) 3), b) 1), b) 2), b) 3), b) 4), b) 5), b) 6), b) 7).

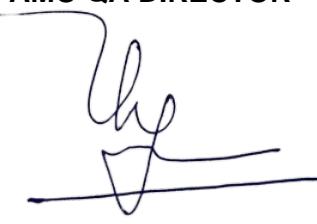
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3.9	Robbery and Swapping of Component – Revise whole section.
3.10.4	Request Aircraft Allocation – Revised whole section 3.10.4.
3.11.3	Structure Defect – Responsibility – Revised item h), i), j) and k).
3.11.4	Structure Defect – Procedure – Revised item a) 1) iii), d) 2) iii), d) 2) v), d) 2) xi), e) 1) iii), e) 1) iv), e) 2).
3.13.3	Spare Request Procedure – Revised whole section 3.13.3.
3.13.4	Spare Request Procedure – Procedure – Revised item a), b), c), d), e).
3.14.4	Prepare Concession for ADD – Procedure – Revised item d), e), g) 4).
3.16.4	Handover Technical Log Pages and Document from Station to MCC – Procedure – Revised whole section
3.18.3	Defect Monitoring Using Airman Web – Procedure – Revised whole section
3.18.4	Defect Monitoring Using Airman Web – Procedure – Revised whole section
3.21.3	Cabin Interior Check – Responsibility was revised.
3.24.6	Tool/ GSE/ Nitrogen Control – Procedure – Revised item a) 5) v), a) 9), b) 1) v).
3.25.4	Rostering – Procedure – Revised item a).
3.26.3	Flight Engineer – Responsibility – Revised item a), b), d).
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3.33.2	MCC Daily Log – Scope – Revised.
3.33.3	MCC Daily Log – Responsibility – Revised item a), b).
3.33.4	MCC Daily Log – Procedure – Revised whole section.
3.34.1	Qualification of Maintenance Personnel – Purpose – Revised.
3.34.4	Qualification of Maintenance Personnel – Reference – Revised.
3.34.5	Qualification of Maintenance Personnel – Procedure – Revised whole section.

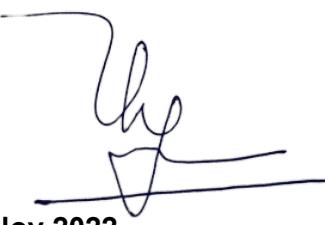
Section	Reason for Revision
3.36	GPU Usage During Daily/Stayover Check – Subject title was renamed.
3.36.5	GPU Usage During Daily/Stayover Check – Procedure – Revised item f).
3.40.4	Maintenance Document Control – Procedure – Revised item b) 4), c) 5).
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3.43.5	Work Performed Away from Fixed Locations – Procedure – Revised item g), h), k).
3.53	High Working Area Safety – Newly introduced.
3.54	Maintenance Cleanliness and FOD Prevention – Newly introduced.
3.55	Working Under Adverse Weather Conditions – Newly introduced.
3.57	Spare Aircraft Technical Logbook Order and Control – Newly introduced.
4.10	Acceptable Deferred Defects (ADDs) Notice – Revised item h).
4.14	Guidelines For Raising Spare Request In The Amos – Newly introduced.
4.15	Guidelines for Approving Cannibalization WO in The Amos – Newly introduced.

LIST OF EFFECTIVE PAGES

A current List of Effective Pages shall be distributed to all manual holders with every issue of revisions to ensure that the document has been properly updated.

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

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1.0 GENERAL INTRODUCTION

This procedure covers all daily activities compliance with MCC & Line Maintenance, in relation with the other departments or the third parties.

To establish the policy and procedure for MCC & Line Maintenance to ensure the efficiency of all maintenance activities related to VJC's fleet in compliance with the relevant regulatory requirements and Company Standards.

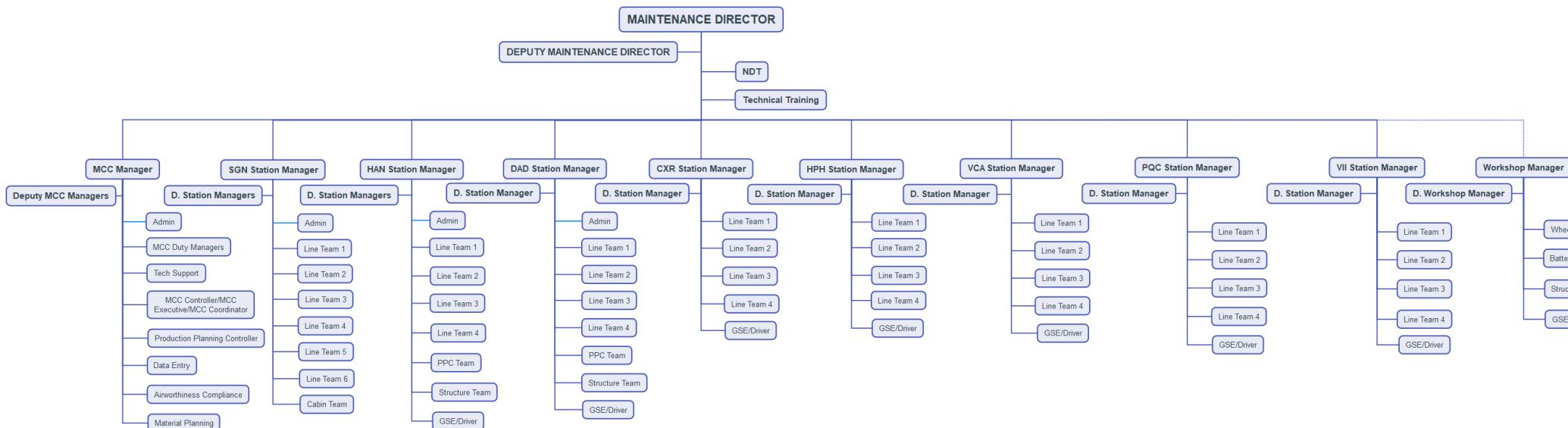
Besides technical log entry and Acceptable Deferred Defect (ADD) management, MCC is responsible for:

- a) Aircraft Routing and Tracking: MCC is responsible for tracking each operating aircraft and monitoring its technical status.
- b) Issuance of a daily Aircraft Status Report which is sent to management board.
- c) Supporting all line station maintenance requests to ensure dispatch of airworthiness airplanes. MCC provides 24 hours/ 7 days per week technical assistance.
- d) The coordination for aircraft release from/to Out-stations.
- e) Maintenance managements at Out-Stations: MCC is responsible for making maintenance arrangements at stations which do not have maintenance capability.
- f) Short-term maintenance planning, daily overnight Work-pack - Handover to Certifying staff: PPC is to coordinate with Maintenance Director/Deputy Maintenance Director.
- g) The coordination with Maintenance Watch regarding short-term aircraft scheduling.
- h) Request aircraft allocation for daily maintenance activities based on capabilities, manpower, spare part and tools for each station.

The content of SOP is following VJC MME and MOPM. If there is any discrepancy between SOP and MME, MOPM then MME, MOPM are taken as reference.

This SOP is controlled, updated by MCC Manager and Maintenance Director/Deputy Maintenance Director.

2.0 ORGANIZATION



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2.1 RESPONSIBILITY

2.1.1 MAINTENANCE DIRECTOR

Refer to MME 1.5 and MOPM 2.4.4.4.

2.1.2 DEPUTY MAINTENANCE DIRECTOR (DMD)

The Deputy Maintenance Director (DMD) is responsible to the Maintenance Director and assists with the overall functions and activities of Maintenance Department as instructed by the Maintenance Director.

Act on behalf of the Maintenance Director during periods of absence.

2.1.3 MCC MANAGER (MCCM)

MCC Manager (MCCM) is responsible to report to the Maintenance Director.

- a) Organize and control the aircraft technical status for VJC's fleet.
 - 1) Control the aircraft technical status of each aircraft, especially AOG aircraft and delayed/cancelled flights.
 - 2) Contact other sections to reduce AOG time of aircraft or delayed/cancelled flights as soon as possible.
 - 3) Co-operate with other sections in implementing the administrative procedures so that the engineer can go to other stations to fix the defects.
 - 4) Ensure the aircraft technical status report for the fleet is sent to other departments for co-operation.
 - 5) Make the right decision and support the staff in urgent situations if required.
 - 6) Directly contact the Technical Director or VJC Top Management to push the activities from other sections when required.
- b) Coordinate with Maintenance Watch to choose the aircraft for charter flights when required.
 - 1) Acknowledge and proceed the information about the charter flight if required from Engineering, Planning Departments
 - 2) Co-operate with Maintenance Watch in choosing the aircraft and the certifying staff for servicing charter flight if required.
 - 3) Monitor and evaluate the aircraft technical status and provide the suitable solution if necessary.
 - 4) Define the maintenance requirements and related special inspections for charter flights to the certifying staff.
- c) Establish the operating procedure and document for MCC.
 - 1) Define the standards and all necessary requirements to ensure MCC's activities will meet the target set-up by Technical Director.
 - 2) Directly compose and edit the operating procedures of MCC.
- d) Co-operate with SQA staff or CAAV auditors during aircraft audit or inspection if required.

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- e) Assign Technical staff to support SQA or CAAV auditors during aircraft inspection if required.
- f) Collect and discuss the findings that are raised from SQA staff or CAAV auditors and build a Corrective Actions Plan in relation to the notified findings.
- g) Participate the aircraft maintenance within the scope of his granted authorization.
 - 1) Involve directly in aircraft maintenance activities if required by the complexity of the problem arisen.
 - 2) Support the maintenance team as a certifying staff when required.
- h) Manage and control MCC manpower, assess and propose the relevant manpower planning for MCC, and define the training requirements for the staff.
- i) Assign duties for technical staff and create roster for MCC staff.
- j) Check, supervise and evaluate the working performance of the staff.
- k) Propose the bonus or the penalties appropriately for the staff.
- l) Ensure that Work Orders are evaluated, and the requested maintenance remains within the approved scope of work.
- m) Ensure that all unscheduled Work Orders for rectification/inspection and Out of Phase tasks received from Planning are performed on time.
- n) Ensure that all defects are monitored and rectified on time.
- o) Ensure that Control Hold Item List and the parts status is identified as Serviceable/Unserviceable.
- p) Check and approve the Transit Work-pack and Overnight Work-pack which are being distributed to Line maintenance stations for accomplishment.
- q) Ensure all works being performed have adequate materials and tooling.
- r) Contact External Services Providers for support if required during aircraft operation.
- s) Perform other tasks:
 - 1) Participate in meetings, conferences, and seminars with the Engineering & Planning Department or with other departments if required.
 - 2) Organize or directly perform the administrative tasks.
 - 3) On request, perform other tasks if assigned by the Technical Director or by the Board of Management.
 - 4) Check and approve aircraft allocation request made by PPC and/or MCC Controller.
 - 5) Check and approve Spare Request.
 - 6) Check and approve the Work Order for the work request arisen during his duty shift.

2.1.4 DEPUTY MCC MANAGER (DMCCM)

- a) The Deputy MCC Manager (DMCCM) is directly under the authority of the MCC Manager and assists with the overall functions and activities of MCC Division as instructed by the MCC Manager.
- b) The DMCCM acts on behalf of MCC Manager during his/her periods of absence.

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2.1.5 STATION MANAGER

At his station, Station Manager is under the authority of the Maintenance Director/Deputy Maintenance Director and is responsible for:

- a) Ensuring that all aircraft maintenance operations at his station are performed in accordance with Vietnam Aviation Regulation (VAR), maintenance manuals, VJC MOPM, SOP, MME & LMM and other approved manuals.
- b) Ensuring that all maintenance staffs are qualified and authorized to perform aircraft maintenance.
- c) Management of manpower and schedule roster for maintenance staff.
- d) Management and control of all the assigned Tool & Equipment in accordance with the approved Maintenance Schedule.
- e) Ensuring that all maintenance records are properly completed by authorized personnel.
- f) Supervision of all maintenance activities which are carried out by contracted MROs to ensure the work is accomplished IAW the approved procedures and regulatory requirements.
- g) Report to Maintenance Director/Deputy Maintenance Director:
 - 1) Roster and manpower status of his station
 - 2) OTP report every morning.
 - 3) Incidents, accidents, AOG, delay, flight cancelation, deferred defects, deferred work orders, deferred work requests every day.
 - 4) Training program of his staff.
- h) Make request for manpower, facilities, GSE, tools & equipment, documentation and send to Deputy Maintenance Director when necessary.
- i) Ensure adequate corrective action requested from Maintenance Director/Deputy Maintenance Director.
- j) Perform other tasks assigned by Maintenance Director/Deputy Maintenance Director.

2.1.6 DEPUTY STATION MANAGER

- a) The Deputy Station Manager is under the authority of the Station Manager and assists with the overall functions and activities of his/her station as instructed by the Station Manager.
- b) Act on behalf of Station Manager during his/her periods of absence.

2.1.7 TEAM LEADER

- a) Reports to Station Manager (or to the Maintenance Director/Deputy Maintenance Director) for the performance and maintenance standards of his team.
- b) Ensures staff under his control is allocated sufficiently to cover all transit and Routine Overnight (RON) aircraft.

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- c) Ensures that all staff under his responsibility perform the scheduled and non-scheduled maintenance operations on the fleet in accordance with approved standards.
- d) Manages and approves leave applications for his team by checking that the manpower of the concerned shift will be able to cover the workload prior to submit the Leave Request Form to Maintenance Director/Deputy Maintenance Director.
- e) Liaise with MCC for hourly maintenance requirements
- f) Provide reports to the Maintenance Director/Deputy Maintenance Director of any discrepant behavior in his team and potential disciplinary action.
- g) Ensures delay reports Form MXF217 are filled properly and in due time after the delay occurrence.
- h) Ensures that TOR/MOR that occur during his period of duty are notified to MCC in a timely manner (within 24 hours).
- i) Arranges and controls tooling and equipment for scheduled and non-scheduled maintenance activities. Handover record from another shift.
- j) Ensures Technical Log and Customer Service Charge sheets are delivered to MCC immediately after aircraft departure.
- k) Records in their respective Hand-over book a summary of work carried out and sign in the box provide.
- l) Ensures that TWP and OWP feedback report Form MXF216 are filled properly after the Night Stop (reason for non-completion of a task must appear on the Form).
- m) During his absence, Assistance leader will take over.
- n) Liaise with the airport authority and AOC for coordination and reporting of all events occurred during maintenance activities and/or requirements.

2.1.8 CERTIFYING STAFF

- a) Reports to Team Leader (or to the Station Manager) for the performance of his assigned tasks in his working shift.
- b) Ensures mechanics who are assigned and work under his control perform the task by following the approved maintenance data or approved standards and procedures.
- c) Liaises with Team Leader and MCC for hourly maintenance requirements
- d) Provides reports to the Team Leader of any discrepant behavior in his team and potential disciplinary action.
- e) Ensures delay reports Form MXF217 are filled properly and in due time after the delay occurrence.
- f) Ensures that TOR/MOR that occur during his period of duty are notified to MCC in a timely manner (within 24 hours).
- g) Arranges and controls tooling and equipment for scheduled and non-scheduled maintenance activities. Handover record from another shift.
- h) Ensures the good housekeeping at the workplace is maintained when performing maintenance tasks on the aircraft.

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- i) After the assigned maintenance work on the aircraft is finished:
 - 1) Ensures all tools using for maintenance during his shift have been collected and returned to Store without any deficiency.
 - 2) Ensures all GSE using for maintenance during his shift have been retrieved and placed in their designated areas after the work finished.
 - 3) Ensures the working place is free of FOD (rags, cloths, locking-wire residue, o-ring, nylon bags, etc.), all the FOD items shall be collected and discarded at designated trash bins.
- j) Ensures Technical Log and Customer Service Charge sheets are delivered to MCC immediately after aircraft departure.
- k) Record in their respective Hand-over book a summary of work carried out and sign in the box provide.
- l) Ensures that TWP and OWP feedback report Form MXF216 are filled properly after the Night Stop (reason for non-completion of a task must appear on the Form).
- m) Liaise with Team Leader for coordination and reporting of all events occurred during maintenance activities and/or requirements.

2.1.9 MCC CONTROLLER

The MCC Controllers are the main contact point between MCC and Maintenance Watch and other Departments of VJC Approved Maintenance Organization (or “VJC AMO”). They are responsible for reporting to the MCC Manager. Their responsibilities are:

- a) At the beginning of the shift, MCC Controller in charge can either do by himself or assign his MCC duty staff to check Tech Logbook of AOG/Parking/Storage aircraft for new opened/closed entries. If there is any new opened/closed entry in Tech-logbook, MCC Controller or his assigned MCC duty staff must update the related information into AMOS system by following the chart below:
- b) Do shift-handover (Ref to section 3.3)
- c) Report to the MCC Duty Manager for the performance of his assigned MCC duty staff team and arisen issues during his working shift.
- d) Ensure MCC duty staff under his control are sufficiently allocated to cover all duties detailed in MCC duty staff section (SOP 2.1.12).
- e) Liaise with the certifying staff, Data Entry and PPC staff to perform functions of the MCC Controllers mentioned in SOP section 3.1 (Entry of Technical Log Data into The Amos System (For Certifying Staff)).
- f) Liaise with maintenance Team Leaders at maintenance-based stations for hourly maintenance requirements.
- g) Monitor and control repetitive defects and create Job Instruction Card (JIC) for repetitive inspection items.
- h) Perform the function of updating ADD information into AMOS system as below:

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- 1) Commit the information of Airworthiness (MEL CAT A, B, C, D or CDL), Non-airworthiness ADDs, the structural defects or required repetitive maintenance actions which require to create Ad-hoc JIC/ de-assign Ad-hoc JIC.
- 2) Verify the information of Airworthiness (MEL CAT A, B, C, D or CDL), Non-airworthiness ADDs, and the structural defects committed into the AMOS by the certifying staff.
- 3) Close the work-orders of the Airworthiness (MEL CAT A, B, C, D or CDL) and Non-airworthiness ADDs in the AMOS after the ADDs were cleared by the certifying staff in the Technical Logbook.
- i) Perform other tasks if requested by the MCC Manager, Deputy MCC Manager or MCC Duty Manager.
- j) Perform additional tasks as assigned and authorized by the Duty Manager as follows:
 - 1) Liaise with Technical Support engineers on duty and determine estimated initial delayed time (less than 01 hour) of aircraft while waiting for direction from the managers.
 - 2) Liaise with the airport authority and AOC (Airfield Operations Center) to report all events occurred during maintenance if required.
 - 3) Co-operate with Maintenance Watch to choose suitable aircraft for operations, VIP flights and/or marketing events.
 - 4) Report aircraft status during delay/AOG situation to Maintenance Watch, co-operate and inform related departments (TSE, Supply, Store ...).
 - 5) Advise Maintenance Watch to change the flight schedule for monitoring aircraft defects.
 - 6) Directly involve in emergency cases.

2.1.10 MCC EXECUTIVE

- a) The MCC Executive is directly under the authority of the MCC Controller and assists with the overall functions and activities of MCC Controller.
- b) The MCC Executive acts on behalf of MCC Controller during his/her periods of absence.

2.1.11 MCC TECHNICAL SUPPORT

- a) Ensure shift handover continuity by using the handover book.
- b) Report to the MCC Duty Manager the performance of his assignments or any unsolved issues arisen during his working shift.
- c) Directly troubleshoot persistent defects.
- d) Support and advise maintenance engineers on troubleshooting solutions for defects on aircraft during operation or deferred defects.
- e) Directly involve in audits carried out by Company QA or authority auditors and assist maintenance engineers in corrective actions to rectify any findings.

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- f) Back MCC Controller up, verify the accuracy of ADD updates in AMOS when MCC Technical Support staff is assigned by the Duty Manager to work in the position of MCC Controller.
- g) Crosscheck ADD notice & Spare Request received from MCC Controller or PPC staff before submitting to the Maintenance Director/Deputy Maintenance Director, MCC Manager, Deputy MCC Manager or MCC Duty Manager for approval.
- h) Perform other tasks ordered by the MCC Manager, Deputy MCC Manager and MCC Duty Manager.

2.1.12 MCC DUTY STAFF

MCC duty staff will be in charge of coordination with other Departments (such as Maintenance Watch Ground Operation Department, etc...) or external Service Providers (Vietstar, VAEKO, Petrolimex, Vinapco, SAGS...) and support Maintenance Controller in daily maintenance activities. Their responsibilities include:

- a) Report to MCC Controller for the performance of his assignments or any arisen issues during his working shift.
- b) Support MCC Controller for scheduling the works assigned to Line and Base Maintenance.
- c) Control & coordinate Line and Base Maintenance activities
- d) Control ramp maintenance documents and records.
- e) Send MOR, TOR, Technical delays and AOG reports to concerned Departments.
- f) Send spare request to Supply Dept.
- g) Contact ground service companies.
- h) Contact ATC to arrange the aircraft parking bays.
- i) Coordinate with Maintenance Watch and provide information of the Flight Engineer to Maintenance Watch for General Declaration preparation for flights that require maintenance procedure, transit check or charter flight.
- j) Send request to Store for the transfer of spare parts, materials, or tools between stations if required by MCC technical support or PPC.
- k) Send the request for aircraft allocation to Maintenance Watch.
- l) Support Line Maintenance to issue pick-slip to get spare parts for maintenance activities.
- m) Perform the function of updating ADD information into AMOS system as below (based on the authorized list approved by MCC Manager):
 - 1) Commit the information of Airworthiness (MEL CAT A, B, C, D or CDL) and Non-airworthiness ADDs into the AMOS.
 - 2) Verify the information of Airworthiness (MEL CAT A, B, C, D or CDL) and Non-airworthiness ADDs committed into the AMOS by the certifying staff.

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- 3) Close the work-orders of the Airworthiness (MEL CAT A, B, C, D or CDL) and Non-airworthiness ADDs in the AMOS after the ADDs were cleared by the certifying staff in the Technical Logbook.
- n) Send the SMS message to the group of managers/ controllers/ leaders to inform the schedule for preparation of audit once getting the audit schedule from MQA department (COA, CMR...). The format of SMS will be AUDIT/COA-CMR.../AIRCRAFT/TIME-DATE.
- o) Ensure shift handover continuity by using the handover book.

2.1.13 MCC DUTY MANAGER

- a) Report to MCC Manager the performance of his team and any unsolved issues arisen during his working shift.
- b) Report to MCC Manager or Maintenance Director/Deputy Maintenance Director any discrepant behavior in his team and for potential disciplinary actions to be taken.
- c) Ensure that staff under his control are sufficiently allocated to cover all duties detailed in section SOP 2.1.9, 2.1.10, 2.1.11and 2.1.12.
- d) Ensure that TOR/MOR that occurred during his period of duty are notified to QA/Safety Department in a timely manner (within 24 hours).
- e) Perform functions and duties as MCC Technical Support and MCC Controller during his shift if required.
- f) Check and approve aircraft allocation request made by PPC and/or MCC Controller.
- g) Check and approve Transit Work-pack and Overnight Work-pack.
- h) Check and approve Spare Requests.
- i) Check and approve the Work Order for the work requests arisen during his duty shift.
- j) Ensure shift handover continuity is carried out with handover book.

2.1.14 PRODUCTION PLANNING CONTROLLER (PPC)

- a) The term “PPC staff” mentioned in this MCC Line Maintenance SOP Procedure Manual means the “Production Planning Controller” who have been qualified as per MOPM 4.12.4.7.
- b) Monitor and control the due date and performance of Scheduled Work orders (WO transferred from Planning section and work order issued by PPC (Ref to section 3.8 - Short Term Planning) including the weekly check, Ad-hoc JIC, exterior cleaning, deep cleaning, uploading navigation database, etc....) and Unscheduled Work Orders including ADD, open Items in TLP and WO generated for performance of MCC WR by AMOS system.
- c) Prepare and issue Transit Work-pack and Overnight Work-pack then distributing to Line Maintenance at all VJC stations.
- d) Issue Work Order for exterior cleaning, cabin deep cleaning, cabin disinfection, IPRAM replacement, Weekly Check, ad-hoc JIC and other additional work request from MCC

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- (defect troubleshooting, part cannibalization and other additional request made from PPC/MCC) (Ref to section 3.19 – Work Request).
- e) Control Hold Item List and identify the parts status: Serviceable/ Unserviceable.
 - f) Prepare concession for ADDs when it is necessary.
 - g) Issue A/C allocation request for defect rectification or troubleshooting.
 - h) Ensure the OWP workload is at a suitable level according to available manpower and resources (tool, spare, GSE...) at each VJC's approved maintenance station.
 - i) Liaise with Technical Support Engineers for troubleshooting advice on persistent defects.
 - j) Prepare spare requests and submit to Duty Manager staff on duty for verification.
 - k) Perform daily routine tasks (Ref to Appendix 4.8) and other tasks assigned by the Maintenance Director, Deputy Maintenance Director, MCC Manager, Deputy MCC Manager and MCC Duty Manager
 - l) Send work-pack to MCC duty before 09:00 for Transit WP and before 13:00 for Overnight WP.
 - m) Ensure handover continuity with HANOVER BOOK.

2.1.15 ADMIN

- a) Collect Annual leave, Compensation leave, Overtime request and other paperwork from Line maintenance staffs. Perform verification then proceed to related managers for approval.
- b) Prepare draft roster and updating approved leave request, send to Maintenance Director/Deputy Maintenance Director 3 days prior to the beginning of next month.
- c) Prepare detailed timesheet, leave summary, and send to People Department on every 22nd of each month.
- d) Compose weekly maintenance meeting minutes.
- e) Manage and store documents neatly.
- f) Manage protective clothing, uniforms... for maintenance staffs.
- g) Order stationery monthly and others as requested from managers. Follow and update line maintenance personnel.
- h) Compose office correspondence and statement as requested.
- i) Settle monthly bill payments and other fees with approval of managers.

2.1.16 DATA ENTRY

- a) Data Entry will collect, sort Technical Log Pages (TLP) with respect to aircraft's registration and deliver to Technical Records group.
- b) Data Entry is responsible for the entry of Technical Log Data into the AMOS system.
 - 1) Encode only defects (MAREP and PIREP) and respective maintenance actions by checking WOs issued by the certifying staff and closing the related WOs if defects are rectified. This encoding includes doing the label-booking for all rotatable components.

- 2) Swap components to reflect the current position of the related components in AMOS.
- 3) Inform any data discrepancies which might cause the uncompleted label-booking with the pictures of P/N & S/N of the component to CRS/AMOS key users (Store, Supply, Tech Record, Tech Service, MCC duty)/AMOS admin for support.
- 4) Inform certifying staff, Station Manager, MCC Manager about mismatched information. After certifying staff corrects the information with his/her signature and stamp, Data Entry will continue to enter with the corrected information.
- 5) Update Tech-log page number, On-block and Off-block time, cross check & correct flight cycle, flight time for each flight sector, and fuel quantity uplifted in flightlog application.
- 6) Liaise with the MCC Controller and the certifying staff to perform functions of the Data Entry mentioned in SOP section 3.1 (Entry of Technical Log Data into The Amos System (For Certifying Staff)).
- 7) For a/c with night-stop, Data entry staff shall create W/O to perform Daily Check (A320/321)/ Stayover Check (A330) in AMOS to:
 - i. Update engine oil, APU oil, hydraulic fluid uplifted based on TLP.
 - ii. Update APU hours, APU cycles based on TLP.
 - iii. Update a/c flight hours and a/c flight cycles (if required) based on TLP.
- 8) For aircraft with night-stop at out station without data entry staff, station manager shall assign the staff to create the W/O to perform Daily Check (A320/321)/ Stayover Check (A330) in AMOS to:
 - i. Update engine oil, APU oil, hydraulic fluid uplifted based on TLP.
 - ii. Update APU hours, APU cycles based on TLP.
 - iii. Update a/c flight hours and a/c flight cycles (if required) based on TLP.
- c) Data Entry is responsible for monitoring and managing the records of unserviceable components removed during Line Maintenance activities but cannot do the label booking by using Form MXF238 Pending list.
- d) Monitor with a daily basis the status of Pending List to ensure these pending components will get their label booking at the soonest in AMOS. Data Entry shall contact AMOS admin or concerned people/ departments to support in label booking relating to the pending components.
- e) Data Entry shall crosscheck the issued pick-slip from MCC duty to Line Maintenance corresponding with the TLP by using the form MXF264 (Handover part to AMOS team). Data Entry shall inform (by email) to CRS and MCC duty of the maintenance shift if found any discrepancies between form MXF264 and TLP for correction.
- f) Inform to MCC controller if found any ADD which was not updated in AMOS (by email/viber or give documents).
- g) Ensure all required fuel data of flights departing from VJC maintenance stations & flights from international stations back to VJC's station respectively was updated correctly

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- (corresponding to TLP) in VJC Flight View website (Ref to appendix 4.12 and “Guidelines on Updating Refueling Data to Flightview” of Internal Control Department).
- h) Note: at unmanned stations, Ground Operation (GO) staff at departure station in Vietnam shall update refuelling records into Flightview within 01 day after the ATD of the aircraft. (Ref to “Guidelines on Updating Refueling Data to Flightview” of Internal Control Department).
 - i) Data Entry will issue a request for amendment of TAH and/or TAC (Form EPF141) if there is a discrepancy between TLP and AMOS about 05 FH or 05 FC. Amendment information shall be followed by AMOS. (Form Amendment Daily Report – EPF141).
 - j) Data Entry must record all necessary documents such as the photocopies of certificates, tech log pages for pending components, blue tech log copies of the whole fleet, requests for amendment, tech log handover sheets, hand over item lists for reference and control purpose.

2.1.17 GSE CONTROLLER

- a) Control tool/ GSE conditions, monitor maintenance status of GSE, and prompt actions to prevent effects on operations.
- b) Check all GSE and record its status in Form MXF234 Lost/Damaged Tool/Equipment Report.
- c) Strictly follow maintenance schedule from the manufacturers.
- d) Contact service provider for maintenance tasks or repair of tool/ GSE.
- e) Report to Station Manager or Workshop Manager or Maintenance Director/Deputy Maintenance Director for any missing, damage or, poor condition of GSE for implementation of corrective action.

2.1.18 STRUCTURE TEAM LEADER

- a) Reports to Station Manager (or to the Maintenance Director/Deputy Maintenance Director) for the performance and maintenance standards of his team.
- b) Ensures staff under his control is allocated sufficiently to cover all OWP related to structure defect.
- c) Ensures that all staffs under his responsibility perform the scheduled and non-scheduled maintenance operations on the fleet to comply with approved maintenance data and company procedures.
- d) Manages and approves leave applications for his team by checking that the manpower of the concerned shift will be able to cover the workload prior to submit the Leave Request Form to Station manager.
- e) Liaise with MCC for hourly maintenance requirements.
- f) Provides reports to Station manager of any discrepant behavior on his team and potential disciplinary action.

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- g) Ensures that TOR/MOR that occur during his period of duty are notified to MCC in a timely manner (within 24 hours).
- h) Arranges and controls tooling and equipment for scheduled and non-scheduled maintenance activities. Ensure that calibration tools are controlled IAW MOPM 3.1 and 4.9.
- i) Ensure that all tools and equipment are maintained IAW OEM manual.
- j) Receive OWP from MCC, prepare manpower to perform OWP. Ensures that OWP feedback report Form MXF216 are filled properly after the Night Stop (reason for non-completion of a task must appear on the Form).
- k) Ensures that all parts and material used for structure repair on aircraft are controlled IAW MOPM 3.2.
- l) Ensures that all structure defect records are completed properly and controlled IAW SOP 3.11
- m) Liaise the airport authority and AOC for coordination and reporting of all events occurred during maintenance activities and/or requirements.

2.1.19 AIRWORTHINESS COMPLIANCE TEAM

- a) Handle aircraft maintenance non-conformable issues arising from findings of relevant authorities such as CAAV Inspectors, QA auditors, Internal audit, QC inspectors and other approved authorities that conduct surveillance, spot checks, CMRs, COAs, AMO Audit and aircraft maintenance ramp checks.
- b) Any non-conformities or findings identified during or after audit, surveillance or spot checks shall be investigated and provided with the root of cause based on the analysis, immediate actions if it is necessary, corrective/preventive action plans and implementation of final action.
- c) Any quality concerns that do not conform to the standards of OEM relevant manual, VJC MME, MOPM, LMM, MCC&LMD SOP and other applicable SOPs as identified by TQA/MQA shall be answered accordingly via Coruson with the concurrence and approval of management headed by Maintenance Director or his delegated managers.
- d) Airworthiness Compliance Team shall ensure that the quality concerns within the MCC & LMD will be monitored. Briefing procedure necessary to the affected personnel will be implemented and appropriate corrective actions will be provided by management within applicable time limits and with a close coordination to MQA Director, lead auditor or his delegated auditors.
- e) The team will manage the deployment of corrective actions, request MCC Controller/PPC to create and issue the Work Order for the work request to correct the aircraft discrepancies. The team also ensures that the necessary resources are provided to gain an efficient corrective action, then sends report(s) to MQA Department with the attached evidence, as necessary.

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- f) Ensure that the technical documentations available in the LMD facility are closely monitored, current and applicable with the support from VJC Librarian. Refer to chapter 3.40 "Maintenance document control" for details.
- g) The Airworthiness Compliance team is under VJC MCC and is responsible to MCC Manager or his deputy. Its team leader is under the supervision of MCC Manager but may report directly to the Maintenance Director or his deputy on matters involving LMD airworthiness compliance.
- h) In case the Airworthiness Team Leader is absent, his assistant team leader or the assigned person within the department will act on his behalf during his leave or absence.
- i) Do spot check and supervision of maintenance activities when directed by the Maintenance Director or Deputy Maintenance Director.

2.1.20 MCC MATERIAL PLANNING TEAM (MPT)

- a) Coordinate with MCC and PPC to have a suitable monitoring for spare parts and materials that were ordered for deferred defects (ADD).
 - 1) Based on the information of the spare parts and/or the consumable materials that were purposely ordered for ADDs, MPT shall monitor and perform parts/materials reservation for the Work Orders of the related ADDs in the AMOS system.
 - 2) Based on the information of the spare parts and/or the consumable materials that were purposely ordered for AOG defects (including opened items in the Tech-Log arisen during AOG period), MPT shall monitor and perform parts/materials reservation for the Work Orders of the related defects in the AMOS system.
- b) Do de-reservation for the spare parts or the consumable materials upon PPC or MCC staff's request which is approved by MCC Manager, MCC Deputy Manager or MCC Duty Managers.

2.1.21 TECHNICAL TRAINING MANAGER

Refer to MOPM 2.4.4.12.

2.1.22 WORKSHOP MANAGER

Refer to MOPM 2.4.4.7.

2.1.23 DEPUTY WORKSHOP MANAGER

- a) The Deputy Workshop Manager is under the authority of the Workshop Manager and assists with the overall functions and activities of the workshop as instructed by the Workshop Manager.
- b) Act on behalf of Workshop Manager during his/her periods of absence.

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3.0 MCC & LINE MAINTENANCE PROCEDURE

3.1 ENTRY OF TECHNICAL LOG DATA INTO THE AMOS SYSTEM

3.1.1 PURPOSE

This section is used to establish a procedure for the certifying staff to enter the information regarding the maintenance activities which were carried out on the aircraft into the AMOS system.

3.1.2 SCOPE

- a) This procedure is applied to all maintenance certifying staff employed by VJC.
- b) This procedure is applicable for VJC line maintenance activities which is up to and include Phase Checks.
- c) This procedure is for the VJC certifying staff to use to commit the following information into the AMOS system:
 - 1) Defect write-up in the TLP which includes but not limited to the followings:
 - i. PIREP.
 - ii. New defects found (MAREP).
 - iii. CMR/CoA findings.
 - iv. Defects found and they cannot be rectified due to lack of spares or lack of time (handover items).
 - v. Etc.
 - 2) Maintenance actions performed include but not limited to:
 - i. Defect rectification.
 - ii. Troubleshooting for a new defect.
 - iii. Troubleshooting for an opened ADD.
 - iv. ADD raise.
 - v. ADD clear (only the action taken for that ADD).
 - vi. Concession update (a new action of the related workstep and transfer to new ADD's due date).
- d) Other activities not listed in 3.1.2.b and 3.1.2.c, including but not limited to the followings shall not be committed by the certifying staff and they must be followed other current existed procedures:
 - 1) The scheduled work-orders or unscheduled work-orders (e.g., WO for the work request issued by MCC/PPC).
 - 2) The maintenance work-orders that were performed by outsourced MROs.
 - 3) The ADD raised/cleared by outsourced MROs.
 - 4) Etc.

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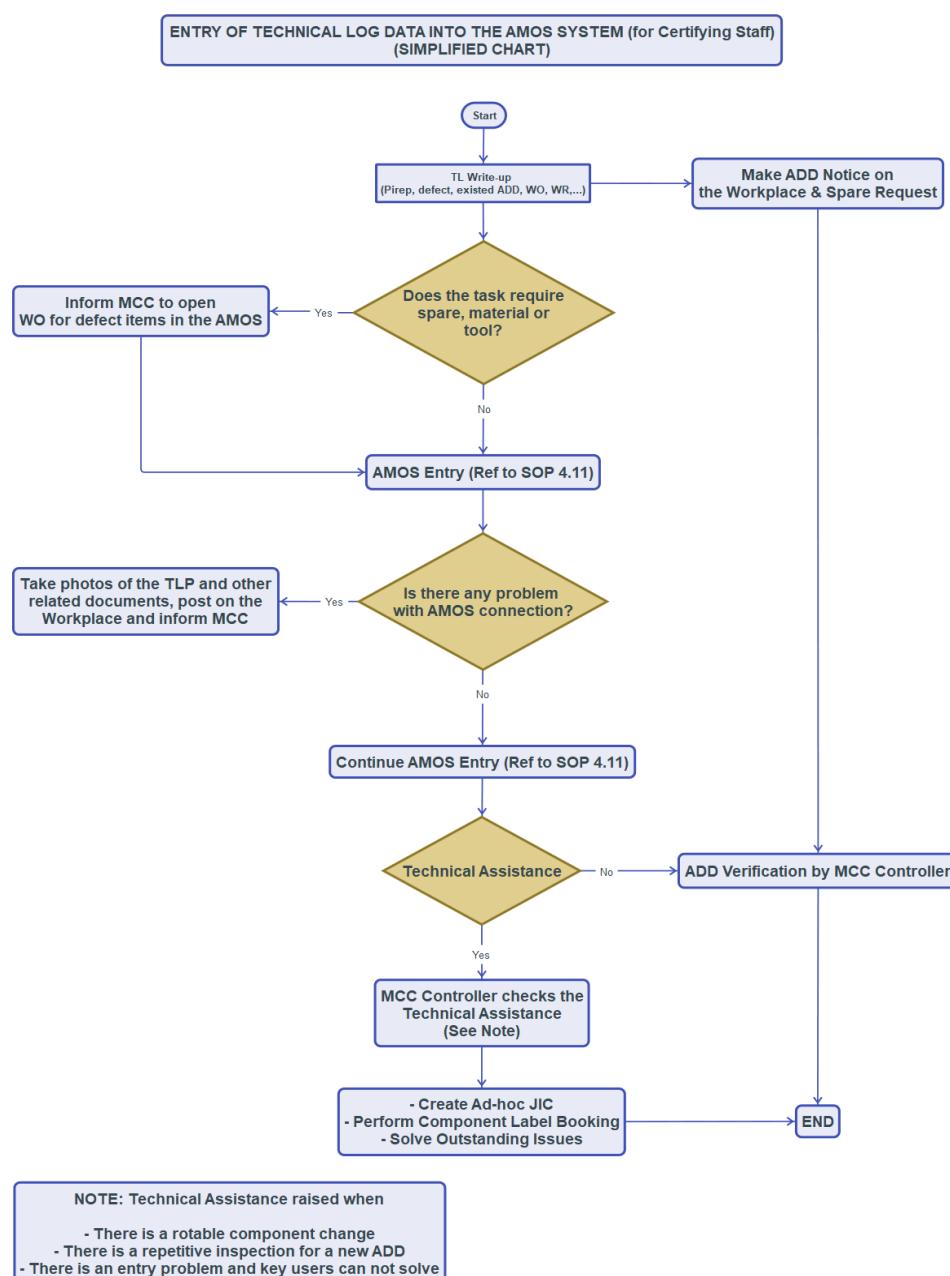
3.1.3 RESPONSIBILITY

- a) The certifying staff is responsible for entering the information regarding the defects or the maintenance activities that were found or carried out or supervised by himself/herself into the AMOS.
- b) The certifying staff is responsible to follow the ADD Notice procedure (SOP 4.10) when an ADD was raised or cleared by the certifying staff.
- c) MCC Controller is responsible for coordinating and supporting the certifying staff to enter the information into the AMOS in case of:
 - 1) There is a problem with AMOS connection (the internet connection is lost, or the AMOS system is down, etc....) that prevents the certifying staff from completing his/her entries into the AMOS.
 - 2) There is a problem that occurs when the certifying staff commits the entries into the AMOS; and hence, the certifying staff could not complete his/her entries into the AMOS.
- d) MCC Controller is responsible for:
 - 1) Creating the WO for spares/materials issuance for the defects arising during maintenance when being informed by the certifying staff.
 - 2) Updating the information of ADDs raise/clear after the aircraft finished with a C-Check performed by an outsourced MRO.
 - 3) Verifying the number of ADDs and the accuracy of their due date entered by the certifying staff in the AMOS.
 - 4) Creating the Ad-hoc JIC within 24 hours after Technical Assistance was created.
 - 5) Supporting the certifying staff to solve the issues when there is a problem (e.g., work-order needs to be amended) occurred during the committing process of the Technical Log entries into the AMOS and the AMOS key users at the station could not solve.
- e) Data Entry staff is responsible for:
 - 1) Checking and verifying the information of PIREP and MAREP (defect description, action, perform sign, date, time, etc....) entered by the certifying staff in the AMOS with the information written in the TLP. Data Entry shall correct the information in the AMOS if there is any mismatch of information between the AMOS and related TLP.
 - 2) Committing Daily Check (A320/321)/ Stayover Check (A330) information into the AMOS.
 - 3) Closing the Work-orders for PIREP, MAREP and Daily Check (A320/321)/ Stayover Check (A330).
 - 4) Performing the label booking for the components in the AMOS based on the information provided by the certifying staff in the AMOS.

- f) PPC staff is responsible for committing the information of scheduled Work-orders (controlled by PPC) and unscheduled Work-orders (e.g., WO for work request issued by MCC/PPC) performed by the certifying staff in the AMOS.

3.1.4 PROCEDURE

The general flow-chart below illustrates the flow of main steps of the AMOS data entry process that the certifying staff must follow to commit the technical log data into the AMOS system:



- a) When the certifying staff is at the aircraft and he has limited access to the AMOS, if there is a write-up in the Technical Logbook that requires spares or consumable materials:
 - 1) The certifying staff must inform MCC the defect together with the TLP number for that defect; Hence, MCC Controller shall open a Work-order for the defect item in the AMOS for the spare parts issuance.
 - 2) The certifying staff must use the existed Work-order in the AMOS which was previously opened by MCC Controller for the related defect to continue the process of Technical Log data committing after the maintenance work has been accomplished.
- b) Only for the aircraft in operation (after the pre-flight or transit check), all the data must be updated into the AMOS after the dispatch but not later than the next arrival of the aircraft (ref to SOP section 4.11).
- c) After a maintenance work was accomplished or satisfactorily supervised by the certifying staff, the certifying staff must be responsible for entering the following information into the AMOS (ref to SOP section 4.11):
 - 1) Defect write-up in the TLP which includes but not limited to the followings:
 - i. PIREP.
 - ii. New defects found.
 - iii. CMR/CoA findings.
 - iv. Defects found and they cannot be rectified due to lack of spares or lack of time (handover items).
 - v. Etc.,
 - 2) Maintenance actions performed include but not limited to:
 - i. Defect rectification.
 - ii. Troubleshooting for a new defect.
 - iii. Troubleshooting for an opened ADD.
 - iv. ADD raise.
 - v. ADD clear: the certifying staff must ONLY input action taken for that ADD, after that MCC Controller shall verify and close the related WO of that ADD in the AMOS.
 - vi. Concession update: the certifying staff shall only update a new work-step of the related WOs and extend the ADD due date.
 - 3) For the replacement of rotatable components, the certifying staff shall only input the P/N & S/N information of the removed/installed parts/components; the part booking shall be done by Data Entry staff.
 - 4) Pick-slip issuance and Return-slip: for receiving and returning spare/ tool by pick-slip functions in the AMOS.
 - 5) In addition, after an ADD was raised or cleared by the certifying staff, the certifying staff must perform the ADD Notice procedure (ref to SOP section 4.10).

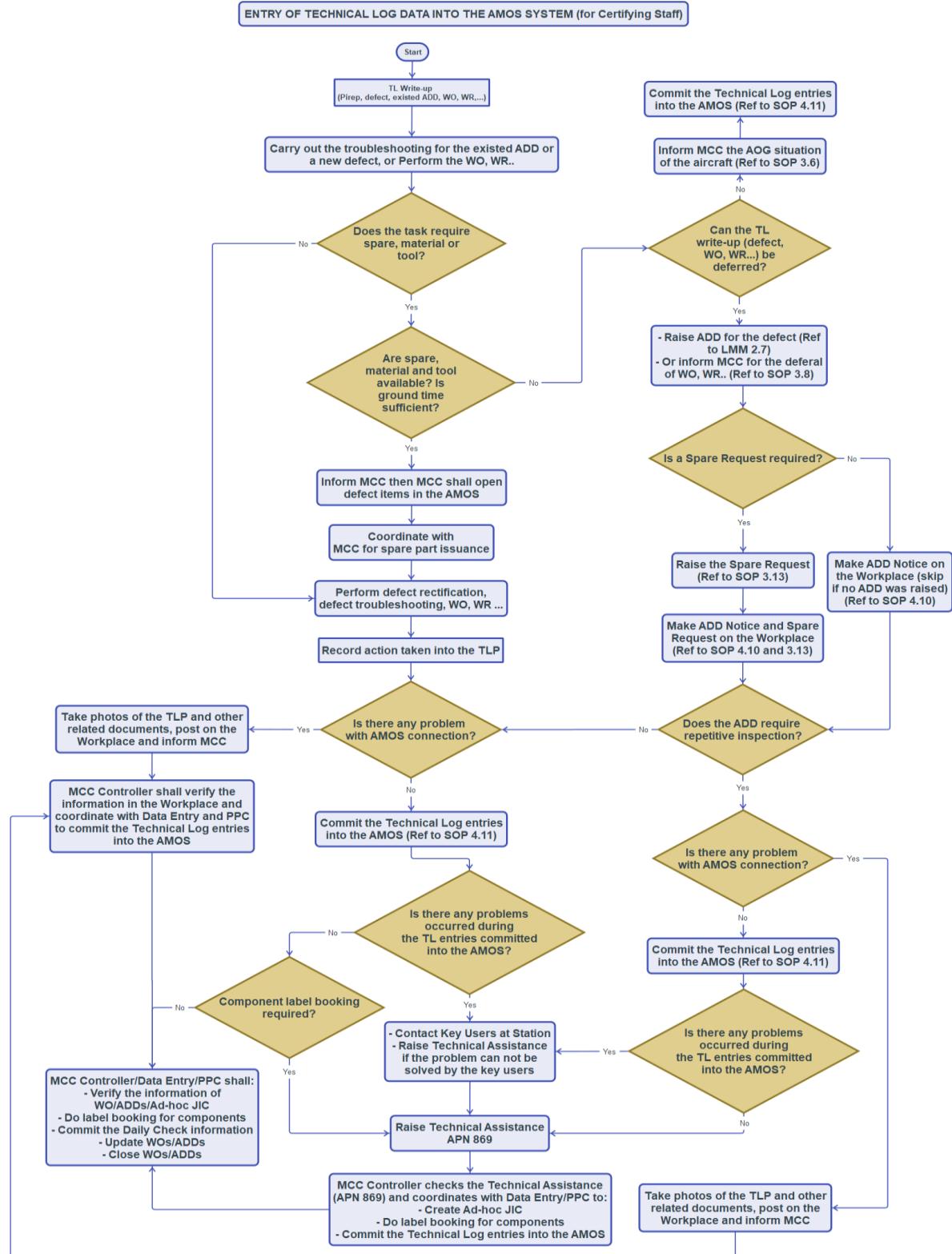
- d) Performing troubleshooting for an opened ADD.
 - 1) When a certifying staff performs troubleshooting for an opened ADD, he/she must:
 - i. Update the troubleshooting information for the related ADD into the AMOS.
 - ii. After carrying out the troubleshooting and the ADD needs spares or materials to fix the defect, the certifying staff must post the TLP together with the spare request and the IPC or CMM referred for such spare request on the Workplace ADD Notice group (Ref to 3.13). The format for ADD troubleshooting posting on Workplace is as bellow.
 - 2) Aircraft registration.
 - 3) Date.
 - 4) ADD number.
 - 5) Maintenance actions and spare request.
 - 6) MCC Controller shall:
 - i. Acknowledge the receipt of the spare request by making a comment “SPARE REQUEST RECEIVED” on the Workplace.
 - ii. Proceed to get the approval for that spare request. (Ref to 3.13).
- e) If there is a problem with AMOS connection (the internet connection is lost, or the AMOS system is down, etc....) that prevents the certifying staff from completing his/her entries into the AMOS, the certifying staff must:
 - 1) Take photos of the TLP, ADD sheet and other related document.
 - 2) Post those photos on the Workplace ADD Notice Group with caption (AMOS down, Internet down, Connection lost, etc....).
 - 3) Inform MCC the case; hence, MCC shall follow up and commit the Technical Log entries into the AMOS.
- f) Upon receiving the information about the AMOS connection problem from the certifying staff, MCC Controller shall:
 - 1) Verify the information posted by the certifying staff on the Workplace.
 - 2) Coordinate with Data Entry and PPC to commit the information given by the certifying staff into the AMOS.
 - 3) Make a comment “AMOS UPDATED” to the post of the certifying staff in the Workplace when the information posted by the certifying staff was committed into the AMOS.
- g) The certifying staff shall raise the Technical Assistance (APN 869) when:
 - 1) He/she has raised an ADD which requires a repetitive inspection with the interval more than Daily Check (A320/321)/ Stayover Check (A330).
 - 2) There is a serialized or a rotatable component replacement.
 - 3) There is a problem (e.g., work-order needs to be amended) occurred when the Technical Log entries being committed into the AMOS and the AMOS key users at the station could not solve.

- h) Once received the technical assistance request from the certifying staff, MCC Controller shall check the AMOS and coordinate with Data Entry and PPC to:
 - 1) Create the Ad-hoc JIC (ref to 3.1.4.j and 3.1.4.k) for the ADDs with repetitive inspections required.
 - 2) Perform label booking for components (ref to 3.1.4.o).
 - 3) Clarify with PPC staff for the queries about the scheduled or un-scheduled Work-orders (controlled or issued by PPC) and feedback to the certifying staff.
 - 4) Solve the outstanding issues with the AMOS and commit the Technical Log entries into the system.
- i) MCC Controller shall check the technical assistance requests in the AMOS by using APN 869 during his shift to ensure that all the technical assistance requests are solved and closed in the AMOS. For the technical assistance requests that could not be solved during the shift, MCC Controller must hand-over to the next shift.
- j) MCC Controller must check the TLP, ADD sheets and other documents which were posted on the Workplace ADD Notice group by the certifying staff and ensure:
 - 1) The number of ADDs that were entered in the AMOS matches with the number of ADDs raised in the Technical Logbook by the certifying staff.
 - 2) The due date of the ADDs written in the TLP were transferred correctly to the AMOS by the certifying staff.
 - 3) The Ad-hoc JIC must be created within 24 hours after Technical Assistance was created.
- k) After the information of the ADD (posted on the Workplace by the certifying staff, ref to 3.1.4.c.5) is verified and the Ad-hoc JIC (for the ADD with repetitive inspection requirement) is created as mentioned in 3.1.4.j, MCC Controller must:
 - 1) Reply "ADD CHECKED" to the ADD notice in the Workplace (for ADD with no repetitive inspection requirement), Or
 - 2) Reply "ADD CHECKED and Ad-hoc JIC CREATED" to the ADD notice in the Workplace (for ADD with repetitive inspection requirement).
- l) PPC staff shall verify the accuracy of the scheduled Work-orders (issued and controlled by PPC) and unscheduled Work-orders (issued by MCC or PPC) that were performed by the certifying staff and complete the further processes (ref to 3.8 and Appendix 4.8).
- m) Data Entry staff must check and verify the information of PIREP/MAREP (defect description, action, perform sign, date, time, etc....) entered by the certifying staff in the AMOS with the information written in the TLP.
 - 1) Data Entry shall correct the information in the AMOS if there is any mismatch of information between the AMOS and related TLP.
 - 2) If there is any unclear information and it could not be verified, Data Entry staff must contact and clarify with the related certifying staff.

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- 3) After the information of PIREP and MAREP is verified, Data Entry staff must make a REMARK “CHECKED” in the action field of the related item in the AMOS (ref to Appendix 4.11).
- 4) For the outstanding items that could not be checked and verified during the shift, Data Entry staff must hand-over to the next shift.
- n) Data Entry staff commit the information of Daily Check (A320/321)/ Stayover Check (A330) into the AMOS.
- o) Data Entry staff shall perform label booking for components based on the information raised by the certifying staff in the AMOS (APN 869).
- p) The Work-orders for PIREP, MAREP and Daily Check (A320/321)/ Stayover Check (A330) shall be closed by Data Entry staff.
- q) The Work-orders for ADDs shall be closed by qualified MCC Duty staff or MCC Controller. After the work-order of an ADD is closed in the AMOS, MCC Controller or the qualified MCC Duty staff must reply “ADD CLOSED” to the related post of that ADD in the Workplace ADD notice group.
- r) The scheduled Work-orders (controlled by PPC) and unscheduled Work-orders (e.g., WO for work request issued by MCC/PPC) shall be closed by PPC staff.
- s) Refer to Appendix 4.3 and 4.11 of this procedure manual for detailed instructions on how to make AMOS entry.
- t) The detailed flow-chart shown in 3.1.5 shall illustrate the steps of this procedure. The chart helps the certifying staff visualize this procedure in a detailed way. Hence, it shall guide the certifying staff throughout the procedures based on the possible scenarios that the certifying staff may face to during line maintenance.

3.1.5 DETAILED FLOW-CHART



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3.2 TECHNICAL INFORMATION MEMO (TIM)

3.2.1 PURPOSE

Technical Information Memo (TIM) is used to remind and emphasize important technical issues, maintenance errors or procedures to maintenance staff.

3.2.2 SCOPE

This procedure is applied for all sections in maintenance division.

3.2.3 RESPONSIBILITY

- a) Maintenance Director or Deputy Maintenance Director is responsible for verifying and approval prior to the issuance of the TIM.
- b) Station Manager is responsible for all maintenance staff to read and understand the TIM. For the TIM with high important notice, it is necessary to perform briefing for all maintenance staff and R&S briefing form.
- c) Maintenance staff are responsible for complying with the requirements described in TIM.
- d) Airworthiness compliance team or Deputy Maintenance Manager is responsible for uploading new TIM Form MXF219 on the Coruson.

3.2.4 PROCEDURE

- a) Station Manager/Deputy Maintenance Manager/MCC Manager shall use form MXF219 Technical Information sheet to compose TIM and records TIM number in form MXF220 TIM control sheet. The newly composed TIM (MXF219) is then sent to Maintenance Director or Deputy Maintenance Director for verification and approval before distributed to concerned Maintenance staff by email and on Curuson.
- b) Maintenance staff shall read the newly issued TIM and ensure that he/she understands the requirements mentioned in the TIM. The maintenance staff shall acknowledge the TIM on Coruson.
- c) TIM is to clear the information and is NOT the reference document for maintenance. Certifying staff shall refer to approved documents for maintenance.
- d) Airworthiness compliance team or Deputy Maintenance Manager shall upload the new TIM on Coruson application.

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3.3 SHIFT HANDOVER

3.3.1 PURPOSE

To establish procedure for shift handover process to ensure the continuity of maintenance activities.

3.3.2 SCOPE

This procedure is applied for all Maintenance teams and MCC.

3.3.3 RESPONSIBILITY

Team leader, MCC Controller are responsible to make sure the handover procedure is properly carried out.

3.3.4 PROCEDURE

The “Hand-over book” form MXF201 is located on the Team leader’s table and must be read at the start of each duty shift.

- a) At the start of each duty shift, MCC Controller shall have a face-to-face handover with leader/controller of previous shift as below:
 - 1) The MCC Controller of previous shift must explain the information written in the Hand-over book to the MCC Controller of incoming shift.
 - 2) The MCC Controller of incoming shift must read their respective Hand-over book and sign in the box provided (incoming).
 - 3) The MCC Controllers must ensure:
 - i. All the required information in the handover book must be completed:
 - Aircraft status.
 - List of incomplete tasks.
 - List of other requirements.
 - Outgoing team leader’s name & signature.
 - Incoming team leader’s name & signature.

NOTE: a word “NIL” must be fill in for the item with no special information that needs to be paid attention on.
 - ii. The handover book is in a clean, tidy, and good condition. If the book condition is not satisfactory, MCC Controller shall contact Admin to have a replacement.
 - iii. Information written in the handover book must clear and without erasements or alterations.
 - b) Line maintenance shifts hand over.
 - 1) Shift hand over book MXF 201 is used to ensure a continuity of information regarding the maintenance process of aircraft.

- 2) If any maintenance work cannot be completed during the shift, the team leader shall fill out the Shift hand over book to denote information that need incoming shift take over. Denoted information shall contain but not limited to the following:
 - i. General of aircraft status such as Engine, APU, cabin, cockpit doors...
 - ii. Work status such as incomplete task, stage...
 - iii. Tool status such as tools/equipment borrowed from tool store which haven't been returned.
 - iv. Component/part status such as component being removed for access, consumable, ...
 - v. Other issue such as facilities status, outstanding issues, other information.
- 3) The team leaders who hand over and take over shall have briefing to ensure that hand over information in hand over book are thoroughly understood.
- 4) It is the responsibility of team leader to instruct the maintenance staff involved in the continuation of the job so they understand all pertinent details.
- 5) The leader of outgoing shift shall sign in the box provided (outgoing).
- 6) The leader of incoming shift must read their respective Hand-over book and sign in the box provided (incoming).
- c) Partially completed work hand over
 - 1) A maintenance task normally includes several work step/subtasks of which an individual takes, or group of maintenance staff may share the responsibility for accomplishment. Unless an individual staff take the whole responsibility to complete the entire task within one shift where he shall sign off only one signature for this task, each step/subtask shall be signed off on related maintenance date (Tech log, EO, task card, ...) by authorized maintenance staff who get direct involved in the accomplishment of such step/subtask.
 - 2) Any time, maintenance staff leaves or finishes his shift while the work is only partially completed, he shall sign off on related maintenance data which step/subtask he has been completed, then he returns related maintenance data and maintenance document to Team leader.
 - 3) At the shift change, team leader shall complete line maintenance shift hand over as described above.
 - 4) The incoming maintenance staff shall review the work previously completed before starting the job.
 - 5) In any case, if aircraft is still under line maintenance work or operation such as long transit, hand over should be taken place face to face between incoming and maintenance outgoing staff. Leaving aircraft under maintenance or operation without maintenance staff is prohibited as safety and security reason.
- d) Hand over book control
 - 1) The hand over book should be kept at line maintenance office for traceability.

- 2) If new hand over book is replaced, the old one should be stored within 30 days.

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3.4 REPETITIVE DEFECT AND REPEATED INTERMITTENT DEFECT MONITORING

3.4.1 PURPOSE

To establish a procedure for controlling and monitoring repetitive defects and repeated intermittent defect on the aircraft.

3.4.2 SCOPE

This procedure is applied for Maintenance activities.

3.4.3 RESPONSIBILITY

- a) During performing the Daily check/Stayover Check, certifying staff are responsible for reviewing ECAM messages, MAINT status; Post Flight Report (PFR) for the presence of defects (cockpit effect) and performing the troubleshooting tasks requested by Technical Support for the failure message occurred during flights in that day. If there is a defect/an ECAM message, MAINT status message or a failure message recorded in the PFR, the certifying staff must take proper actions (verifying with MCC to confirm whether it is a repetitive or a repeated defect, rectifying that defect or raising an ADD as per the approved MEL).
- b) Certifying staff are responsible for reporting any repetitive defects and repeated intermittent fault to MCC Controller that arises during line maintenance (transit check, daily check, stayover check, etc.,).
- c) Certifying staff are responsible for performing the fault isolation procedure for the repeated intermittent fault that arises during line maintenance.
- d) Technical Support staff are responsible for monitoring and giving alerts or warnings about the a/c repetitive defect to support the certifying staff in line maintenance.
- e) Technical Support staff shall be responsible for using the Airman Web (or other data link application such as Aviatar Condition Monitoring) to review the fault or failure messages in previous legs report of all flights that the aircraft operated in a day. If the fault messages on PFR are not associated with a cockpit effect or a logbook entry (PIREP), Technical Support shall refer to approved maintenance data but not limited to ISI, TFU, NTO, to evaluate the fault messages to determine if they are spurious or not. If the fault messages are confirmed spurious, no maintenance action required. If the fault messages are not confirmed as spurious, Technical Support shall issue WO for line maintenance to request troubleshooting and rectify.

3.4.4 DEFECT CLASSIFICATION

- a) Repetitive defect:

Repetitive Defect is a defect which had been cleared but re-occur with the same nature (for example: same MEL reference, same ECAM Warning message or Fault message) during 10 previous consecutive flights regardless any trouble shooting action had been done.

b) Repeated intermittent defect:

An intermittent defect is a technical fault on an aircraft component/system. The defect is not confirmed on the ground by performing the test given in the fault confirmation in the appropriate TSM.

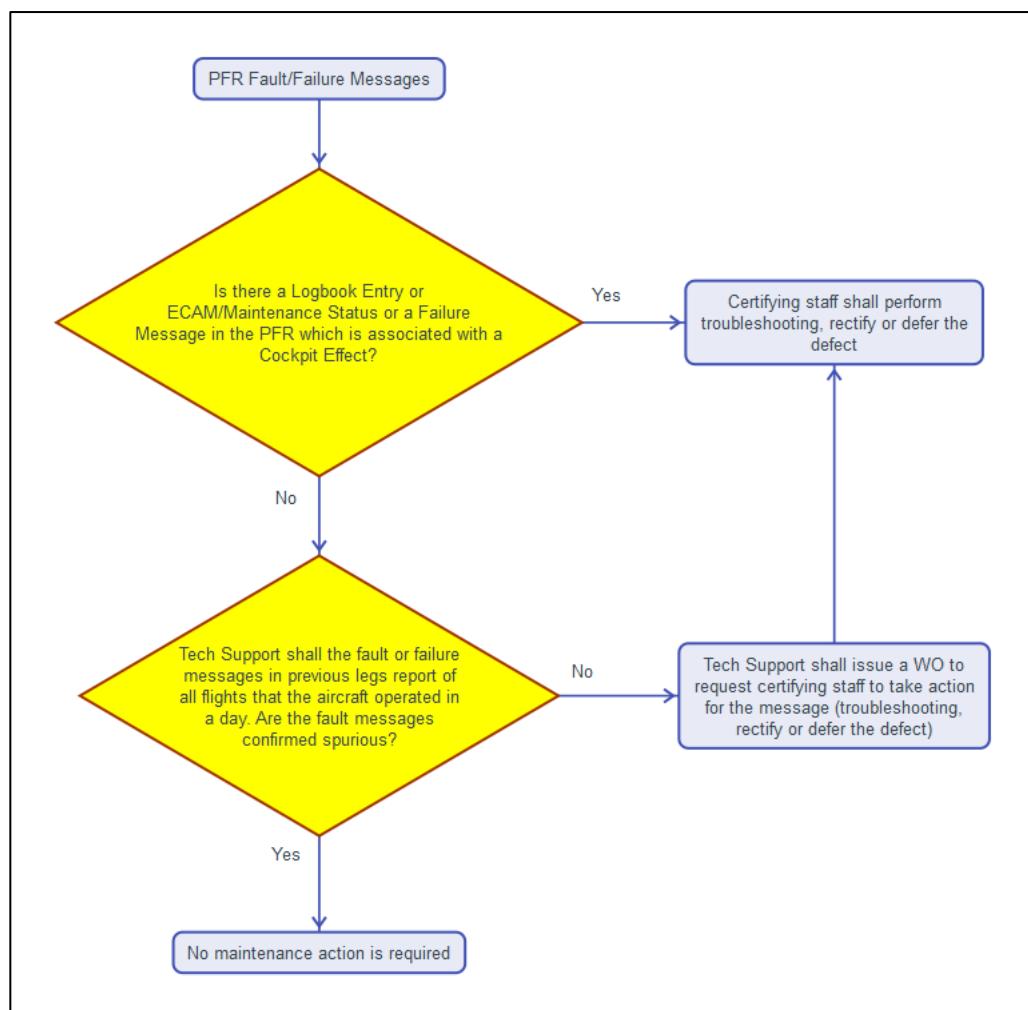
c) Common defect:

A common defect is a similar defect on aircraft system that exists on the same aircraft fleet.

3.4.5 PROCEDURE

- a) The certifying staff shall notify VJC MCC or MW at the time he discovers a fault on aircraft. Refer to LMM 2.8.5.a) for details procedure.
- b) Whenever there is a defect/fault related to aircraft operational systems reported in the Technical Logbook, the certifying staff must verify that subject fault/defect to see whether it is a repetitive defect or a repeated intermittent defect:
 - 1) The certifying staff must contact MCC to clarify the occurrence of defect in the last 10 previous flight legs.
 - 2) In the following cases, the certifying staff must perform a fault isolation troubleshooting to identify the cause of the defect and take further actions before aircraft dispatched:
 - i. There is an existed ADD as per MEL and that intermittent fault occurred on the similar related required component/system (see example below), or;
For example: IDG # 1 was INOP, if an intermittent fault occurred on the second AC Main Generation, the rectification action must be performed before the next flight. The system reset and test OK on the second AC Main Generation is not acceptable to release the aircraft to service.
 - ii. The intermittent fault occurred on the component/system specified as NO GO.
- c) For the repetitive defect, MCC Controller shall cross-check and verify the defects, then give the alerts or warnings about the actual due date of repetitive defect to support CRS in Line Maintenance if necessary.
- d) For the repeated defect, in order to identify the repeated defect, PFR failure/fault messages shall be reviewed, and proper maintenance actions must be taken.
 - 1) At each daily check/stayover check, certifying staff shall review ECAM messages, MAINT status; Post Flight Report (PFR), and logbook entry for the presence of defects.
 - i. For the fault messages on PFR of 10 previous legs which are confirmed with cockpit effects or logbook entry, certifying staff shall perform trouble shooting and rectified or deferred as per the MEL.

- ii. For the fault messages on PFR of 10 previous legs which are not confirmed with cockpit effects or logbook entry, certifying staff shall perform trouble shooting and rectify if it is requested by Technical Support.
- 2) Technical Support staff shall use the Airman Web (or other data link application such as Aviatar Condition Monitoring) to review the fault or failure messages in previous legs report of all flights that the aircraft operated in a day. If the fault messages on PFR are not associated with a cockpit effect or a logbook entry (PIREP), Technical Support shall refer to approved maintenance data but not limited to ISI, TFU, NTO, to evaluate the fault messages to determine if they are spurious or not. If the fault messages are confirmed spurious, no maintenance action required. If the fault messages are not confirmed as spurious, Technical Support shall issue WO for line maintenance to request trouble shooting and rectify.
- 3) The following chart shows how to handle PFR message during daily check/stayover check.



- e) When entering information of a newly raised ADD into AMOS that is related to operational systems of aircraft, certifying staff or MCC Controller must search the information of closed Work Orders related to this defect, then, re-open these Work Orders and add supplemental information related to the last occurrence of the repetitive defect which was raised (including the reference of TLP and new ADD number).
- f) When compiling the Overnight Work-pack, PPC staff shall follow all steps of respective TSM to ensure the continuity on the trouble shooting.
- g) In the Overnight Work-pack, PPC Staff shall coordinate with Technical Support and provide the troubleshooting history of the repetitive defect and the repeated intermittent fault (through the reference WO) so that authorized staff can easily take over the troubleshooting procedure where it was stopped.
- h) PPC Staff shall issue the Work Order to request the certifying staff to perform rectification of the defect if required.
- i) The certifying staff shall be appointed for defect rectification. All works carried out must be entered in the Tech Log for accountability.
- j) Upon rectification of the defect, the repetitive defect file shall be closed. All parts and components replaced after each defect evaluation are to be appropriately tagged as hold item and notified to Store & Supply Department for further action.
- k) If the defect persists after all resources for rectification have been pursued and exhausted, MCC shall contact TSE to seek further assistance from the respective manufacturer by providing the details of the various actions that have been carried out and were compiled during troubleshooting for necessary reference.

3.5 ADD MONITORING AND CONTROL**3.5.1 PURPOSE**

- a) To establish a method of monitoring and controlling significant defects associated with the aircraft.
- b) To identify recurrent defects of similar or repetitive defect and recommend corrective action accordingly.

3.5.2 SCOPE

This procedure is applied for all VJC's aircraft fleet.

3.5.3 RESPONSIBILITY

- a) The certifying staff is responsible for ensuring that the defect rectification and troubleshooting are recorded in TLP.
- b) MCC Controller and approved MCC duty staff are responsible for defect monitoring and updating the ADDs into the AMOS.
- c) MCC Controller is responsible for coordinating with the certifying staff, Data Entry and PPC staff to perform the functions of the MCC Controller mentioned in the procedure section 3.1 (Entry of Technical Log Data into The Amos System for Certifying Staff).
- d) MCC Controller is responsible for coordinating and supporting the certifying staff to enter the information into the AMOS in case of:
 - 1) There is a problem with AMOS connection (the internet connection is lost, or the AMOS system is down, etc....) that prevents the certifying staff from completing his/her entries into the AMOS.
 - 2) There is a problem that occurs when the certifying staff commits the entries into the AMOS; and hence, the certifying staff could not complete his/her entries into the AMOS.
- e) MCC Controller is responsible for:
 - 1) Updating the information of ADDs raise/clear after the aircraft finished with a C-Check performed by an outsourced MRO.
 - 2) Verifying the number of ADDs and the accuracy of their due date entered by the certifying staff in the AMOS.
 - 3) Creating the Ad-hoc JIC within 24 hours after Technical Assistance was created by the certifying staff.
- f) MCC duty staff are responsible to support MCC Controller in reviewing TLP for defects if required and send daily aircraft technical status to the concerned departments.
- g) PPC staff are responsible to monitor and manage to ensure that the ADDs be rectified at a timely manner before the due date of the ADDs.

3.5.4 PROCEDURE

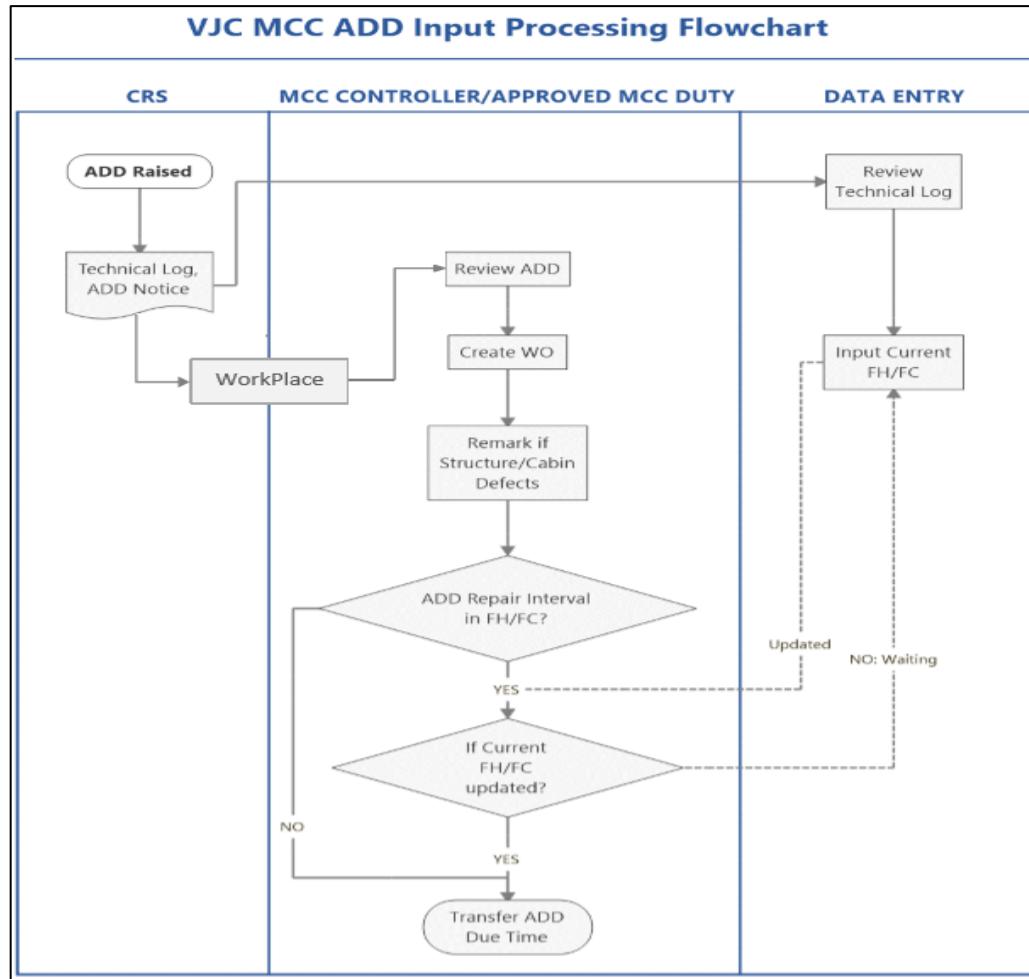
- a) To minimize the number of concession requests raised, PPC staff shall monitor, control the deferred defects, and ensure the rectification is planned to be carried out as soon as possible before the due date of such ADDs.
- b) MCC Controller must refer to section 3.1 and coordinate with the certifying staff, Data Entry and PPC staff for the procedure of entering ADD (Airworthiness and Non-airworthiness) information into AMOS system.
- c) MCC Controller must verify and ensure:
 - 1) The number of ADDs that were entered in the AMOS matches with the number of ADDs raised in the Technical Logbook by the certifying staff.
 - 2) The accuracy of the due date of the ADDs that were raised and entered in the AMOS by the certifying staff.
 - 3) The Ad-hoc JIC must be created within 24 hours after Technical Assistance was created.
- d) The function of updating ADD (Airworthiness and Non-airworthiness) information into AMOS system of MCC staff are as following.
 - 1) MCC Controller shall:
 - i. Commit the information of Airworthiness (MEL CAT A, B, C, D or CDL), Non-airworthiness ADDs, the structural defects or required repetitive maintenance actions which require to create Ad-hoc JIC/ de-assign Ad-hoc JIC.
 - ii. Verify the information of Airworthiness (MEL CAT A, B, C, D or CDL), Non-airworthiness ADDs, and the structural defects committed into the AMOS by the certifying staff.
 - iii. Close the work-orders of the Airworthiness (MEL CAT A, B, C, D or CDL) and Non-airworthiness ADDs in the AMOS after the ADDs were cleared by the certifying staff in the Technical Logbook.
 - 2) Qualified MCC Duty staff who are with enough working experience and approved by MCC Manager shall:
 - i. Commit the information of Airworthiness (MEL CAT A, B, C, D or CDL) and Non-airworthiness ADDs into the AMOS.
 - ii. Verify the information of Airworthiness (MEL CAT A, B, C, D or CDL) and Non-airworthiness ADDs committed into the AMOS by the certifying staff.
 - iii. Close the work-orders of the Airworthiness (MEL CAT A, B, C, D or CDL) and Non-airworthiness ADDs in the AMOS after the ADDs were cleared by the certifying staff in the Technical Logbook.
 - 3) Other MCC Duty staff shall:
 - i. Commit the information of Non-airworthiness ADDs into the AMOS.

- ii. Verify the information of Non-airworthiness ADDs committed into the AMOS by the certifying staff.

Note: The authorized staff list for updating ADDs into AMOS shall be approved, revised, and sent via email by MCC Manager to MCC staff (using the form MXF 328).

- e) MCC Controller will monitor the Technical Logbook and aircraft technical status reports. In case of lack of required information in TLP/ worksheets, MCC Controller must inquire and request certifying staff who carries out the task to complete the maintenance records with required information.
- f) PPC staff will monitor and manage to ensure that the followings are to be made at a timely manner before the due date of the ADDs:
 - 1) Rectification or trouble shooting action is scheduled with sufficient downtime, spare part & tools (if required) are available.
 - 2) PPC staff must follow the troubleshooting steps that have been carried out and issue a Work-order to request the certifying staff to perform the next troubleshooting steps in the TSM. If it is necessary, PPC staff shall consult Tech Support staff and MCC Duty Manager before issuing such Work-order.
 - 3) A verification must be made for spare requests raised by authorized engineers and submit them to Supply Department for procurement.
 - 4) Spare requests must be made by PPC staff based on the gathered information from troubleshooting actions done by engineers and submit them to Supply Department for procurement.
- g) MCC Controller will monitor and ensure the followings are to be complied regarding ADDs:
 - 1) Liaise with the certifying staff, Data Entry and PPC staff to perform functions of the MCC Controllers mentioned in SOP section 3.1 (Entry of Technical Log Data into The Amos System (For Certifying Staff)).
 - 2) Defects are properly recorded, and corrective actions have been established.
 - 3) Correct and accurate information of all defects are recorded.
 - 4) All troubleshooting actions are recorded in the Technical Log-book.
 - 5) Special maintenance requirements are provided to the Engineering Department for further actions required.
 - 6) Proper actions are taken for possible operation impact and limitations due to deferred defects; relevant departments are informed with the operation impact and/or restriction which are the consequence of deferred defects.
 - 7) Repetitive defects are identified.
 - 8) All taken actions comply with the procedure requirements specified in VJC manuals.
 - 9) ADD Notice has been made and complied with procedure specified in Appendix 4.10.

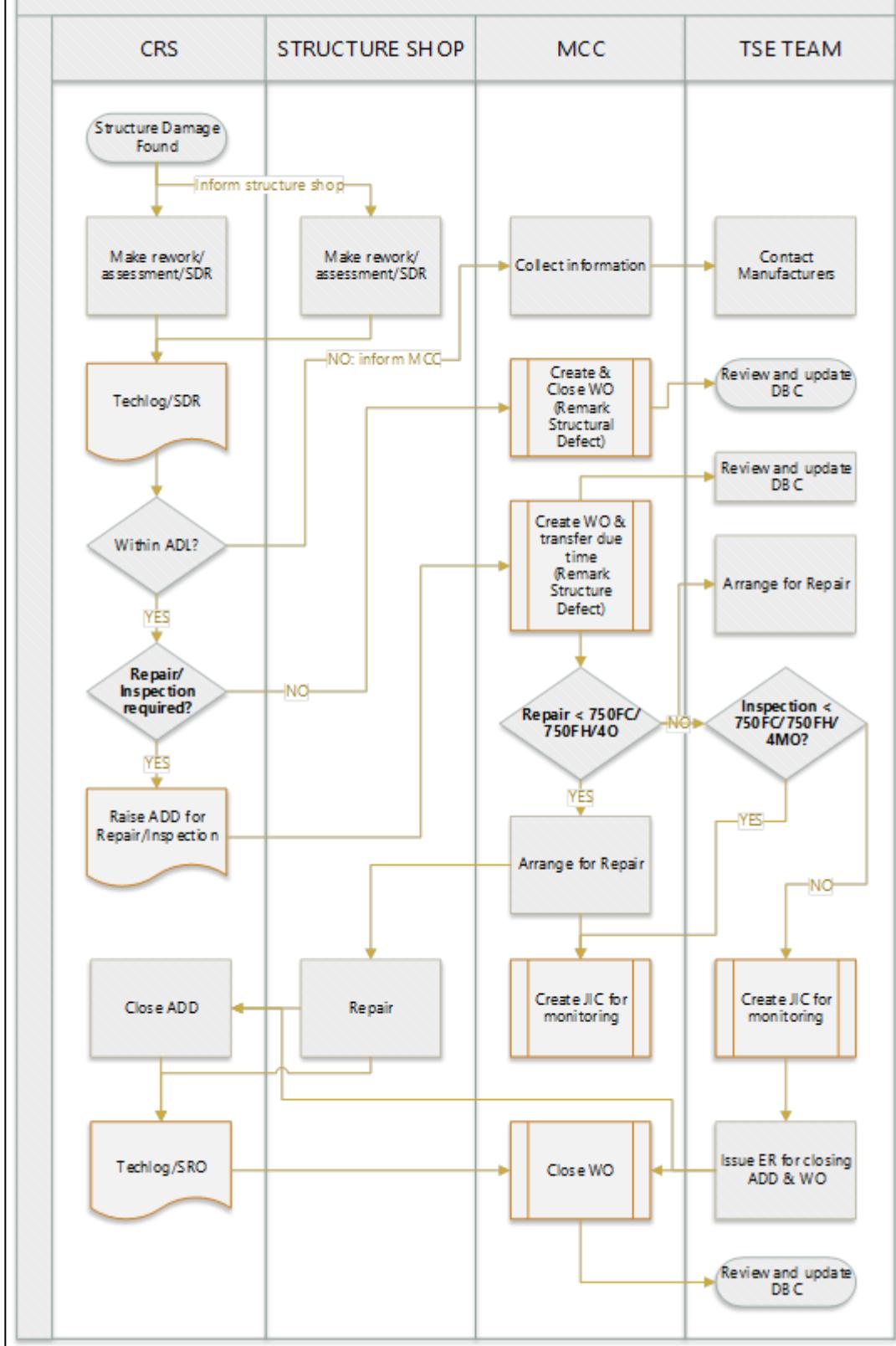
- h) Record monitoring in AMOS, MCC Controller and MCC duty staff are responsible for:
- 1) Ensuring that all the defects are updated into AMOS so that their status can be reflected on “Aircraft Technical Daily Status Report” at printed out from the AMOS.
 - 2) Ensuring spares request are raised correctly by certifying staff or PPC staff will enough required information.
 - 3) Ensuring spare requests for ADDs, after approved by Maintenance Director, Deputy Maintenance Director, MCC Manager, Deputy MCC Manager or MCC Duty Manager, are entered into AMOS for related to defect rectification.
 - 4) Ensuring no duplication of reference numbers when an ADD is raised.
 - 5) Ensuring rectification is done accordingly and without any discrepancies.
 - 6) For the Airworthiness ADDs:
 - i. MCC Controller shall crosscheck the ADD notice received from authorized staff and information in AMOS to ensure all of information of ADDs are correct.
 - ii. ADDs related to FH/FC should be created in AMOS when FH/FC was updated. If FH, FC are not updated in AMOS at the time that Ad-hoc JIC is created, MCC Controller must hand over properly to the next shift. MCC Controller in the next shift must create Ad-hoc JIC in AMOS within his shift.
 - iii. Based on the Overnight Work-pack Report (Form MXF216) feedback from VJC's outstations, MCC Controller shall crosscheck, and update all ADD information into AMOS.
 - iv. Note: Station Manager shall assign staff to send the scanned Overnight Work-pack feedback daily as soon as possible via email to MCC.



- i) Update the defect on the ADD log and Repetitive Inspection Requirement Control Sheet (RIRCS).
 - 1) If ADDs related to aircraft system required a repetitive inspection before defect rectification, or structural damages required repetitive inspection before the completion of the permanent repair, MCC duty staff shall print out RIRCS from AMOS (APN 10025) as required in weekly check sheet (Form EPF124).
 - 2) Airworthiness and Non-airworthiness ADD log shall be updated in weekly check (Form EPF124) by printed ADD report from AMOS (APN 10011 and APN10012). Before replacement ADD log, certifying staff shall verify all opening ADD on ADD log of aircraft and ADD log from MCC are the same, all cleared ADD on ADD log of aircraft were removed on ADD log from MCC. If there are any discrepancies between ADD log of aircraft and ADD log printed out from MCC, feedback to MCC for correction.
 - 3) During perform Daily Check (A320/321)/ Stayover Check (A330)/stayover check, if certifying staff found ADD log of aircraft has been used the last sheet, inform MCC to update ADD log also.

- 4) The ADD log and RIRCS shall be:
- MEL/Airworthiness ADD log shall be printed from AMOS including 6 blank pages to preserve for ADD raise during operation.
 - Non-MEL/Airworthiness ADD log shall be printed from AMOS including 10 blank pages to preserve for ADD raise during operation.
 - RIRCS shall be printed from AMOS including 5 blank pages to preserve during operation.
- j) Repetitive Inspection Requirement Control Sheet (RIRCS) and update RIRCS on board.
Refer to LMM 2.7.5.7.a).3)
- Certifying staff shall record all information of defect which included interval and due of inspection requirement in Repetitive Inspection Requirement (RIR) Control sheet MXF212.
 - For required maintenance action “before each flight” and “Daily Check (A320/321)/ Stayover Check (A330)”: shall not be recorded in form MXF212.
For repetitive inspection required to perform “Daily Check (A320/321)/ Stayover Check (A330)” CERTIFYING STAFF must write clearly in TLB and ADD log to perform in Daily Check (A320/321)/ Stayover Check (A330).
Note: JIC shall not be created by MCC Controller for monitoring in this case.
 - Repetitive Inspection Requirement Control Sheet (RIRCS) shall be updated in weekly check, MCC duty staff shall print out RIRCS from AMOS (APN 10025). Before replacement RIRCS, certifying staff shall verify again all information RIRCS on aircraft and from MCC are the same. If there are any discrepancies between RIRCS of aircraft and RIRCS from MCC, feedback to MCC for correction immediately.
 - For the defects that required repetitive inspection interval less than 750FH/750FC or 4 months, MCC Controller must:
 - Create the Ad Hoc JIC linked to the WO that managed this defect on the AMOS.
 - For other defects (different from structure defects): one JIC is issued to allow the corresponding monitoring into AMOS by MCC Controller.
 - JIC should be created when the FH and FC updated in AMOS at that moment.
Note: if FH, FC not updated at the time that Ad-hoc JIC created, MCC Controller could hand over properly to the next duty shift. Controller in the next shift must create Ad Hoc JIC within his shift.
 - For the structure defects, the diagram as following:

Structural Defect Processing Flowchart



- v. After completion of the JIC by certifying staff, it will be collected by MCC duty staff then closed into AMOS by PPC.
- vi. The hard copy will be returned to Tech Record section by PPC.
- vii. Based on the JIC signed by certifying staff, PPC will report back into AMOS to get another due date.
- viii. When defect is fixed, MCC Controller will close W/O (that managed ADD) into AMOS de-assign JIC on AMOS.
- ix. The instruction to create the JIC into AMOS is given in the appendix 1 for more detail.
- k) Scheduled Check Monitoring List (Form EPF168):
 - 1) MCC duty staff shall printed out "Scheduled Check Monitoring List (Form EPF168)" from AMOS (using APN 10026) as required by the Weekly Check sheet.
 - 2) After the Schedule Monitoring Form is printed:
 - i. MCC Controller must verify the information of the scheduled checks on the form.
 - ii. If there is any discrepancy found or if any of the scheduled checks is overdue, MCC Controller must verify the information with PPC to have the updated information.
 - iii. After the information is verified, MCC Controller must update by hand-writing the information (Performed Date, TLP and Authorization Number of the certifying staff who signed-off that Phase Check)
 - 3) Before replacement of the Scheduled Check Monitoring List Form, the certifying staff must check to make sure that all overdue WOs have the information of performing. If not, the certifying staff must contact MCC Controller to verify and update information of such overdue WOs.
- l) For the defect that is in the allowable limit of maintenance document but may be grown up to out of limit during operation:
 - 1) Certifying staff shall assess the defect in according with maintenance document and record in technical log, if the defect in limit and may grow up during operation, certifying staff shall:
 - i. Raise ADD with due date "N/A" (not applicable).
 - ii. Record detail dimension of defect in Technical Log and record in ADD log the limit of dimension as required in maintenance document.
 - iii. Complete ADD notice procedure as mentioned in the appendix 4.10.
 - iv. Record in Repetitive Inspection Requirement Control Sheet with the interval of inspection to be 8 days (equal to weekly check).
 - v. Annotate in the block "DEFECT DESCRIPTION" of ADD log that "THE DEFECT DUE WHEN THE LIMIT IS OVER: (record the limit of defect IAW AMM or SRM...).

- vi. Check “Yes” on check box “CFD” in ADD sheet to notify that is carried out forward defect.
- 2) MCC Controller shall ensure that ADD has been entered into AMOS as mentioned in 3.5.4.f with due date as default on AMOS and create JIC to monitor these defects that require to perform repetitive inspection. When the due date of ADD is reached but the defect is still within limit, MCC controller shall extend its current due date to the next default interval in AMOS.
- 3) MCC shall make spare request to rectify these kinds of defect before defect grow up out of the limit of maintenance document.
- m) During replacement of NHA such as Engine, APU, LGD, Windshield, or after a de-modification has been performed on the aircraft; PPC staff must review all ADDs related to NHA and put a Work Order into the work-pack to clear the related ADDs after NHA is replaced or a de-modification has been accomplished.

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3.6 REPORTING SYSTEM

3.6.1 PURPOSE

To establish the reporting procedure concerning the aircraft status at all stations.

3.6.2 SCOPE

This procedure is applicable to all VJC maintenance activities.

3.6.3 RESPONSIBILITY

- a) VJC certifying staff has full responsibility in reporting in due time to VJC MCC any delay, AOG, or incident/ accident.
- b) MCC Controller is responsible for providing all TOR, MOR, AOG, Delay reports to TQA/MQA Division when necessary.
- c) MCC Duty Manager is responsible for following up the troubleshooting/rectification progress of the defects since the time when the defect occurs until it is rectified.
- d) MCC duty staff is responsible for providing the Aircraft Technical Status Report which is exported from AMOS and daily technical highlights to other departments and concerned people.
- e) VJC certifying staff, MCC Controller and MCC duty staff are responsible to comply with this procedure together with MOPM 3.8 and LMM 2.8. If there is any inconsistence between this procedure and MOPM 3.8 and LMM 2.8, the MOPM 3.8 and LMM 2.8 shall dominate.

3.6.4 PROCEDURE

- a) A.O.G and Technical Delay
 - 1) All AOG Procedure and Technical Delay must be followed according to LMM 2.8.
 - 2) MCC Controllers or Technical Support shall inform Maintenance Director/Deputy Maintenance Director/MCC Manager before any AOG situation is declared.
 - 3) MCC will keep contact with Maintenance Watch for updating the status of aircraft when A/C is A.O.G or delayed. Confirmation emails shall be sent to email groups which are available in MCC duty staff computer.
 - 4) MCC duty staff will send message to dedicated Workchat groups to update the status of A/C. The format SMS will be AC/STATION/AOG-DELAY-SERVICEABLE-EMERGENCY/DEFECT-ACTION TAKEN.
 - 5) Certifying staff shall make Delay /AOG report and sent it to VJC MCC. MCC duty staff will number the report and send it to concerned departments by email.
 - 6) Format report number will be DEL-AOG/YYYY/Seq./AC and technical delay control sheet form MXF217 updated.
 - 7) When aircraft is back to service, MCC duty staff send an updated email to Maintenance Watch and other concerned departments/directors/managers and a message to dedicated Workchat groups to update the status of A/C.

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b) TOR

Beside the requirements set in LMM 2.8, the following requirements must be complied by the certifying staff and MCC Controller:

- 1) Technical Occurrence Reports are raised because of any incident, accident, or unusual occurrence to ground personnel, equipment or aircraft or equipment, whilst the aircraft is not under the control of the aircraft commander or responsible flight deck crew.
- 2) The following examples of occurrences which would qualify for "Technical Occurrence Report" action is included to assist reporting staff in making the necessary judgment; this must not be construed as a comprehensive list:
 - i. Components and parts found to be maladjusted, incorrectly
 - ii. assembled or showing evidence of poor or incorrect maintenance practices.
 - iii. Erroneous information in approved technical publications, maintenance manuals, manufacturers, and vendor documents.
- 3) All certifying staff are responsible for reporting of TOR on occurrences, events and potential hazards in maintenance providing processes to VJC MCC and his/her station managers.
- 4) All TOR (form QDF036V) should be written in English and the reporter should specify name, organization, contact details. The TOR shall be reported to MCC and his/her station managers not later than 24 hours.
- 5) MCC Controller shall forward the TOR to TQA/SQA Department right after receiving of TOR from line station from maintenance staff.

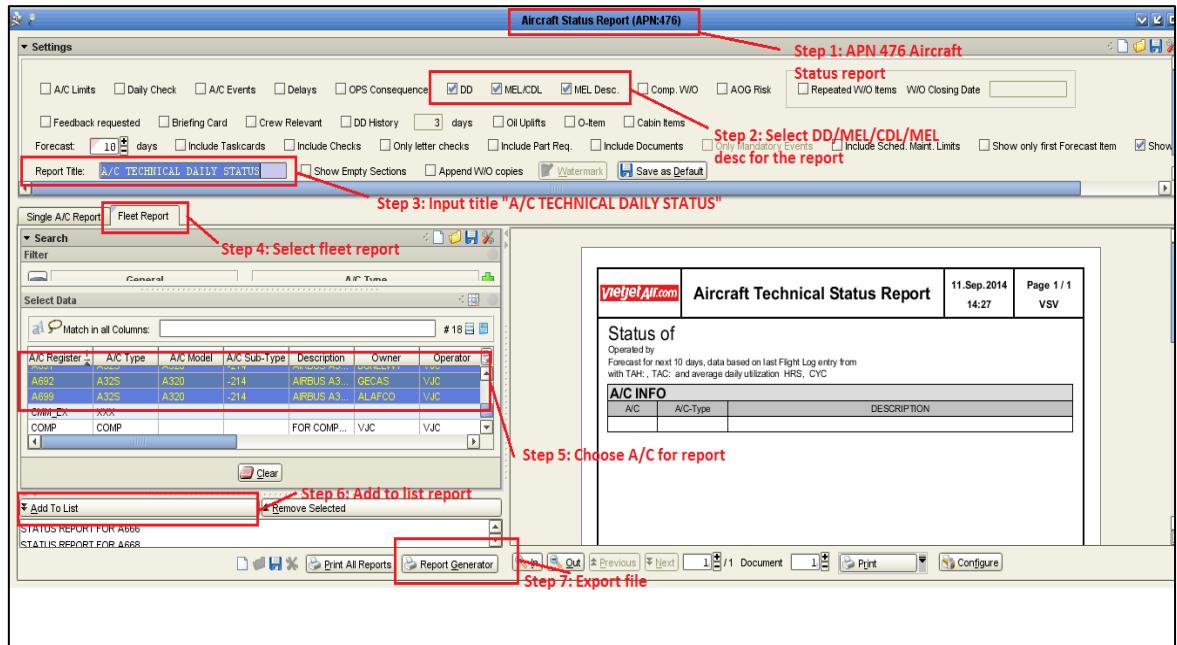
c) MOR

Beside the requirements set in LMM 2.8 and MOPM 3.8, the following requirements must be complied by the certifying staff, MCC Duty Manager and MCC Manager:

- 1) A defect or occurrence is reportable when it endangers, or if not corrected would endanger the safety of the aircraft operation, its occupants, or any other person.
- 2) Any certifying staff discovering a defect, an un-airworthy condition, or an occurrence, which is classified as reportable (Ref to MOPM 3.8.5 for the list of mandatory reportable occurrences), is responsible for:
 - i. Contacting MCC immediately by any means of communication (e.g., telephone, Viber, company Workchat etc.) to inform about the occurrence, to provide relevant information as much detail as possible and to avoid flight schedule interruption and to ensure possible aircraft rescheduling.
 - ii. Raising a Mandatory Occurrence Report in Coruson (Ref to SOP 4.16 for Guidelines for Raising MOR in the Coruson). The initial MOR report shall be raised in Coruson as soon as possible but not later than finish his shift. 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.).

- 3) Upon receiving the information provided the certifying staff, MCC Duty Manager shall review defect history in AMOS, Airman, check the relevant information (e.g., Quality Notice, Technical Information, Memo, Technical Note, Alert Notice, etc.) in Coruson and then provide advice or instruction to certifying staff for defect rectification or deferral.
- 4) Upon MOR raised by Certifying staff in Coruson, an email notification shall be sent to recipients for new MOR. The initial MOR will be routed to dedicated group of recipients in Coruson such as MCC, MCC Duty Managers, MQA, MCC Duty Managers, Department Heads so that management can be aware as soon as occurrence happened.
- 5) MCC Duty Manager shall log in Coruson and review the MOR (Ref to SOP 4.16 for Guidelines for Raising MOR in the Coruson), verify, add more information as necessary, and send the MOR to MQA Department, Maintenance Director, Safety Department, Technical Services Department, and other concerned personnel as soon as practicable but not later than 12 hours after identifying the condition to which the report relates.
- 6) When there is a new defect, that classified as MOR, happening and raised either by certifying staff or flight crew:
 - i. MCC Duty Manager shall check the history of the aircraft to see if there was same defect was happened on the same aircraft within the last 10 flights.
 - ii. MCC Duty manager shall use the Airman to follow up status of the defects that can be monitored on the Airman to ensure the defect which was the cause of MOR has been properly rectified and not reoccurs within 10 flights.
 - iii. Note: If the same defect was happened within the last 10 flights, the aircraft must be AOG, and the defect must be properly rectified before the aircraft can be released to operation.
- d) Fleet daily status
 - 1) A/C technical status report:
 - i. MCC Controllers shall review the TLP and update as soon as possible AMOS system Database with all reported defects.
 - ii. At 04:30 and 16:30, MCC duty staff will send the aircraft technical status report that was exported from AMOS and sent to dedicated groups.
 - iii. Instructions for issuance of this report (AMOS form) are given below:



iv. Time to issue this report will be forecasted in 10 days from the date of issuance.

2) Aircraft Technical Daily Summary Report

- MCC duty staff is responsible for sending the Aircraft Technical Daily Summary Report which is exported from AMOS.
- All defects with operational limits or required maintenance actions shall be shown in Aircraft Technical Daily Summary Report.
- Aircraft Technical Daily Summary Report will be sent daily at 04:30 and 16:30 to OMC, Maintenance Watch, concerned people and all certifying staff.
- All certifying staff need to be aware of the information in the Aircraft Technical Daily Summary Report which is related to the aircraft that he/she is assigned to work on before the execution of maintenance release on the subject aircraft.

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3.7 HOLD ITEM HANDLING

3.7.1 PURPOSE

To establish a procedure for controlling and monitoring of the aircraft components whilst fault isolation and troubleshooting of system defect is being monitored.

3.7.2 SCOPE

This procedure is applied in controlling hold item.

3.7.3 RESPONSIBILITY

Technical Support, certifying staff are responsible to comply with the requirements described in the "Hold Item" procedure.

3.7.4 REFERENCE

MOPM 3.2

3.7.5 PROCEDURE

- a) Define hold item
- b) The Technical Support and certifying staff in charge of the rectification task must decide for holding component in following circumstances:
 - 1) The defect with fault message related to various components and/or various causes, the defect rectification shall be carried out by fault elimination method.
 - 2) Defect is an intermittent fault; the root cause is hard to identify; replacement of components must be carried out repetitively.
 - 3) There is a suspicion about the reliability of replaced components.
- c) Process
 - 1) When a component needs to be removed and kept in hold condition, certifying staff shall:
 - i. Contact MCC to get more information regarding defect history and obtain further instructions from MCC Technical Support.
 - ii. Remove component from aircraft IAW related AMM and record in Tech log "REMOVE FOR HOLDING"
 - iii. Perform component preservation and packaging as required.
 - iv. Check in the Trouble shooting box for U/S tag, remark in block remove text "KEEP AS HOLD ITEM" sign off on U/S tag and attach the tag to component, then send it to the store.
 - v. Complete Hold Item Tag (Form MXF208).
 - vi. Contact and send a copy or a photo of Hold Item Tag to MCC and Hold Item Tag shall be kept in MCC for follow-up purposes.
 - 2) Technical Support shall:
 - i. Register the component on the Monitoring Sheet (Form MXF209)

- ii. Monitor the existence of defect on aircraft system related to the component that is in hold condition.
 - iii. Ensure the removed component is performed with label booking and is in Electronic Pending Shelf (APN #326) of AMOS.
 - iv. Confirm serviceable status of Hold item:
 - With daily basis, Technical Support engineers must review the Monitoring Sheet (Form MXF209) to identify and confirm status of components that are being in hold condition.
 - The Hold item is confirmed serviceable if the defect reoccurs during the 10 consecutive sectors.
 - The Hold item is considered unserviceable if the defect does not reoccur during the 10 consecutive sectors.
- 3) Data Entry must cross check and verify with Technical Support for any component removed and marked in “Trouble Shooting” box of Removal/Unserviceable Tag prior to performing component removal label booking in the AMOS. Removed component shall be in Electronic Pending Shelf.
- 4) Technical Support must ensure the process of returning a component to Store after a hold period must be done within three days after the status of the component is confirmed.
- i. If the Hold item is considered serviceable:
 - Right after status of holding components is confirmed, Technical Support shall complete Hold Item Tag under “MCC CONTROLLER EVALUATION” box and update Component Monitoring Sheet.
 - Certifying staff shall review all related documents and issue Re-certified Certificate (form MXF 203).
 - Hold Item Tag, Re-Certified Certificate will be provided to store for store inspector further disposition to make component serviceable.
 - ii. If the Hold item is considered unserviceable:
 - Right after status of holding components is confirmed, Technical Support shall complete Hold Item tag under “MCC CONTROLLER EVALUATION” box and send completed Hold Item Tag to store. Then, Technical Support will update the Component Monitoring Sheet.
 - Store inspector or store staff shall place item into quarantine area together with U/S tag.

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3.8 SHORT TERM PLANNING

3.8.1 PURPOSE

To establish a method for controlling and planning short-term scheduled and unscheduled maintenance ground time to monitor and perform the defect rectification or work order received from Planning while aircraft in night stop.

3.8.2 SCOPE

This procedure is applied for line maintenance activities and issuing of Transit Work-pack and Overnight Work-pack.

3.8.3 RESPONSIBILITY

- a) Planning Section is responsible for issuing of scheduled WO and transfer to MCC for accomplishment.
- b) Store & Supply Manager is responsible to ensure that all the spare parts, tools and materials to perform the tasks in Overnight Work-pack are available at the store.
- c) Production Planning Controller (PPC) is responsible for scheduling Work Orders which have been received from Planning Department and for adding the WOs to the Transit Work-pack during the daytime and Overnight Work-pack during Night-stop for accomplishment; then for sending the OWP to MCC duty staff. PPC is also responsible for ensuring for each WO that all materials (spares, tools, manpower, capability of station, etc.) required to carry out WOs are available at the scheduled time of completion and at the station in charge of the task.
- d) PPC staff is responsible for scheduling defect rectification (ADDs) and insert into to the Transit Work-Pack and Overnight Work-pack the data for rectification. PPC staff shall do a cross check with Technical Support staff to verify the information defect history; and hence, the PPC staff can consult the Technical Support staff for a rectification solution for the ADDs.
- e) For the tasks requiring prolonged work in an open space, PPC staff is responsible for arranging the aircraft to be housed in the hangar to avoid the inclement and hostile condition of the weather.
- f) Line maintenance team leader is responsible to ensure that enough manpower is assigned to the completion of the WOs and ADDs rectification tasks.
- g) Certifying staff is responsible for carrying out required maintenance tasks and send the feedback properly to PPC/MCC. The certifying staff shall record all ADD Raised/Closed FROM THE LAST DAILY CHECK in OWP/TWP Feedback whenever a Daily Check (A320/321)/ Stayover Check (A330) is carried out.
- h) MCC controller is responsible to control the closing of WOs that are created by MCC after related maintenance task has been performed.

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3.8.4 PROCEDURE

a) WO issuance

1) WO issued by MCC

i. Weekly check:

These checks are carried out within a period of every 8 days. PPC's responsibility are:

- Monitor and issue the Work Order and put WO in the Transit Work-pack and Overnight Work-pack for performing of Weekly check.
- Ensure that all completed documents from each Weekly check are received on-time and duly filled by certifying staff after completion.
- Check proper entry and completion of Weekly check form EPF124, Work Order and Aircraft Technical Log.
- Weekly check WO will be closed in AMOS by PPC.

ii. Navigation database update

PPC's responsibility for:

- Receiving email notification about new Navigation database from FOE Department.
- Downloading the new Navigation database from engineering server at folder 1.5.24 and copying it into USB thumb drive after receiving email notification from FOE.
- Issuing and scheduling the work-order for Navigation database upload to the relevant stations in the Transit Work-Pack and Overnight Work-pack.
- Handing-over the USB thumb drive to the MCC duty staff to give it to relevant certifying staff. The certifying staff is responsible to copy the new Navigation database into the PMAT and upload on the aircraft as per the Work Order. The certifying staff must return the USB drive to MCC/PPC upon completion of the Navigation database update.
- Monitoring and ensuring that the requested work-order is carried out i.a.w the schedule and closing the associated work-order in the AMOS.
- Monitoring the pending scheduled work-orders of Navigation database update.

iii. WO for Aircraft exterior cleaning

- PPC staff is responsible to create WO to monitor external cleaning.
- PPC staff is responsible to close related WO on AMOS when it has been done.

iv. WO for Aircraft deep cleaning

- PPC staff is responsible to create WO to monitor deep cleaning.
- PPC staff is responsible to close related WO on AMOS when it has been done.

- v. WO for Aircraft disinfection.
 - PPC staff is responsible to create WO to monitor disinfection.
 - PPC staff is responsible to close WO on AMOS when it has been done.
 - vi. WO for the work request from MCC/PPC.
 - PPC staff or MCC Controller is responsible for creating the WO for the requested works from PPC/MCC.
 - PPC staff is responsible to close the WO in the AMOS when related work request has been done.
 - vii. WO for tech log open entry.
 - CRS is responsible to open entry in TLP to monitor pending items that could not be completed during his shift such as defects found during COA, CMR, Daily Check (A320/321)/ Stayover Check (A330)/stayover check or any pending steps during perform WO, EO, ER, parking/storage, periodic check. Then CRS shall post related TLP on workplace/ADD notice group to inform MCC.
 - MCC controller is responsible to create WO on AMOS to monitor pending items.
 - Data entry staff is responsible to close related WO when the pending Items have been performed.
 - PPC staff is responsible to monitor, input into Transit Work-pack and Overnight Work-pack to perform and cross check all WOs for pending Items closed after aircraft RTS within 48 hours.
 - viii. WO for defect troubleshooting.
 - PPC staff must follow the troubleshooting steps that have been carried out for a defect and issue a Work-order to request the certifying staff to perform the next troubleshooting steps in the TSM. If it is necessary, PPC staff shall consult Tech Support staff and MCC Duty Manager before issuing such Work-order.
 - ix. WO to rob component from NHA such as engine, APU.
 - PPC staff is responsible to create WO to rob component from NHA.
 - PPC staff who is in charge of engine change or APU change is responsible to create WO for transferring component that not listed in WP during replacement of engine or APU.
 - PPC staff who is in charge of engine change or APU change is responsible to close all related WO robs when engine, APU is installed.
- 2) WO issued by Planning.
- i. Work order issued by Planning can come from the following sources:
 - Documents such as Engineering Order (EO), Engineering Request (ER), the inspection interval of components ...

- Scheduled task cards.
 - Single Running Tasks (OOP).
- ii. Planning Department will send the Work Order scheduled to be performed in Line Maintenance to MCC before the deadline 20 days.
- 3) Feedback the issued Work Order from Planning
- i. PPC will feedback to Planning section if found any erroneous information in the content of the WO, task card, EO or ER.
 - ii. PPC can refuse and feedback to Planning section if found that WO requires some special tool/ equipment, and in the case of lack of spare parts or material that have not been requested for loan or purchase by the Planning & Engineering section at the time of the request.
 - iii. PPC shall review and feedback to Planning Section via email if any Work orders/EO/ER cannot be performed before the due date due to lack of spare/ ground time or capability for proper extension/deferment, then clearly note in the Workorder Remark block the date and reason of the email.
- b) Transit Work-pack and Overnight Work-pack issuance and control
- 1) Transit Work-pack and Overnight Work-pack are composed of two main parts and in charged by 2 sections as described below:
 - i. Part 1: PPC is responsible to issue and to put into OWP.
 - Work Orders received from Planning section.
 - Work Orders issued by PPC such as: weekly check, upload navigation database, deep cleaning, exterior cleaning, aircraft disinfection, etc...
 - ii. Part 2: PPC is responsible to issue and to put into OWP.
 - Tasks for A/C defects rectification.
 - Work Orders issued to rob spare parts or to perform trouble shooting defects when necessary.
 - Work Order for defect troubleshooting when it is necessary.
 - iii. When part 1 and part 2 are combined, PPC & Technical Support/Duty Manager shall co-operate to adjust the workload of TWP and OWP appropriately based on the day and night shift manpower and A/C ground time.
 - 2) PPC staff shall prepare the daily Transit Work-pack and Overnight Work-pack (based on updated Flight Schedule issued by OMC) using Maintenance Forecast (1844) for scheduled maintenance work orders and Maintenance Coordination Module (APN 617, or APN 1) for ADD troubleshooting/rectification and other aircraft defects and finding (including QA/CAAV finding, WO for spare part robbery, and other required WOs to correct safety issue, etc...)

3) Day shift:

- i. Transit Work-pack and Overnight Work-pack are issued by PPC in day shift and checked by MCC Manager or MCC Deputy Manager or MCC Duty Manager.
- ii. PPC WO:
 - Review Flight Schedule (from OMC) to confirm where A/C will have their night stop.
 - Review last OWP for status of non-performed Work Orders.
 - Review the “Due Date” of all Scheduled WOs from AMOS Maintenance Forecast (APN 1844) to ensure that all Overdue Scheduled WOs have been properly performed or extended. Cooperate with related Departments (Planning/TSE/MCC) to ensure that Overdue WOs are cleared not later than the 3rd day after the due date.
 - Ensure the scheduled WOs put into the Work-pack are relevant with available day and night Shift manpower, spare parts, tools, or equipment.
 - Review manpower and capabilities of the VJC’s stations and contracted AMO prior insertion of WOs into the OWP.
 - When PPC add the Work Order into the OWP, he shall entry the text of WO in AMOS in the “remark” as per below example:
“OWP date PPC personnel’s name”
e.g.: OWP 15-JAN-18 LQHIEU
 - For the performed WOs received after day and night shift, PPC shall entry the additional text of the WOs into AMOS in the “remark” as following:
“Done date PPC”
e.g.: DONE 15-JAN-18 LQHIEU
 - For the special WOs (such as required BSI, NDT, RAT test, duplicate inspection, etc...), PPC shall issue the Work Order and send by email to the station or contracted AMO 1 to 2 days prior due date for arrangement.
 - Using the file OWP MXF216 to put scheduled Work Orders (including weekly check, deep cleaning, exterior cleaning, etc...) into OWP then send to MCC duty staff.
- iii. PPC ADD:
 - Review Flight Schedule (from OMC) to confirm where A/C will have their Night Stop.
 - Review last OWP for status of non-performed ADD.
 - Review the “Due Date” of ADD and all Maintenance WOs in AMOS Maintenance Coordination Module (APN 617) or Work order information (APN 01) to ensure that all Overdue Maintenance WOs have been properly performed or extended. Cooperate with related Departments

(MCC/Data Entry/LMD) to ensure that Overdue Maintenance WOs are cleared not later than the 3rd day after the due date.

- Ensure the WOs or ADD put into the Work-pack must be relevant with available manpower, spare parts, tools, or equipment.
- Review the capabilities of the VJC's stations and contracted MRO to perform each task before making decision to put in the Work-pack.
- Using the file OWP MXF216 to put the schedule for defects rectification into OWP then send to MCC duty staff.
- iv. MCC duty staff will combine two content files of OWP issued from PPCs then send OWP (including task cards of scheduled WOs) to every station and contracted AMO before 15:00 each day.
- v. The priority of each task will be defined as following:
 - PRI1 (FIRST PRIORITY): COULD ONLY BE DEFERRED IF GOT MCC DUTY MANAGER APPROVAL.
 - PRI2 (SECOND PRIORITY): COULD BE DEFERRED IF LACK OF MANPOWER, TIME, BAD WEATHER, etc.

4) Night Shift

- i. MCC Controller shall control all required tasks in OWP for each aircraft that already distributed to team leaders by MCC duty staff.
- ii. MCC Controller can revise and amend the OWP if required due to Flight Schedule change or shortage of manpower.
- iii. OWP shall be revised by MCC Controller at 02 periods of time:
 - 1st revision of OWP (from 20:00 to 21:00): flight plan changed from OMC, change allocation, and affect to grounding time for aircraft maintenance in night stop. MCC Controller can check the due date of task cards, amend the content, and send the request for a/c night stop accordingly for the following nights.
 - 2nd revision of OWP (from 02:00-03:00) in the morning: the final OWP which was included feedback by CRSs, team leaders and detailed approval of MCC Duty Manager relating to PRI1 tasks withdrawn.
 - Note: The reason for approval to withdraw tasks PRI1 shall be written in detail in OWP by MCC Duty Manager.
- iv. MCC Controller may issue the WO and put in OWP during the duty shift when receiving:
 - The request from Safety Department
 - ER of Engineering relating to safety issue in urgent condition
- v. Certifying staff must ensure all the works are performed and recorded in tech logs.

- vi. In the Transit WP and Overnight WP: the certifying staff shall record all ADD Raised/Closed FROM THE LAST DAILY CHECK in OWP/TWP Feedback whenever a Daily Check (A320/321)/ Stayover Check (A330) is carried out. The certifying staff must put detailed information of reason for incompletion of the assigned tasks in the “Feedback” column.
- vii. If there is a part-number information conflict of spare-parts or materials used during performing the OWP, certifying staff must write the correct part-number of spare-parts or materials required to fix the defects or to perform the WO next to the respective item in OWP feedback.
- viii. MCC creates the WORK PACKAGE FEEDBACK groups for VJC maintenance stations in Workplace application (Example: “Work Package Feedback SGN”, “Work Package Feedback HAN”, “Work Package Feedback DAD”, “Work Package Feedback CXR”, “Work Package Feedback HPH”, and “Work Package Feedback VCA”). After completion of the work-pack of his assigned aircraft, the certifying staff must take a picture of the feedback of the aircraft and post into the Work Package Feedback of his station.

WORK PACKAGE FEEDBACK SGN
Closed Group · 186 members · This group for all CRS in SGN perform work package feedback

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- ix. PPC staff must check the feedback on the workplace. Based on the feedback, the PPC staff shall plan for undone or uncompleted task to be performed in the next revision of Transit Work-pack or Overnight Work-pack.
 - x. If a PRI1 task cannot be performed, Team Leader must get the approval from Duty Manager to defer the task prior to A/C dispatch. Duty personnel at each station needs to make a summary of deferred tasks (WO/ADD) and send to Duty Manager to check and confirm at the end of the shifts (around 17:00 for Transit Workpack and around 06:00 for Overnight Workpack).
 - xi. If the single running task card or ADD expired, MCC Controller/MCC Duty Manager/PPC must contact to TQAM for approval before aircraft dispatch. Concession or Variation might be obtained before A/C departure.
 - xii. Note: MCC Controller must report to MCC Duty Manager before A/C departure.
 - xiii. All signed WOs and related paper works will be checked by PPC for correct entry.
Note: For aircraft located in SGN station, PPC staff shall print out all WOs and place in OWP trays for each aircraft. Tasks/WO shall be handover to team leader for completion.

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For A/C located in out stations, AMOS staff assigned by station manager can print out OWP, TC from AMOS (based on OWP content). EO (if required) can be got from Engineering server.

5) Receiving performed Work Order from Line Maintenance:

- i. At end of shift, team leader will collect all performed WOs, related paper works and hand over to MCC Controller.

Note: The Representative of contracted MRO shall provide signed paper works upon completion of the tasks to MCC.

- ii. In the main stations except SGN, station Manager shall assign his Maintenance staff/PPC staff to collect, review, close and perform label booking in AMOS system and send all signed paper works and related documents to MCC/PPC at earliest opportunity.

- iii. Note: for outstation, the scanned paperwork must be sent to MCC and PPC at SGN in the morning so that all of WO can be closed (by PPC, MCC Controller/Duty, Planning) in AMOS accordingly

- iv. PPC shall review all signed paper works for correct sign off: signature, stamp, reference etc.

- v. PPC will close all performed Work Orders upon receiving and reviewing in AMOS system, perform label booking for single components.

Note: for components which belonged to NHA, PPC will send to Planning Department for label booking.

6) Returned the performed WOs (hard copies) to Tech record Section:

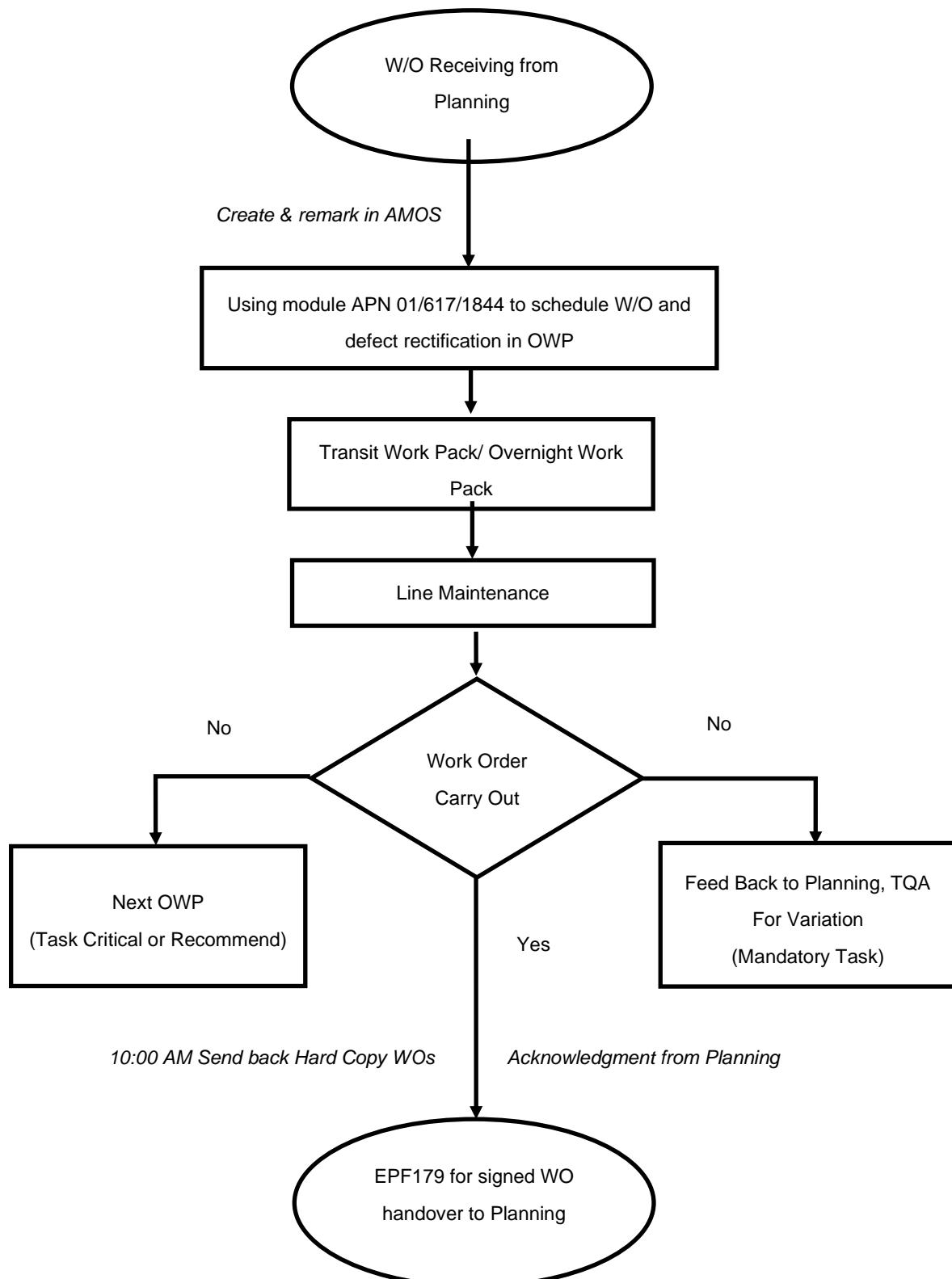
- i. PPC handover signed WOs to Tech record Section (Planning Department) by using form EPF179. This form should be made 2 copies, PPC and Tech record will keep a copy for achieve.

- ii. Request Tech Record staff to sign/name in WOs Monitoring Sheet EPF179 and attached hardcopy to WOs Handover Folder for tracking later.

Note: PPC can send (by email) the handover form EPF179 to Techrecord Section and they shall feedback (by email) to acknowledge the handover progress.

- iii. PPC shall keep this form for at least 01 year.

7) Scheduled Work Order Flow



3.9 CANNIBALIZATION AND SWAPPING OF COMPONENT

3.9.1 PURPOSE

To establish a method for controlling and monitoring a component (here after called ITEM) robbed from other stocked Next Higher Assembly or APU or Engine (here after called ASSEMBLY) and components between two aircraft during Line Maintenance activities.

3.9.2 SCOPE

- a) This procedure is applicable to all Line Maintenance activities.
- b) This procedure is applicable for cannibalizing parts from an aircraft (can only be processed if there is an approval granted from the CAAV) or from a NHA which is being kept in Store to serve the other aircraft.

3.9.3 RESPONSIBILITY

- a) MCC Controller/Technical Support/PPC staff shall be responsible for:
 - 1) Checking availability of spare parts in store, obtaining the approval from MCC Manager (or his designated deputies)/ Maintenance Watch Duty Manager/ Technical Service Manager for cannibalization, and issuing the cannibalization Work Order for the ITEM on an ASSEMBLY or the aircraft, and raising the spare request for robbed items.
 - 2) Reviewing the shop report of that ASSEMBLY to see if there is any information of existed physical damages related to the component that is going to be robbed that needs to be transferred to the Dent & Buckle Chart (DBC) of the receiving aircraft.
 - 3) Transferring all information that needs to be updated into the Dent & Buckle Chart (DBC) of the receiving aircraft to the cannibalization WO; hence, all that information shall be transferred to the DBC of the aircraft where the robbed component is to be fitted on.

For example: a robbed fan blade from a spare engine having an existed damage (nick, curl, ...), the was already repaired in the shop and its repair information is shown in the report. The information of this repair must be transferred to the DBC of the aircraft where that fan blade is going to be fitted on.

- 4) Creating cannibalization WO in the AMOS with all pertinent information:
 - i. The required steps to be performed which are included but not limited to the steps in the AMM tasks.
 - ii. The additional requirements requested by MCC Manager (or his designated deputies)/ Maintenance Watch Duty Manager/ Technical Service Manager or his delegate when he/she grants the approval.
 - iii. The request to transfer the information as mentioned in 3.9.3.a.3 in the DBC of the aircraft where that component is going to be fitted on.

- iv. The request to create open entry in TLP requiring reinstalling the component before flight (if the component is cannibalized from Aircraft)
- 5) Creating another WO in AMOS to request installing the robbed components onto Aircrafts or NHA before releasing to service, after the cannibalization WO has been created.
- 6) Contacting MQA Department for further instruction to obtain an approval from CAAV if there is a request to cannibalize a component from an aircraft to serve another aircraft. If there is no approval granted by the CAAV, the cannibalization of a component from an aircraft is not permitted.
- b) MCC Duty Manager shall be responsible for conducting the risk assessment as per Form MXF357:
 - 1) If any of the applicable item listed in the risk assessment Form MXF357 is NOT satisfied, mitigate actions must be determined and proposed to tackle with each Risk Identification.
 - 2) If there is no mitigate action proposed to mitigate any identified risk, MCC Duty Manager shall decide NOT to cannibalize the part.
 - 3) If all applicable items listed in the risk assessment Form MXF357 above are satisfied. MCC Duty Manager shall send an email and attach the completed/ signed risk assessment Form MXF357 to MCC Manager (or his designated deputies or MCC Duty Managers)/ Maintenance Watch Duty Manager/ Technical Service Manager to ask for an approval for part cannibalization.
- c) Technical Support staff shall be responsible for raising a Tech Request to ask for a guidance, a solution, or a recommendation if there is a need to cannibalize a component which forms part of a closed loop system (hydraulic system, engine oil system, engine fuel system, aircraft fuel system, or aircraft potable water system). The cannibalization for such component cannot be proceeded if there is no solution or recommendation from the OEM.
- d) MCC Manager (or his designated deputies)/ Maintenance Watch Duty Manager/ Technical Service Manager shall be responsible for granting an approval (via email) after receiving the completed risk assessment Form MXF357 and signed by MCC Duty Manager for MCC Controller/ Technical Support/ PPC staff to proceed the robbery or swapping of component.
- e) MCC Duty Manager shall be responsible for verifying the information of the cannibalization WO and approving the part cannibalization WO in the AMOS when all the conditions set in the risk assessment Form MXF357 are satisfied and the approval is granted by the MCC Manager (or his designated deputies)/ Maintenance Watch Duty Manager/ Technical Service Manager.
- f) Certifying staff shall be responsible for performing cannibalization Work Order, following the warning/caution/work-steps in the AMM.

- g) Data Entry staff shall be responsible for performing the component label booking in the AMOS upon receiving sufficient documents (TLP, work order, recertify certificate).
- h) Technical Service Engineer (TSE) and Supply staff shall be responsible for supporting MCC Controller/Technical Support/PPC staff to create and define the part number of the ITEM in the AMOS system when it is necessary.

3.9.4 PROCEDURE

- a) When a defect is found on aircraft and cannot be rectified because of the unavailability of spare parts, a serviceable part/component (here after called ITEM) can be robbed from the other aircraft, a stocked Next Higher Assembly or an APU or an Engine (here after called ASSEMBLY, this ASSEMBLY can be either serviceable or unserviceable).
- b) If there is a need to cannibalize a component which forms part of a closed loop system (hydraulic system, engine oil system, engine fuel system, aircraft fuel system, or aircraft potable water system), Technical Support staff shall raise a Tech Request to ask for a guidance, a solution, or a recommendation from OEM (OEM of the aircraft or OEM of the engine); By complying with the solution or recommendation; the opening ports/tubes/pipes after the component removed can be capped, covered by the appropriate blanking caps or other capping methods which are recommended by the OEM. The cannibalization for such component cannot be proceeded if there is no solution or recommendation from the OEM
- c) Prior to asking an approval from MCC Manager (or his designated deputies)/ Maintenance Watch Duty Manager/ Technical Service Manager, MCC Duty Manager shall perform the check list of the risk assessment Form MXF357 as below:

No.	Risk Description	Yes	No	Risk Identification <i>(Specify the identified risks)</i>	Mitigate Actions <i>(Proposed mitigate actions)</i>
1	<p>Does the removal of the component have a significant impact on the storage condition of the robbed ASSEMBLY?</p> <p>Note: an ASSEMBLY means the NHA (such as a spare engine, a spare APU, etc.).</p>				

No.	Risk Description	Yes	No	Risk Identification <i>(Specify the identified risks)</i>	Mitigate Actions <i>(Proposed mitigate actions)</i>
2	Do the airworthiness condition and modification status of the component that is going to be robbed meet the requirements of the aircraft where it will be fitted on?				
3	When the component of the ASSEMBLY is confirmed serviceable, does the serviceability of the component change the status of the ASSEMBLY (if the ASSEMBLY was declared U/S prior to the robbery)? Note: an ASSEMBLY means the NHA (such as a spare engine, a spare APU, etc.).				
4	Is the part/component status on aircraft and its status in AMOS verified and confirmed serviceable? Note: The aircraft part/component may only be deemed serviceable if the last flight operation with the part/component fitted revealed no faults on that component/related system.				
5	Will the complexity of removal/ installation of the component cause maintenance error during removal/installation?				
6	For the component, which is being cannibalised from an aircraft, is the approval granted by the CAAV yet? Note: If there is no approval granted by the CAAV, the				

No.	Risk Description	Yes	No	Risk Identification (Specify the identified risks)	Mitigate Actions (Proposed mitigate actions)
	cannibalization of a component from an aircraft is not permitted.				
7	<p>For the component which is part of a closed loop liquid system (<i>hydraulic system, engine oil system, engine fuel system, aircraft fuel system, or aircraft potable water system</i>), has the OEM been consulted and is there a proposed solution provided by the OEM?</p> <p>1. If “Yes”:</p> <ul style="list-style-type: none"> a. Specify the solution given by the OEM in the Mitigate Actions column. b. Continue with step 8 and the rest of the risk assessment form. <p>2. If “No”: the part cannibalization is NOT allowed.</p> <p>Note: OEM means the OEM of the aircraft or the engine OEM.</p>				
8	<p>Is the robbed component mandatorily required for the operation of:</p> <ul style="list-style-type: none"> • A cargo door or a landing gear wheel-well door (e.g., <i>a door hydraulic actuator, a door hydraulic selector valve...</i>)? • Or a passenger door? <p>1. If “Yes”, the part cannibalization is NOT allowed.</p> <p>2. If “No”, continue with step 9 and the rest of the</p>				

No.	Risk Description	Yes	No	Risk Identification <i>(Specify the identified risks)</i>	Mitigate Actions <i>(Proposed mitigate actions)</i>
	risk assessment form the part cannibalization.				
9	<p>Is the robbed component located on upper surface of the fuselage, upper surface of the wings, pylons, and stabilizers (e.g., radome, antennas, upper beacon light, strobe light or navigation light glazing panel, access panels, ...)?</p> <ol style="list-style-type: none"> 1. If “Yes”, the part cannibalization is NOT allowed. 2. If “No”, continue with step 10 and the rest of the risk assessment form the part cannibalization. 				
10	<p>Is the robbed component located on exterior area of the aircraft other than the areas specified in item 09 above (<i>not on the upper surface of the fuselage, upper surface of the wings, pylons, and stabilizers</i>)?</p> <ol style="list-style-type: none"> 1. If “Yes”: <ol style="list-style-type: none"> a. The cannibalization can be proceeded provided that the opening recess must be covered with nylon sheet and secured with high-speed tape. b. The integrity of the nylon sheet cover shall be inspected at daily basis and replaced if it is not in a good condition. c. The requirement for checking the integrity of the nylon sheet cover must be put into the 				

No.	Risk Description	Yes	No	Risk Identification <i>(Specify the identified risks)</i>	Mitigate Actions <i>(Proposed mitigate actions)</i>
	cannibalization WO, hence the certifying staff shall raise an ADD accordingly for this inspection requirement. 2. Continue with step 11 and the rest of the risk assessment form the part cannibalization.				
11	Is there any potential contamination for the system's fluid as the consequence of the component cannibalization? <i>e.g., dust, sand, or water ingress can occur if the opened port of a closed circuit being left uncovered after the part cannibalization.</i>				
12	Is there any potential unintended movement of the aircraft as the consequence of the component cannibalization? <i>e.g., the parking brake of the aircraft may become inactive if a component of a braking system is robbed.</i>				
13	Will the part cannibalization affect the towing capability of the aircraft? <i>e.g., the parking brake of the aircraft may become inactive if a component of a braking system is robbed.</i>				
14	Will the part cannibalization affect the Parking/Storage ground check requirement of aircraft/ engine/ APU if the aircraft is being under parking or storage period?				

No.	Risk Description	Yes	No	Risk Identification <i>(Specify the identified risks)</i>	Mitigate Actions <i>(Proposed mitigate actions)</i>
	e.g., the scheduled engine run-up task cannot be performed if the ECU/EEC/ECB or a starter duct is robbed.				

- 1) If any of the applicable item listed in the risk assessment Form MXF357 above is NOT satisfied, mitigate actions must be determined and proposed to tackle with each Risk Identification.
- 2) If there is no mitigate action proposed to mitigate any risk identified, MCC Duty Manager shall decide NOT to cannibalize the part.
- 3) If there is no approval granted by the CAAV, the cannibalization of a component from an aircraft is NOT permitted.
- 4) If all applicable items listed in the risk assessment Form MXF357 above are satisfied. MCC Duty Manager shall send an email and attach the completed/ signed risk assessment Form MXF357 to MCC Manager (or his designated deputies)/ Maintenance Watch Duty Manager/ Technical Service Manager to ask for an approval for part cannibalization.
- d) The appropriate certifying staff performing task shall:
 - 1) Open, safety and attach the warning tag to the switch/CB.
 - 2) Remove part/component IAW relevant AMM.
 - 3) Attach warning tag to the position of the removed part/component.
 - 4) Perform liquid drainage and preservation as required by relevant AMM.
 - 5) Cap the tube/lines ends with blanking caps/plugs to prevent contamination.
 - 6) Cover connectors and stow loose wires.
 - 7) Visually inspect the robbed part/component for its serviceability. Any damaged or sign of defects/ deficiencies on the aircraft part/component shall be informed immediately to MCC.
 - 8) Record work performed in WO and Tech Logbook then open a new entry in the Tech Logbook a statement “REQUEST FOR INSTALLATION OF XXX” where XXX is a name of robbed part/component.
 - 9) Suspend the task and inform MCC immediately for further instructions if there is any abnormal condition found (e.g., fluid/oil/fuel leak) during removal of part.
 - 10) Issue a Re-certified Certificate (Form MXF203) for the robbed part/component. However, it is not necessary to issue a Re-certified certificate if the robbed

part/component is directly installed on the other aircraft at the same location and by the same certifying staff.

- e) Robbery of an ITEM from a serviceable Next Higher Assembly.
 - 1) Whenever a spare is needed for maintenance, the certifying staff who requests spare shall inform MCC to check the spares availability in the stores by using AMOS APN#221.
 - 2) If the needed spare is not available in store and the cannibalization from an ASSEMBLY is required, MCC Duty Manager shall perform the check list of the risk assessment Form MXF357 as per 3.9.4.c.
 - i. If any of the applicable item listed in the risk assessment Form MXF357 above is NOT satisfied, mitigate actions must be determined and proposed to tackle with each Risk Identification.
 - ii. If there is no mitigate action proposed to mitigate any risk identified, MCC Duty Manager shall decide NOT to cannibalize the part.
 - 3) If the airworthiness condition and modification status of the ITEM that is going to be robbed could not be verified, MCC Duty Manager must contact TSE for further support and clarification.
 - 4) MCC Manager (or his designated deputies)/ Maintenance Watch Duty Manager/ Technical Service Manager shall check and grant an approval (via email) after receiving the completed risk assessment Form MXF357 and signed by MCC Duty Manager.
 - 5) MCC Controller/Technical Support/PPC staff shall:
 - i. Check to see if the required part is available on the ASSEMBLY and on the ASSY TREE.
 - If the spare is available on the ASSEMBLY and on the ASSY TREE, MCC Controller/Technical Support/PPC staff shall:
 - Disassemble the required ITEM from the ASSY TREE on the AMOS (booking off) then return the ITEM to the Electronic Pending Shell (EPS).
 - Inform Supply/Store to remove the ITEM from the EPS.
 - Raise a Spare Request for the required ITEM with a remark that the subject part is being ordered and to be installed back on the ASSEMBLY. Supply shall make a notice to store inspector during incoming inspection and hence it shall be reserved for that ASSEMBLY until that ASSEMBLY is installed on the aircraft.
 - Inform TSE about the ITEM that shall be robbed from the ASSEMBLY.
 - If the spare is available on the ASSEMBLY but not available on the ASSY TREE, MCC Controller/Technical Support/PPC staff shall:

- Inform and request TSE to create part number on the ASSY TREE within 24 hours and continue to follow until the ITEM is shown on the EPS.
- 6) MCC Controller/Technical Support/PPC staff shall:
- ii. Contact TSE and/or Supply Department to obtain the shop reports of that ASSEMBLY.
 - iii. Review the shop report of that ASSEMBLY to see if there is any information of existed physical damages related to the component that is going to be robbed that needs to be transferred to the Dent & Buckle Chart (DBC) of the receiving aircraft.
For example: a robbed fan blade from a spare engine having an existed damage (nick, curl, ...), the was already repaired in the shop and its repair information is shown in the report. The information of this repair must be transferred to the DBC of the aircraft where that fan blade is going to be fitted on.
 - iv. Transfer all information that needs to be updated into the Dent & Buckle Chart (DBC) of the receiving aircraft to the cannibalization WO; hence, all that information shall be transferred to the DBC of the aircraft where the robbed component is to be fitted on.
- 7) MCC Controller/Technical Support/PPC staff shall create the component WO in AMOS to rob part on the ASSEMBLY once the approval from MCC Manager (or his designated deputies)/ Maintenance Watch Duty Manager/ Technical Service Manager is granted (Ref to SOP section 4.15). WO shall comprise of:
- i. The required steps to be performed which are included but not limited to the steps in the removal tasks.
 - ii. The additional requirements requested by MCC Manager (or his designated deputies)/ Maintenance Watch Duty Manager/ Technical Service Manager or his delegate when he/she grants the approval.
 - iii. The requirement to perform the solution or recommendation proposed by the OEM if a component which forms part of a closed loop system (hydraulic system, engine oil system, engine fuel system, aircraft fuel system, or aircraft potable water system) is being cannibalized. By complying with the solution or recommendation, the opening ports/tubes/pipes after the component removed can be capped, covered by the appropriate blanking caps or other capping methods which are recommended by the OEM. The sealing condition of the capped ports/tubes/pipes shall be inspected at daily basis and corrected if any sign of leak found during inspection.

- iv. The requirement for raising an Work-order to check the sealing condition of the capped ports/tubes/pipes (which is mentioned in item iii above) at daily basis and corrected if any sign of leak found during inspection.
- 8) MCC Controller/Technical Support/PPC staff shall request MCC Duty Manager to check the information in the cannibalization WO.
- 9) MCC Duty Manager shall verify and approve the part cannibalization WO in the AMOS once the content of the WO is satisfied.
- 10) Once the cannibalization WO is approved in the AMOS by the MCC Duty Manager, MCC Controller/Technical Support/PPC staff shall attach related IPC or AMM to the WO to clearly identify the part to be removed and put the WO into the TWP/OWP.
- 11) MCC Controller/Technical Support/PPC staff shall create a WO to request for checking the sealing condition of the capped ports/tubes/pipes (which is mentioned in item 3.9.4.e.7.iii above) at daily basis and correcting if any sign of leak found during inspection.
- 12) MCC Controller/Technical Support/PPC staff shall open the WO for the A/C which requires the ITEM (if required) and issue Pick-slip Request.
- 13) Based on the cannibalization WO, certifying staff shall:
 - i. Inform the storekeeper to get access to the ASSEMBLY.
 - ii. Follow and perform all the required steps specified in the WOs (e.g., performing removal of the requested ITEM from the ASSEMBLY with the best standard practice specified in the AMM or ESPM.).
 - iii. Fill the missing part list Form EPF 140 which is attached to the ASSEMBLY.
 - iv. Send a copy of the missing part list to MCC.
 - v. Attach a warning tag Form MXF281 to the position where the ITEM was removed.
 - vi. Secure/cover the related connector and/or hose, duct.
 - vii. Recertify and send the removed ITEM together with the recertify form to Store.
- 14) Based on the Recertify Certificate and the ITEM which are received, Store inspector will move ITEM from the EPS to the serviceable condition on the AMOS.
- 15) Storekeeper will issue the Pick-slip Confirmation.
- 16) The GRN of the ASSEMBLY will be used for the ITEM and annotated in Tech Log.
- 17) In case of the pick-slip confirmation cannot be issued:
 - i. The temporary GRN shall be issued to record in the technical logbook with the format: NHA_XXX. Where the XXX is the WO number to rob ITEM from NHA.
 - ii. MCC Controller/Technical Support/PPC staff shall hand over for the next shift to follow until the Pick-slip Confirmation to be issued.

- iii. The serviceable tag will be issued with cross reference to the temporary GRN.
- 18) All documents related to the ITEM shall be sent to the Tech Record for archives.
- 19) When the new spare is available, store inspector shall reserve it for the ASSEMBLY.
- 20) When the ASSEMBLY is to be installed on the aircraft and the removed ITEM is available in Store:
- i. MCC Controller/Technical Support/PPC staff shall transfer all opened component WOs to TSE/Planning, hence they shall be included in the Work-pack for the installation of ASSEMBLY.
 - ii. Based on the installation Work-pack of the ASSEMBLY, MCC Controller/Technical Support/PPC staff shall close all component WOs related to the ASSEMBLY after the ASSEMBLY installation is complete.
- 21) If the ASSEMBLY is to be installed on the aircraft before the spare is available:
- i. MCC Controller/Technical Support/PPC staff shall transfer all opened component WOs to TSE/Planning and inform them that the lacked ITEM shall be transferred from the ASSEMBLY which is going to be removed from the aircraft.
 - ii. The missing ITEM shall be transferred from the ASSEMBLY which is removed from the aircraft.
 - iii. The certifying staff who transfers the ITEM from the removed ASSEMBLY shall update the missing part list of the removed ASSEMBLY and send to MCC.
 - iv. MCC Controller/Technical Support/PPC staff shall close all component WOs related to the installed ASSEMBLY (the ASSEMBLY has just been installed on the aircraft) and open component WO(s) for the removed ASSEMBLY after the label booking has been performed.
- f) Robbery of an ITEM from an unserviceable Next Higher Assembly.
- i. The ITEM can ONLY be robbed from an unserviceable ASSEMBLY if it is NOT a cause for the defect of the U/S ASSEMBLY. Before determining to rob an ITEM from an U/S ASSEMBLY, MCC Controller/Technical Support/PPC staff shall review the troubleshooting history of the ASSEMBLY in the AMOS to ensure the ITEM that is going to be robbed is not the cause for the defect of the U/S ASSEMBLY.
 - ii. If the cause for the defect is not related to the ITEM, MCC Controller/Technical Support/PPC staff can proceed to rob the ITEM from such ASSEMBLY. The procedure is the same as specified in 3.9.4.e).
 - iii. If the troubleshooting history of the aircraft where the ASSEMBLY was previously installed show that the ITEM is the cause to make the ASSEMBLY unserviceable, the ITEM shall not be robbed.

- g) Robbery of an ITEM from an aircraft (Refer to LMM 2.22).

Note: This procedure can only be processed if there is an approval granted by the CAAV.

- 1) If the ITEM is cannibalized from one aircraft and installed onto another aircraft at the same station and by the same certifying staff.

- i. MCC Duty Manager shall perform the check list of the risk assessment Form MXF357 as mentioned in 3.9.4.c.
- ii. If airworthiness condition and modification status of the ITEM that is going to be robbed could not be verified, MCC Duty Manager must contact TSE for further support and clarification.
- iii. MCC Controller/Technical Support/PPC staff shall contact MQA Department for further instruction to obtain a permission from CAAV if there is a request to cannibalize a component from an aircraft to serve another aircraft. If there is NO permission granted by the CAAV, the cannibalization of a component from an aircraft is NOT permitted. When the permission has been granted by the CAAV, the cannibalization can be processed with the following steps of this procedure.
- iv. MCC Manager (or his designated deputies)/ Maintenance Watch Duty Manager/ Technical Service Manager shall check and grant an approval (via email) after receiving the completed risk assessment Form MXF357 and signed by MCC Duty Manager.
- v. MCC Controller/Technical Support/PPC staff shall create the component WO in AMOS to rob part on the ASSEMBLY once the approval from MCC Manager (or his designated deputies)/ Maintenance Watch Duty Manager/ Technical Service Manager is granted (Ref to SOP section 4.15). WO shall comprise of:
 - The required steps to be performed which are included but not limited to the steps in the AMM tasks.
 - The additional requirements requested by MCC Manager (or his designated deputies)/ Maintenance Watch Duty Manager/ Technical Service Manager or his delegate when he/she grants the approval.
 - The requirement to perform the solution or recommendation proposed by the OEM if a component which forms part of a closed loop system (hydraulic system, engine oil system, engine fuel system, aircraft fuel system, or aircraft potable water system) is being cannibalized. By complying with the solution or recommendation, the opening ports/tubes/pipes after the component removed can be capped, covered by the appropriate blanking caps or other capping methods which are recommended by the OEM. The sealing condition of the capped

ports/tubes/pipes shall be inspected at daily basis and corrected if any sign of leak found during inspection.

- The requirement to cover the opening recess with nylon sheet and secured with high-speed tape after the part is robbed if the robbed component located on exterior area of the aircraft (not on the upper surface of the fuselage, upper surface of the wings, pylons, and stabilizers). The integrity of the nylon sheet cover shall be inspected at daily basis and replaced if it is not in a good condition.
 - The requirement for raising an ADD to check:
 - The sealing condition of the capped ports/tubes/pipes (which is mentioned in item iv above) at daily basis and corrected if any sign of leak found during inspection.
 - The integrity of the nylon sheet cover (which is mentioned in item v above) at daily basis and replaced if it is not in a good condition.
 - vi. MCC Controller/Technical Support/PPC staff shall request MCC Duty Manager to check the information in the WO.
 - vii. MCC Duty Manager shall approve the part cannibalization WO in the AMOS once the content of the WO is satisfied (Ref to SOP section 4.15).
 - viii. Once the cannibalization WO is approved in the AMOS by the MCC Duty Manager, MCC Controller/Technical Support/PPC staff shall attach related IPC or AMM to the WO to clearly identify the part to be removed and put the WO into the TWP/OWP.
 - ix. Based on the cannibalization WO, certifying staff shall follow and perform all the required steps specified in the WOs and requirements set in 3.9.4.d) (e.g., performing removal of the requested ITEM from the donor aircraft, making an entry in the technical logbook of the donor aircraft for the removal of the ITEM, opening an entry in the technical logbook of the donor aircraft for the robbed item to be reinstalled before flight, ...).
 - x. The certifying staff shall not need to do re-certifying for the robbed ITEM. All pertinent information (P/N, S/N) shall be recorded into the technical logbook of the receiving aircraft where the ITEM is installed on.
 - xi. The following format shall be used for GRN and annotated in technical logbook: ROBBED FROM [Aircraft registration].
- 2) If the ITEM is cannibalized from one aircraft and installed onto another aircraft at the same station and by different certifying staff.
- i. MCC Controller/Technical Support/PPC staff, MCC Manager (or his designated deputies)/ Maintenance Watch Duty Manager/ Technical Service Manager, MCC Duty Manager shall follow procedures set in 3.9.4 g) 1) (from step i to step viii).

- ii. Based on the cannibalization WO, certifying staff shall follow and perform all the required steps specified in the WOs and requirements set in 3.9.4.d) (e.g., performing removal of the requested ITEM from the donor aircraft, making an entry in the technical logbook of the donor aircraft for the removal of the ITEM, opening an entry in the technical logbook of the donor aircraft for the robbed item to be reinstalled before flight, ...).
 - iii. The certifying staff who performs removal of the ITEM must do re-certifying for the robbed ITEM.
 - iv. The following format shall be used for GRN and annotated in technical logbook: ROBBED FROM [Aircraft registration].
- 3) If the ITEM is cannibalized at different stations.
- i. MCC Controller/Technical Support/PPC staff, MCC Manager (or his designated deputies)/ Maintenance Watch Duty Manager/ Technical Service Manager, MCC Duty Manager shall follow procedures set in 3.9.4 g) 1) (from step i to step viii).
 - ii. Based on the cannibalization WO, certifying staff shall follow and perform all the required steps specified in the WOs and requirements set in 3.9.4.d) (e.g., performing removal of the requested ITEM from the donor aircraft, making an entry in the technical logbook of the donor aircraft for the removal of the ITEM, opening an entry in the technical logbook of the donor aircraft for the robbed item to be reinstalled before flight, ...).
 - iii. The certifying staff who performs removal of the ITEM shall do re-certifying for the robbed ITEM.
 - iv. The certifying staff who performs removal of the ITEM shall send the ITEM and the original re-certify certificate to Store for packing and transferring to the required station.
 - v. Based on recertify certificate, the certifying staff shall perform installation of the ITEM onto the receiving aircraft. He/she shall complete the technical logbook for the ITEM installation with the GRN: ROBBED FROM [Aircraft Registration].
- 4) Component label booking in the AMOS.
- Data Entry staff shall perform the label booking for the robbed component using the AMOS upon receiving sufficient documents (TLP, work order, recertify certificate) as below:
- i. Performing the OFF label booking for the donor aircraft where the component was removed from based on the recertify certificate and the performed WO.
 - ii. Re-certifying component in the AMOS by two ways:
 - “Release Rotable button” on module “Rotable Label Booking”

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- Or send removed component from module “Repair Administration” to “Electronic Pending Shelf” and then use “Re-certify button”.

Note: This component shall be received in the location named ENG-TEMP.

- iii. Performing the ON label booking for the aircraft where the component was installed on based on the technical logbook page.

Note: the recertify certificate must quote the reference WO number which issued from MCC for component cannibalization and that WO must exist in the AMOS.

h) Swapping of the components (Refer to LMM 2.22)

Swapping of the LRU to prolong defect existing is prohibited. If there is existed ADD, swapping of faulty LRU to clear the existed ADD, and raising a new ADD for other system/other aircraft is not allowed.

Swapping of the LRUs shall only be applied upon requested by VJC MCC.

- Swapping of the components on the same aircraft.

In the AMOS, Data Entry staff shall use the module “Swap Rotables 2” and choose the option “Swap on the same A/C” based on the performed WO and the technical logbook page.

- Swapping of the components between aircraft.

In the AMOS, Data Entry staff shall use the module “Swap Rotables 2” and choose the option “Swap between Aircraft” based on the performed WO and the technical logbook page.

Note: in the Certificates Section, choose “Current” checkbox.

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3.10 REQUEST AIRCRAFT ALLOCATION

3.10.1 PURPOSE

To establish procedure for requesting aircraft allocation.

3.10.2 SCOPE

This procedure is applied for request aircraft allocation for maintenance purpose.

3.10.3 RESPONSIBILITY

PPC, Technical Support, MCC Controller and MCC duty staff are responsible for requesting aircraft allocation.

3.10.4 PROCEDURE

- a) PPC WO and PPC ADD are responsible to follow up scheduled Maintenance tasks, ADD/Aircraft Defect troubleshooting and rectification..
- b) In order to request for Aircraft ground time and station to perform a maintenance work, PPC must input all information in “Maintenance Master Plan” file including requested Ground time, Station, Estimated Arrival time, and reasons for the request. The request must be made 72hours before the requested time to ensure the aircraft allocation from Maintenance Watch and OMC.
- c) MCC duty staff is responsible to export the Maintenance Master Plan file and send to Maintenance Watch via e-mail before 15:00 every day to confirm the requests.
- d) In case of emergency or high priority, MCC must get the approval from Maintenance Director, or Deputy Maintenance Directors, or MCC Manager/ MCC Deputy Managers before sending the request to Maintenance Watch.
- e) Note: Remember to write “On behalf of <Maintenance Director’s name>” or “On behalf of <Deputy Maintenance Director’s name>” or “On behalf of <MCC manager’s name>” in the e-mail sent to OMC .
- f) Aircraft allocation will not be considered as effective until Maintenance Watch has confirmed that the requests have been added to AIMS system in the Maintenance Master Plan file..
- g) PPCs and Duty Manager/MCC Controller staff shall monitor the schedule for aircraft allocation from the Flights Program to ensure that aircraft were allocated as requested.
- h) Note: Remember to add the e-mail addresses of PPC, VJC MCC, MCC Controllers and MCC Managers to the mail list.

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3.11 STRUCTURE DEFECT

3.11.1 PURPOSE

To ensure that the defects related to aircraft structure are monitored and controlled properly in accordance with current applicable regulations. All structure defects must be recorded correctly in the Structural Defect Report, Dent & Buckle Chart and in the AMOS system for tracking.

3.11.2 SCOPE

This procedure is applicable to Line Maintenance activities of VJC's aircraft.

3.11.3 RESPONSIBILITY

- a) Certifying staff is responsible for detecting, making evaluation, and deferring structure damage during Line Maintenance. Structure damage evaluation must be made in the Structural Defect Report form and send to MCC.
- b) Certifying staff is responsible to verify structure defect after repairing based on SRO, EO, RDAS or any other approved document then sign off technical log and record in DBC, then SRO, EO or any other DPF related to structure repair record hand over to MCC.
- c) Certifying staff employed by VietJet is responsible post the photos of TLP, SDR, SRO, Dent & Buckle Chart and related ADDs information (if any) to the Workplace ADD Notice Group that has been assigned to their station, whenever the Dent & Buckle Chart has a new item made or its existed items updated, after a temporary or a permanent repair is carried out. (Ref to SOP 4.10).
- d) Structure ARS is responsible for making Structure Repair Order (SRO) to rectify structure defect in accordance with SRM or manufacturer's instruction.
- e) Structure ARS is responsible to send SDR made by ARS to MCC.
- f) Structure ARS is responsible to send SRO, EO, ER or other document to MCC after a repair has been done on aircraft.
- g) After receiving the photos of TLP, SDR, SRO, Dent & Buckle Chart and related ADDs that are posted on Workplace by certifying staff, MCC controller is responsible for the structure defects information to be entered correctly into AMOS and sends photos/scanned copies of TLP, SDR, SRO, Dent & Buckle Chart and related ADDs to TSE immediately after Work Orders are created in AMOS for related structure defects.
- h) MCC controller is responsible for receiving SDR, SRO and other structural defect repair records (DFP) such as EO, ER, etc., from certifying staff or ARS staff and sending them to TSE for monitoring and controlling of repetitive inspections structural.
- i) PPC staff (ADD control group) shall evaluate, control, and monitor the defects and raise a spare request with the structure defect with permanent repair deadline less than 750FH/750FC/4MO.
- j) Structure team performs the repair if the damage is in capability of VJC.

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- k) Supply and Store Manager is responsible for providing all the spare parts, materials to rectify the defect.

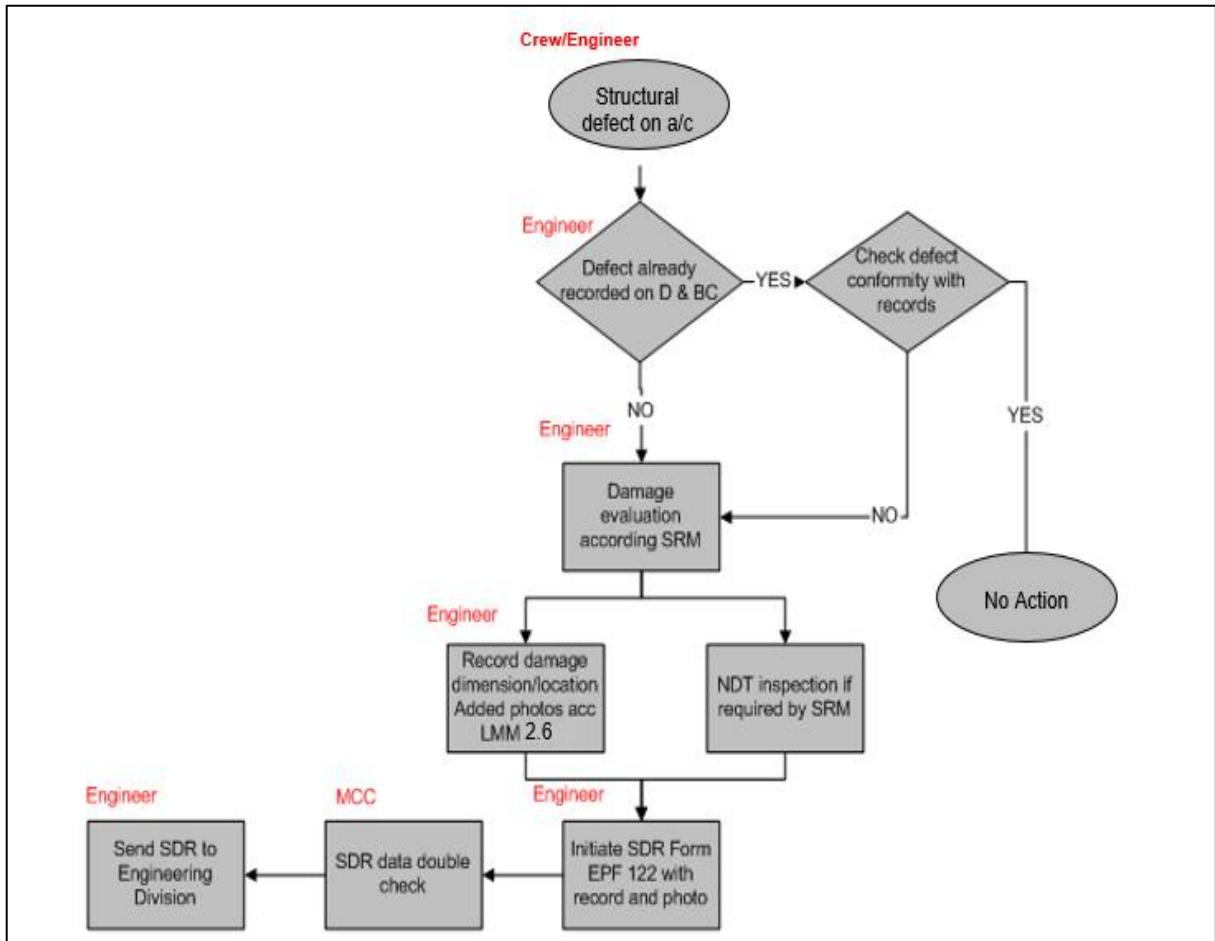
3.11.4 PROCEDURE

Refer to LMM 2.9 and Engineering SOP Part 2, section 10.

- a) Detection and Evaluation of Structural Damages in Line Maintenance
 - 1) If structure damage is detected by Line Maintenance, authorized staff shall:
 - i. Check on the D&B Chart if the defect is already recorded. If already recorded, check the conformity of the damage with the record to detect any evolution. If the damage is not recorded in D&B Chart yet, engineer in charge of aircraft must open an entry in defect column of Technical Log.
 - ii. Evaluate the damage according to SRM, CMM, AMM.
 - iii. Make a Structure Defect Report- SDR (Form EPF122) describing in detail the damage with attached photo/sketch and send it to MCC. The SDR should include, but not limited to:
 - Damage description and damaged structure parts.
 - Part Number and Serial number (if required).
 - Accurate mapping of the damage and dimensions (length, width, depth...).
 - Location of damage in correlated to main aircraft structure (the distance from damage edges to primary aircraft structure, etc.).
 - iv. Update SDR list.
 - v. Request Non-destructive inspection (NDT), if it is required by SRM, AMM, etc.

NOTE: The SDR can be raised either by a CERTIFYING STAFF or a Structure ARS.

- 2) If the damage is deferred or within SRM/AMM allowable limit, location of the damage if visible from outside aircraft, the damage should be recorded in Dent & Buckle Chart (D & B chart).
- 3) If the damage could not be deferred in accordance with SRM/AMM, the Certifying Staff will immediately inform to MCC/MCC-Technical Support for structure team support.
- 4) In case the damage is out of document (SRM, CMM, AMM), a support from Structure TSE is necessary, SDR and overview photos are required to send to Engineering Department to ask for instructions from manufacturer (AIB, ROHR...). TSE must raise ER/EO to rectify under the technical disposition of manufacture and the subject aircraft can be released under approval of manufacturer (RDAS/RDAF, RAS).



b) Deferring of Structure repair

- 1) If the repair could not be carried out before releasing the aircraft to service and could be deferred, Certifying Staff shall raise an airworthiness ADD for the damage in accordance with SRM/AMM. The ADD number shall be recorded in the SDR, Tech Log page (TLP) for tracking purpose.

- 2) If the repetitive inspection is required, the inspection requirement, interval and due date shall be recorded in SRO/ADD.

c) SDR/SRO Numbering

- 1) Number SDR for defect found during line maintenance: SDR is SDR/A/C/TLP/Item No. in which:
 - i. A/C is the aircraft registration.
 - ii. TLP is technical log page number.
 - iii. Item No is Item number of structure defect that is opened in related TLP.

Ex: SDR number: A678/0003268/01

- 2) Number SDR for defects found during phase check, C check: SDR is SDR/A/C/WP/NRC_No in which:
 - i. A/C is the aircraft registration.

- ii. WP is Work-pack number.
 - iii. NRC is the number of NRC raised for structure defect.
- 3) Number SRO for defect found during line maintenance: SRO/AC/TLP/ITEM in which
- i. AC is three end letters of the aircraft registration.
 - ii. TLP is tech log number that structure defect is entered into TLP.
 - iii. ITEM is Item number in TLP that structure defect is entered into TLP.
 - iv. Note: For structure defects that have ADD, TLP should be number of TLP that ADD was raised and ITEM should be Item in TLP that ADD was raised.
 - v. Ex: SRO/669/162270/07 for defect could not be deferred.
- 4) Number SRO for defect found and rectified during phase check or C check: SRO/AC/WP/NRC in which:
- i. AC is three end letters of the aircraft registration.
 - ii. WP is the Work-pack number.
 - iii. NRC is the NRC number
- d) Monitor & control structure defect.
- 1) During the Line Maintenance activities if the certifying staff raise any Structure Defect, he shall make an entry in TLP, Dent & Buckle Chart and ADD log.
 - 2) After receiving the ADD notice and documents from certifying staff, MCC Controller is required to carry out the following actions:
 - i. MCC Controller shall create the WO for monitoring and updating this defect in the AMOS system.
 - ii. When receiving the structure ADD without SDR or photos of related pages of Dent & Buckle Chart, MCC Controller must remind CRS (through phone and email).
 - iii. Within 07 days from the date that damage is found, MCC Controller shall scan the records (tech log page and Dent & Buckle Chart related to the structure defect, SDR) into pdf format and upload the scanned copies onto Share-point folders and inform Structure TSE by email (eng.tsestructure@vietjetair.com) regarding new uploaded documents, then Structure TSE can start reviewing again the documents and update Dent & Buckle Chart into AMOS system.
 - iv. The original documents shall be handed over to Tech Record in the next following day.
 - v. Within 05 days after receiving notification from MCC Controller regarding scanned documents (tech log page and Dent & Buckle Chart related to the structure defect, SDR) saved in Share-point folders, Structure Technical Service Engineer is responsible for reviewing and updating Dent & Buckle Chart in AMOS system if all the information provided is clear, otherwise Structure Technical Service Engineer shall contact MCC for clarifications.

- vi. PPC staff (ADD control group) shall evaluate, control, and monitor the defects and raise a spare request with the structure defect with permanent repair deadline less than 750FH/750FC/4MO.
- vii. PPC staff (ADD control group) can co-operate with Structure ARS to rectify the defects if necessary.
- viii. For complex structure defects requiring more support to evaluate the spare part, PPC staff (ADD control group) can request structure TSE to raise the spare request.
- ix. Part request shall be entered into the Work Order linked to the defect for monitoring and control into AMOS by the PPC staff (ADD control group).
- x. Monitor and control repetitive inspection interval structure defect:
 - Structure defect with the permanent repair deadline < 750FH/750FC or 4 months (whichever occurs first) and required repetitive interval < 750FH/750FC or 4 months:
 - MCC controller shall create WO to monitor the ADD. MCC controller shall monitor the repeated inspection interval by creating Ad Hoc JIC to control and monitor deadline of interval inspection (if required).
 - PPC staff (ADD control group) shall order spare part and make the schedule to rectify the defect.
 - Structure defect with the permanent repair deadline >=750FH/750FC or 4 months (whichever occurs first) and required repetitive interval >= 750FH/750FC or 4 months.
 - The MCC controller shall create the WO to monitor ADD on AMOS.
 - After reviewing and evaluating this structure defect as mentioned in 3.11.4.d).2).iv above, TSE shall create JIC to control the repetitive inspection interval and issue the ER/EO to MCC by email to clear the ADD (on the aircraft). TSE shall control and monitor, order spare part and make the schedule to rectify the structure defect.

Note: WO, related JIC that manage the ADD on AMOS still open for monitoring until permanent repair.

 - Structure defect with the permanent repair deadline >= 750FH/750FC or 4 months (whichever occurs first) and required repetitive interval< 750FH/750FC or 4 months.
 - The MCC Controller shall create the WO to monitor ADD on AMOS, create Ad Hoc JIC to control the repetitive inspection (if required).
 - TSE will review and evaluate this structure defect, order spare part, and make the schedule for permanent repair.

Note: ADD still open until the structure defect was performed permanent repair.

- xi. For phase check/structure repair that are performed outside of VJC AMO: VJC Tech-rep who is assigned by Planning Manager will hand-over all of NRC structure repair and defect document raised right after maintenance finished to MCC Controller.
 - Based on the repair records received, MCC Controller shall create the WO and JIC if required to manage the ADD as the paragraph xi. above.
 - Within 07 days from the date of receiving structure repair documents (Tech log page and Dent & Buckle Chart related to the structure defect, SDR, SRO ...) from VJC Planning, MCC Controller shall scan them into pdf format and upload the scanned documents (tech log page and Dent & Buckle Chart related to the structure defect, SDR, SRO...) onto Sharepoint folders and inform Structure TSE by email (eng.tsestructure@vietjetair.com) regarding new uploaded documents. Hence, Structure TSE can start reviewing again the documents and update Dent & Buckle Chart into AMOS system within 05 days from the date of receiving notification email from MCC Controller. The origin documents (SDR, NDT report, SRO...) shall be handed over to Structure TSE in the next following day.
- xii. For C check from outside MRO: VJC Team leader of C check shall hand over the scanned documents (NRC and Dent & Buckle Chart related to the structure defect, SDR, SRO...) related to structure damage repaired or raised after maintenance finished to Structure TSE.
 VJC team leader of C check shall send email with all the scanned NRC, SDR, TLP, ADD sheets... that are related to structure defect after finishing C check to MCC (mcc@vietjetair.com) so that MCC Controller can create WO, JIC in AMOS to manage the structure ADD (if required) as the paragraph xi. above.

e) Repair

Prior to performing a repair of a structure defect (regardless of a known defect with an ADD or a newly found defect during operation), engineer in charge of the aircraft must open an entry in defect column of Technical Log.

1) Repair of structure damage within SRM limit

- i. If the repair instructions are covered by SRM the Structure ARS of structure team will issue the Structure Repair Order (EPF145). All actions taken shall be recorded in Structure Repair Order (EPF145) and update the SRO list.
- ii. Based on SRO, certifying staff shall transfer to TLP for defect rectification and update DBC (regardless of a known defect with an existed item in DBC or a newly found defect during operation). SRO number shall be annotated in TLP or NRC when necessary.

- iii. Certifying staff shall send the repair documents (Tech log page and Dent & Buckle Chart related to the structure defect, SDR, SRO ...) to MCC.
 - iv. Within 07 days from the date that damage is found, MCC Controller shall scan the documents (tech log page and Dent & Buckle Chart related to the structure defect, SDR, SRO...) into pdf format and upload the scanned copies onto Share-point folders and inform Structure TSE by email (eng.tsestructure@vietjetair.com) regarding new uploaded documents, then Structure TSE can start reviewing again the documents and update Dent & Buckle Chart into AMOS system.
 - v. The original documents shall be handed over to Tech Record in the next following day.
- 2) Repair of structure damage which is out of SRM limit.
- i. If the damage is out of SRM limit, the MCC Controller will send SDR to TSE Engineering for repair solution.
 - ii. TSE engineering is responsible for contacting Type Certificate Holder or Part 21 DOA for repair scheme and issue Work Order or Engineering Order accordingly.
 - iii. When receiving Work Order or Engineering Order from MCC via Overnight Work-package, Certifying Staff/Structure Repair Specialist will perform repair in accordance with WO/EO and send to MCC when completed WO/EO.
 - Certifying staff shall transfer EO performed by ARS to TLP and sign off EO, TLP for defect rectification, update DBC.
 - Certifying staff shall send the repair documents (Tech log page, SDR, SRO, WO/EO ...) to MCC.
 - MCC Controller shall scan the documents (Tech log page, SDR, SRO, WO/EO ...) into pdf format and upload the scanned copies onto Share-point folders and inform Structure TSE by email (eng.tsestructure@vietjetair.com) regarding new uploaded documents, then Structure TSE can start reviewing again the documents and contact OEM/Manufacturer for further instructions and approval for the repair.
 - The original documents shall be handed over to Tech Record in the next following day.
 - iv. Engineering will contact Type Certificate Holder or Part 21 DOA for approval (RDAS/RDAF, FAA 8100-9, etc.). For permanent repair, if the RDAS/RDAF/TA is a minor Class A repair which means no further inspections are required, it is acceptable to release the aircraft to service with this number and authorized certifying person at the completion of the repair will issue Certificate of Release to Service referring to the RDAS/RDAF/TA number.

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- v. If the damage is major and out of scope of VJC Structure ARS, MCC Technical Support contacts Structure TSE to seek for other MRO to get the damage repaired. MRO will carry out repair i.a.w. approved data. All actions taken shall be recorded into their own forms.
- f) Archive

The SDR, SRO, EO/ER, NDT report, Work order and all related documents are transferred to PPC staff (ADD control group), then distributed to Technical Record section for storage.

 - 1) Certifying staff shall send the repair documents (Tech log page and Dent & Buckle Chart related to the structure defect, SDR, SRO ...) to MCC.
 - 2) Within 07 days from the date that damage is found, MCC Controller shall scan the documents (tech log page and Dent & Buckle Chart related to the structure defect, SDR, SRO...) into pdf format and upload the scanned copies onto Share-point folders and inform Structure TSE by email (eng.tsestructure@vietjetair.com) regarding new uploaded documents, then Structure TSE can start reviewing again the documents and update Dent & Buckle Chart into AMOS system.
 - 3) The original documents shall be handed over to Tech Record in the next following day.

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3.12 PREPARATION FOR AIRCRAFT DISPATCH

3.12.1 PURPOSE

This procedure aims to establish a reporting process in relation with the On Time Performance dispatch of all VJC flights.

3.12.2 SCOPE

This procedure applies when performing pre-flight and transit checks on VJC's aircraft.

3.12.3 RESPONSIBILITY

- a) MCC duty staff is responsible to receive and update the daily Flight Schedule from Operation Management Centre (OMC).
- b) Team leader is responsible to make the maintenance schedule of the day in coordination with MCC duty staff.
- c) MCC duty staff is responsible to control the status of VJC's aircraft fleet to make sure that all the reports are sent to Managers and to all concerned departments on due time.
- d) Team Leader and Line Maintenance personnel are responsible to provide adequate and accurate information of aircraft status to MCC whenever a technical problem occurs and at the soonest.
- e) Contracted AMO/MRO Team Leaders are responsible for reporting to MCC duty staff departure times and detailed delay reasons, if some, for the VJC's flights they are in charge.
- f) Certifying staff releasing aircraft to service must ensure that all documents required as per this procedure are on board the aircraft prior to departure. (Ref to LMM 2.1)

3.12.4 PROCEDURE

- a) MCC must collect information from Team Leader and Maintenance personnel about aircraft status and confirm with OMC that aircraft are serviceable or not before 02:00 AM every day. For those which arrive later than 02:00 AM, MCC must closely follow up and inform to Maintenance Watch as soon as possible.
- b) For the aircraft which need to be towed, Team Leader must implement aircraft towing plan at least 02 hours before the estimated departure time. MCC makes sure that tow truck and ground support equipment are available at least 01 hour 30 minutes before the estimated time of departure (ETD).
- c) For the aircraft staying on bays, Certifying staff and mechanics must be at the bay at least 01 hour before ETD. MCC makes sure that required Ground Support Equipment are available at least 50 min before ETD.
- d) Certifying staff must ensure that aircraft's doors are opened at least 45 min before ETD.
- e) Certifying staff must ensure the CORRECT following aircraft documents of the aircraft are placed on-board:
 - 1) Aircraft Technical Log Folder

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- 2) Cabin Log
- 3) Essential Folder.
- f) Certifying staff must check and ensure the contents of the technical log folder and the essential folder are correct as per requirements set in LMM 2.1.
- g) Certifying staff/Mechanics must apply minimum fuel sector procedure to uplift standby fuel quantity if there is no fuel quantity requested from Flight Crew/OMC/MCC.
- h) Certifying staff/Mechanics must record chock-off time and delay reason(s) (if any) to MCC.
- i) Whenever technical problems or potential AOG situations occur, certifying staff must report to MCC the estimated time the A/C could be released to service.
- j) MCC is responsible to report all technical delays, AOG situations to Managers and OMC via phone call & official e-mail. MCC also gives the estimated time the aircraft will be serviceable to OMC.

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3.13 SPARE REQUEST PROCEDURE

3.13.1 PURPOSE

To establish a procedure for raising spare request.

3.13.2 SCOPE

This procedure is applied for issuance of a spare request using form MXF210.

3.13.3 RESPONSIBILITY

- a) Certifying staff, PPC staff and MCC Controllers, Technical Support staff are responsible to raise spare request(s).
- b) MCC Controller is responsible to check the spare request(s) received from the certifying staff.
- c) PPC staff shall coordinate with Technical Support and double check the spare request before submitting to Directors/Managers specified in 3.13.3.d for approval.
- d) Maintenance Director, Deputy Maintenance Director, MCC Manager, Deputy MCC Managers or MCC Duty Managers are responsible for approval of the spare requests.
- e) Supply/Store Manager is responsible to proceed to purchase the spare requested before the deadline stated in the spare request.

3.13.4 PROCEDURE

- a) When a certifying staff performs troubleshooting and raises a spare request for a new defect or for an existed ADD, the certifying staff is responsible to determine which part(s) (part number, quantity) is (are) necessary to rectify the defect, fill adequate information in form MXF 210, and he/she must:
 - 1) Update the troubleshooting information for the related ADD into the AMOS. The certifying staff must post the TLP together with the spare request (form MXF 210) and the IPC or CMM referred for such spare request on the Workplace ADD Notice group. The format for ADD troubleshooting posting on Workplace is as bellow:
 - Aircraft registration.
 - Date.
 - ADD number.
 - Maintenance actions and spare request.
 - 2) MCC Controller shall acknowledge the receipt of the spare request by making a comment "Spare Request Received" on the Workplace.
- b) MCC Controller is responsible to check information of the spare request, check quantity of requested part(s) in store by using AMOS. He/she may correct the information if it is necessary and forward to PCC staff to cross check.
- c) PPC staff shall verify the spare request again; if there is an unclear request, PPC staff shall consult Technical Support to ensure the requested parts are correct before proceeding the part request process in the AMOS system. (Ref to SOP section 4.14)

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- d) Maintenance Director, Deputy Maintenance Director, MCC Manager, Deputy MCC Manager or MCC Duty Manager shall approve the spare request in the AMOS or form Spare Request MXF 210.

Note: for AOG situation, MCC can ask for approval from Directors/Managers (3.13.3.d) via phone call and inform Supply & Store Manager or Deputy Supply & Store Manager about AOG spare request via phone call.

- e) For the spare request made with form MXF 210, MCC duty staff is responsible to send spare request to Supply & Technical Support group mail.
- f) MCC duty staff is responsible to update spare part(s) into AMOS system and save the scanned file in the folder of MCC's computer and save in hard copy to spare request folder.
- g) Name & numbering of spare request:

- 1) Soft copy must be saved with the formatted name:

SPARE REQUEST_<AIRCRAFT>_ADD <ADD NUMBER>_ <DESCRIPTION>
_<SEND DATE>

Example: SPARE REQUEST_A666_ADD00012345-01_CAPT BOOMSET
MISSING_11SEP14

- 2) Provision number must be written under the format:

<AIRCRAFT>/<YEAR>/<SPARE REQUEST ORDINAL NUMBER>

Example: A666/2014/020 – It is the 20th spare request of A666 in the year 2014.

- 3) Spare request for stock or request for tools:

SPARE REQUEST_STOCK/TOOL_<DESCRIPTION>_<SEND DATE>

STOCK/TOOL/<YEAR>/<SPARE REQUEST ORDINAL NUMBER>

Example: Raise spare request for standard tool – allen keys set

File name: SPARE REQUEST_TOOL_ALLEN KEYS SET_11SEP14

Provision number: TOOL/2014/001

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3.14 PREPARE CONCESSION FOR ADD

3.14.1 PURPOSE

To establish a system of control and monitoring of MEL defects and its rectification to prevent exceeding MEL Repair Interval Limits.

3.14.2 SCOPE

This procedure applies for defects in Line Maintenance which are within MEL that needs transfer to MEL/Airworthiness related Deferred Defect.

3.14.3 RESPONSIBILITY

- a) PPC staff is responsible for preparing of concession with attached the necessary documents before submitted for approval.
- b) The Certifying staff must have a thorough understanding of the requirement of the VJC's MEL, including associated limitations, inspections or assessments required prior to authorizing the deferment and notification procedures to the aircraft commander.
- c) MCC Manager/ Engineering & Planning Manager/ Technical Director is responsible for evaluation the aircraft status & sign in the form of Concession Request before giving to TQA or CAAV for the approval.
- d) TQAM/ SQA Director/ CAAV shall verify and approve the Concession.

3.14.4 PROCEDURE

Ref MME 3.9

- a) An aircraft with a MEL time interval exceed is not dispatched by the Certifying staff. The aircraft can only be dispatched if obtained concession to extend its repair interval.
- b) Under CAAV authorization, SQA Director or TQA Manager may grant 50% extension for MEL B (3 days) and MEL C (10 days). Except above authorization, the concession for continuous deferral must be approved by CAAV.
- c) An aircraft with the defect (under MEL condition) cannot rectify on time due to need more time for trouble shooting or spare part not on time, PPC staff must prepare the attached paperwork as following:
 - 1) Fill the required information in the form CAAV/FSSD-AIR 040.
 - 2) Relevant Tech-log page where ADD raised.
 - 3) All the relevant Tech-log pages to show the trouble shooting steps following the TSM where necessary.
 - 4) NOTE: TQA will not accept concession request if trouble shooting has not been performed or performed too late.
 - 5) Spare request for this spare part where necessary.
 - 6) Confirmation from Supply about the status of spare part in the case spare not on time.

- d) Concession will be prepared, reviewed, and signed by MCC Manager/Maintenance Director/Deputy Maintenance Director then submitted to TQAM/ SQA Director for approval for 1st concession or give to CAAV for 2nd concession.
- e) For the 1st concession request (approval by TQAM or SQA Director), the submitted time shall be before the expired date 1 day.
- f) For the 2nd concession request (approval by CAAV), the submitted time shall be before the expired date 3 days.
- g) When completing the concession, the below issues need to be paid attention.
 - 1) At the same time, there are not more than 2 concessions granted.
 - 2) On the aircraft, at the time for raising concession, there are not more than 4 defects which are deferred under MEL (except equipment which belong to ATA 25).
 - 3) The requirements mentioned in MEL for deferred defects must not be contradicted and must be carried out properly.
 - 4) The suggestion from MCC Manager or Maintenance Director/Deputy Maintenance Director via concession form including but not limited to:
 - i. The cause of concession request
 - ii. The content of concession
 - iii. Evaluating aircraft status before signing for concession request to ensure safety before releasing the a/c.
- 5) When receiving the approved concession, MCC Controller must ask certifying staff to insert the concession to tech log folder & make the entry properly in tech log.
- 6) MCC Controller uses this concession to extend the deadline of the ADD in the AMOS for monitoring.
- 7) After clear ADD with concession:
 - i. Certifying staff must remove the concession from tech log folder & make the entry properly in the tech log. Removed concession must be returned to MCC ASAP.
 - ii. MCC duty staff must send TQAM immediately:
 - The original concession (hard copy) removed from a/c.
 - Scanned tech log that state the action taken to close ADD.
 - iii. MCC Controller must close the WO related to this ADD in AMOS.

Note: refer MME 3.9.9 “Concession/Variation requiring approval from the CAAV” for more detail about extension of limitation of defect other than MEL CAT B and C.

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3.15 WASTE FLUID DRAIN PROCEDURE

3.15.1 PURPOSE

This procedure defines the requirements for waste fluid (fuel, oil, hydraulic and other waste fluid and thereafter shall be referred as Waste Fluid) handling, storage and disposal.

3.15.2 SCOPE

This procedure is applied for handling waste fluid drained from VJC aircraft fleet as required by the VJC pre-flight/ transit check form EPF107.

3.15.3 RESPONSIBILITY

- a) Maintenance Director or his deputies are responsible to make sure all the VJC maintenance stations to follow company policy and correct maintenance procedures.
- b) Station manager is the main responsible person to monitor and control this procedure at his station. He shall appoint personnel in charge to monitor the handling of waste fuel and ensure that the contracted waste disposer is approved by company and the relevant authority.
- c) Station manager is also responsible to check the total amount of waste fuel disposed to contractor every month and make sure that the money paid by contractor is controlled firmly, recorded clearly and used for correct purpose.
- d) Team leader is responsible to monitor the amount of fuel drained during his shift and to incorporate with the appointed person in charge to transport the waste fuel drained to the place agreed in the contract.
- e) Maintenance staff is responsible to drain fuel IAW correct procedure and make sure that all the fuel safety precautions are followed.

3.15.4 PROCEDURE

Note: Fluid drain must be carried out appropriately IAW approved maintenance manuals.

- a) Requirements
 - 1) Waste fluid shall be disposed in accordance with Toxic industrial Waste Regulations.
 - 2) Contractor to collect the waste fluid must be approved by company and the relevant authority.
 - 3) All waste fluid containers must be labelled "WASTE FLUID".
 - 4) The waste fluid transportable container must be equipped with fire extinguisher, spillage material; cap must be sealed, and maximum volume is 250 litters.
 - 5) Certifying staff must record the remaining fuel after drained into OWP feedback.
 - 6) The main waste fluid container must be located at safe and no flame area, labelled "NO SMOKING", equipped with fire extinguisher; cap and valve must be sealed. Maximum volume is 1500 litters.

- 7) Only hand pump can be used to transfer waste fluid. Do not use or do not operate electrical equipment into labelled “NO SMOKING” area.
- 8) Waste fluid container must be located at a vented area; location must be approval by company, contractor, and relevant authority.
- b) Waste fluid collecting
 - 1) Waste fluid shall be collected by maintenance staff during maintenance activities by pails and approved tools.
 - 2) Do not drain more than 2 litters of fuel per wing of each aircraft. If more than 2 litters are drained, the maintenance staff must inform the team leader to make sure no more water contaminated in fuel.
 - 3) Waste fluid from pails will be transferred safely to waste fluid transportable container by maintenance staff.
 - 4) Waste fluid from transportable container shall be pumped to main waste fluid container by maintenance staff.
 - 5) Personnel in charge must be responsible to check the amount of waste fluid in main container each day and contact to contractor to collect and dispose waste fluid when the main container maximum volume is reached.
 - 6) When waste fluid is collected by contractor, the appointed personnel in charge, team leader and MCC duty staff are required together to confirm the amount of waste fluid will be collected. They shall monitor the transfer process from main waste fluid container to contractor's container to ensure that the waste fuel is transferred following the correct procedure and safety requirements. Form MXF244 shall be filled.
 - 7) Each month, personnel in charge must report to Station manager the total amount of waste fuel disposed to contractor. He/she also reports the money paid by contractor to Station manager every 2 weeks to make sure it is controlled firmly, recorded clearly, and used in correct purpose (form MXF245).
- c) Archives
 - Form MXF244 and MXF245 are archived in each station for 2 years.

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3.16 HANOVER TECHNICAL LOG PAGES AND DOCUMENT FROM STATION TO MCC

3.16.1 PURPOSE

To establish the requirements for collecting and sending technical log from the stations to MCC and then to Tech Record Section.

3.16.2 SCOPE

This procedure applies to the maintenance certification of VietJet Air aircraft.

This procedure is applied in Line Maintenance.

3.16.3 RESPONSIBILITY

- a) Certifying staff is responsible for removal and distribution of Aircraft Technical log before aircraft departure.
- b) Station manager/Team leader is responsible for ensuring that required tech log and document from station is detached and sent back to SGN MCC for updating on time in AMOS.
- c) Data Entry staff is responsible for ensuring all technical log pages will be updated on time in AMOS and hand over the white copies of technical log to the Tech Record section.

3.16.4 PROCEDURE

- a) Certifying staff shall refer to LMM 2.3 for structure of Aircraft Technical log, removal, and distribution of Aircraft Technical Log.
- b) Detailed procedures for removal and distribution of Aircraft Technical Log:
 - 1) Prior to aircraft dispatch from the main stations where data entry staff are available, certifying staff shall remove blue, pink and yellow copies. Certifying staff must check the previous sectors to remove all Aircraft Technical Log pages (Blue, Pink and Yellow copies) if these Aircraft Technical Log pages were not removed. All the technical log pages after removed must be handed over to MCC duty staff or assigned staff (at DAD & HAN by station managers) within 30 minutes from the time of a/c departure, using form MXF316, "Techlog Handover Sheet".
 - 2) The other stations, technical staff shall only remove the yellow copy and shall keep the record at these station within 48 hours.
 - 3) WHITE copies shall remain in the Aircraft Technical Log until the book is replaced. The book then removed from the aircraft and forwarded to MCC.
 - 4) Certifying staff and technical staff shall be corporate with MCC duty staff or assigned staff (DAD & HAN) to look for the missing Aircraft Technical Log page if there is the requirement from MCC duty staff or assigned staff (DAD & HAN, CXR, HPH, VCA, PQC and VII).
 - 5) Certifying staff or MEC must inform MCC duty staff or assigned staff immediately if found any abnormal condition or loss of Aircraft Technical Log page after removed.

- 6) Certifying staff shall only replace Aircraft Technical Log (white copies) in Daily Check (A320/321)/ Stayover Check (A330) at the VJC approved stations (such as SGN, DAD, HAN, CXR, HPH, VCA, PQC, and VII).
- c) Handover Aircraft Technical Log page from maintenance team to MCC duty staff or assigned staff at VJC approved stations:
- 1) MCC duty staff or assigned staff (approved by station manager) shall receive the technical log pages from certifying staff within 30 minutes after aircraft departure.
 - 2) MCC duty staff or assigned staff (approved by station manager) shall check the continuity of Aircraft Technical Log page number when receiving Aircraft Technical Log page from Certifying staff. If found the any discontinuity of Aircraft Technical Log page number or Aircraft Technical Log page missing, MCC duty staff or assigned staff (approved by station manager) shall inform certifying staff who was in charge of this a/c and station manager for verification and get the missing Aircraft Technical Log page immediately.
 - 3) Only at SGN station, after reviewing the technical log pages and documents, MCC duty staff shall transfer to MCC Controller for reviewing ADD.
 - 4) Note: For HAN, DAD, CXR, HPH, VCA and PQC station, certifying staff shall scan ADD notice and Aircraft Technical Log page to MCC (in SGN) so that MCC Controller can verify and correct the ADD information in AMOS if it is necessary.
 - 5) MCC Controller shall review all Aircraft Technical Log page for ADD raise/clear and correct the ADD information in AMOS if it is necessary.
 - 6) Tech log then will be forwarded to Data Entry to update FH, FC, maintenance event.
 - 7) Note: Every 01-hour, data entry shall go to the MCC duty staff section to get the tech log page.
 - 8) Technical log page (Blue copies), documents after being collected, checked and updated in AMOS shall be delivered to the Tech Record section by Data Entry staff (in SGN) in the next following day.
 - 9) Note: HAN & DAD, CXR, HPH, VCA, PQC and VII Data entry staff or assigned staff at these stations shall send the envelope (Aircraft Technical Log page and documents, handover form MXF237) to MCC SGN with daily basis.
 - 10) Data entry staff at SGN, HAN, DAD, CXR and HPH stations will summarize the missing tech log (white copies, blue copies) + documents (original certificates...) daily for each station. They will send a notification via email to Station Manager and the maintenance team leader in charge the shift that the technical log page missing occurred (blue and white copies).
- d) Hand over tech log between stations to MCC (not including SGN)
- 1) At approved maintenance station (HAN, DAD, CXR, HPH, VCA, PQC, VII):
 - i. MCC duty staff, assigned staff (approved by station manager) or Data entry staff shall put all documents (completed work orders, EO, ER, task card,

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Tech logbook (white copies) removed from aircraft...) in the envelope and send to MCC SGN in the earliest flight from these stations.

- ii. HAN & DAD, CXR, HPH Data entry shall send the envelope of tech log page (BLUE & WHITE copies) and documents using handover form MXF237 daily to MCC SGN.
- iii. Station manager shall assign the staff to inform the flight number, aircraft registration and the estimated arrival time of the flight (via email or viber text) which they send the envelope to MCC SGN.
- iv. After receiving the envelope, MCC duty staff must feedback to the station by email.
- v. Hand over sheets shall be kept by MCC duty staff for 06 months.

Note: When there is a discrepant information about the Aircraft Technical Log page missing in hand over, MCC duty staff shall inform to CERTIFYING STAFF/ station manager who is in charge of this a/c for verification and get the missing Aircraft Technical Log page immediately

- e) Aircraft night stop at approved maintenance station without data entry staff (VCA, PQC and VII):
 - 1) Station manager shall assign staff who can support to issue pickslip and perform the label booking for components (only applicable to VCA).
 - 2) Station manager shall assign staff to scan all blue Aircraft Technical Log page then upload to VJC Engineering Sharepoint.
- f) The hand over tech log between Data Entry staff & Tech Record section by using the tech log & document hand over form MXF237. This Handover form shall be retained for 06 months in MCC by Data Entry and kept in the folder "Handover Tech Log".

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3.17 PENDING UNSERVICEABLE COMPONENT

3.17.1 PURPOSE

To establish the requirements for managements the unserviceable component that cannot do the label booking in the AMOS.

3.17.2 SCOPE

This procedure is applied in MCC.

3.17.3 RESPONSIBILITY

- a) Data Entry is responsible for monitoring and managing the unserviceable components that were removed from the A/C but cannot do the label booking during maintenance activities.
- b) MCC Controller and Technical Support are responsible for supporting Data Entry to resolve the problem in label booking.

3.17.4 PROCEDURE

- a) Certifying staff completes information of removed component in U/S tag (e.g. P/N, S/N, detail reason for removal...) then attach this U/S tag to unserviceable component and return to store.
- b) Certifying staff attach all documents of installed components to Tech log page and transfer to MCC duty staff or MCC Controller.
- c) Data Entry records data of component that cannot do the label booking to "Pending item – AMOS" (form MXF238)
- d) Data Entry contact to AMOS Admin or concerned people/department to have solution for label booking the item.
- e) Data Entry shall update information in form MXF238 upon completion of label booking.

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3.18 DEFECT MONITORING USING AIRMAN WEB

3.18.1 PURPOSE

This procedure aims to describe the coordination process of real time monitoring of technical status of the fleet between MCC and VJC certifying staff.

3.18.2 SCOPE

This procedure is applicable to MCC and Line Maintenance activities.

3.18.3 RESPONSIBILITY

- a) MCC Technical Support staff is responsible to continuously monitor all notification delivered by Airman Web during his shift and shall insure a complete and accurate hand-over.
- b) Certifying staff at the approved maintenance stations is responsible to check aircraft technical status via Airman web for any new defects occurring during flight and have anticipated action, if required, before aircraft landing.

3.18.4 PROCEDURE

- a) MCC Technical Support staff shall continuously monitor Airman Web notification. Upon receiving Airman Notification, depending on alert level "H", "M", "L" and failure message, MCC Technical Support staff shall inform MCC Controller on duty. MCC Controller shall then inform Team Leader at the related station to prepare manpower, tool, material, and document to fix the defect.
- b) In case of defect notification received for aircraft landing at outstations where there is no VJC maintenance staff available, MCC Controller must inform the contracted MRO in advance for them to have anticipated actions.
- c) Technical Support staff shall monitor repetitive defects by using history search function on Airman Web to have plan for rectification or to allocate aircraft to the appropriate stations for rectification (Ref to SOP 3.4 - Repetitive Defect and Repeated Intermittent Defect Monitoring).
- d) At the VJC approved maintenance stations, certifying staff shall check Airman Web for technical status of related aircraft before landing to prepare necessary tool, spare, document to reduce time for rectification defect.
- e) MCC Technical Support staff must monitor and ensure the continuous transfer of signal from Airman web and write down in handover book between shifts. In case of transferred signal is not continuous or interrupted, MCC Technical Support staff shall issue WO to request certifying staff to check the ATSU configuration as soon as possible.

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3.19 WORK REQUEST

3.19.1 PURPOSE

To request the certifying staff to perform the non-maintenance and maintenance works that are requested by MCC and PPC.

3.19.2 SCOPE

This procedure is applied for MCC and LMD.

3.19.3 RESPONSIBILITY

- a) MCC Controller, PPC staff or Technical Support is responsible for issuing the Work Order in the AMOS for the requested works and assigning the Work Order to the Transit Work-pack (TWP) or the Overnight Work-pack (OWP) for performance.
- b) PPC staff is responsible for creating the Work Order for the requested work and closing the Work Order when the requested work has been performed.
- c) Certifying staff is responsible for performing of the Work Order correctly in according with maintenance document.
- d) Certifying staff is responsible for completing the Work Order form and returning the completed Work Order to MCC/PPC.
- e) MCC Manager, Deputy MCC Manager or MCC Duty Manager is responsible for checking to make sure that the requested work comply with the maintenance documents and company procedure and approving the Work Order for requested work from MCC/PPC.

3.19.4 PROCEDURE

- a) Scope of the work request from MCC/PPC:
 - 1) Defect rectification, troubleshooting requirement, ADD correction, part cannibalization, part swapping.
 - 2) Maintenance actions or non-maintenance actions that must be taken to respond the queries from other departments (Cabin Crew Division, QA, ...).
 - 3) Uploading or offloading the on-board documents (certificates, concession, ...).
 - 4) Other additional maintenance or non-maintenance works.
- b) Issuance of the Work Order for the requested work:
 - 1) Whenever there is a work request to be performed, Technical Support/MCC Controller/PPC staff shall create a Work Order for such request in the AMOS (Ref to Appendix 4.13).
 - 2) The Work Order of the work request should be filled with detailed information for the job to be performed.
 - 3) MCC Controller, Technical Support or PPC staff shall submit the Work Order to MCC Manager, Deputy MCC Manager or MCC Duty Manager for checking and approval.
 - 4) The Work Order shall be put into the Transit Work-pack or the OWP for the line maintenance to perform.

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- c) Performing the Work Order of the work request:
 - 1) Upon receiving Work Order, the shift leader shall assign it to a suitable certifying staff to perform.
 - 2) The certifying staff shall perform the Work Order as per the approved maintenance documents, complete and sign off the Work Order, record in the technical logbook.
 - 3) The completed WO shall be sent back to MCC.
 - 4) MCC will hand over the WO to PPC, PPC shall close the related Work Order in the AMOS.
- d) Completed WR archives.
 - 1) PPC staff shall hand over the completed WOs to the Tech Record for archives.
 - 2) The Tech Record shall record the WOs that are handed over on the document hand-over form EPF179.

3.20 INTERIOR CLEANING MONITORING PROCEDURE**3.20.1 PURPOSE**

To stipulate the standard, regulations for aircraft cleaning activities.

3.20.2 SCOPE

This procedure is applied for cleaning activities of VJC aircrafts within ramp/ base operation during aircraft night stop.

3.20.3 RESPONSIBILITY

- a) Aircraft Cleaner from Service Provider cleans interior during aircraft night stop.
- b) VJC PPC is responsible for scheduling and issuing Work Order for cabin deep cleaning of VJC's fleet.
- c) VJC cabin deep cleaners are responsible for performing cabin deep cleaning and controlling of tools used for their activities.
- d) Certifying staff/ maintenance staff is responsible for checking aircraft condition upon completion of cleaning.

3.20.4 PROCEDURE

- a) Cabin daily cleaning during night stop:
 - 1) Aircraft Cleaner from Service Provider shall notify certifying staff/ Technician of any damaged seats or other equipment needs to be repaired or replaced.
 - 2) Certifying staff/ maintenance staff shall monitor aircraft cleaning activities for proper using of cleaning tool/ equipment.
 - 3) Certifying staff/ maintenance staff checks the quality of cleaning conditions and asks the cleaners to perform again in case of an unsatisfying assessment.
 - 4) Upon completion of cleaning activities, cleaning team leader of Service Provider is responsible for handover aircraft condition to certifying staff/ maintenance staff. Certifying staff or technician check the cabin for cleaning and sign of the confirmation (using SAGS Form).
- b) Cabin cleaning handover at pre-flight check:
 - 1) During pre-flight check, certifying staff/ maintenance staff is responsible for handing over cabin cleanliness condition to cabin crew.
 - 2) Cabin crew shall request for re-cleaning if any UNSATIS condition is found.
- c) Cabin deep cleaning performed by VJC:
 - 1) PPC will create the AMOS work order and put into OWP for cabin deep cleaning.
 - 2) Cabin deep cleaners shall prepare material, tools, equipment and GSE for their activities under the control of MCC.
 - 3) Certifying staff/ maintenance staff shall monitor aircraft cleaning activities for proper using of cabin deep cleaning tools, equipment and GSE.

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- 4) Cabin deep cleaners shall perform their task I.A.W form MXF259 – Cabin Deep Cleaning Specification under the supervision of certifying staff.
- 5) Upon completion, certifying staff must perform final inspection then sign off Form MXF259, Work Order, TLP for Cabin Deep Cleaning.
- 6) Certifying staff shall forward all related documents to VJC MCC after completion.
- 7) Cabin deep cleaning specification Form MXF 259 shall be attached with WO deep cleaning and send to tech record for storage.
- d) Cabin deep cleaning performed by contracted service provider.
 - 1) PPC or MCC send the request for cabin deep cleaning to service provider.
 - 2) Service provider will prepare all necessary tools and equipment for cabin deep clean.
 - 3) VJC cabin staff will prepare the consumable for cabin deep cleaning.
 - 4) Service provider performs cabin deep cleaning based on Cabin deep cleaning specification Form MXF 259 and under supervising VJC cabin staff or certifying staff.
 - 5) Upon completion, certifying staff must perform final inspection then sign off Form MXF259, Work Order, TLP for Cabin Deep Cleaning.
 - 6) Cabin deep cleaning specification Form MXF 259 shall be attached with WO deep cleaning and send to tech record for storage.

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3.21 CABIN INTERIOR CHECK

3.21.1 PURPOSE

To establish cabin interior check procedure for cabin personnel, technician or certifying staff.

3.21.2 SCOPE

This procedure is applied for cabin maintenance check IAW Cabin Interior Check List (MXF241) when required by MCC in OWP.

3.21.3 RESPONSIBILITY

Certifying staff who is in charge of Daily Check (A320/321)/ Stayover Check (A330) is responsible for ensuring that aircraft cabin interior is inspected I.A.W Cabin Interior Check List.

Certifying staff is responsible for controlling all tasks which carried out by cabin personnel.

3.21.4 PROCEDURE

- a) Cabin team leader must make the work allocation for his/her team based on OWP.
- b) All technician, cabin interior personnel or certifying staff must strictly follow Cabin Interior Check List Form MXF241 during performing cabin inspection when required by MCC in OWP.
- c) During cabin check, all spare parts requested by cabin team or technician must be verified by certifying staff who handles that aircraft.
- d) All removal/installation tasks carried out by cabin or technician staff must be approved and monitored by certifying staff.
- e) Once finishing cabin check, cabin interior personnel or technician must feedback to certifying staff any defects found and which defects have been rectified or shall be deferred.
- f) All unserviceable or not – used parts must be handed over to certifying staff with adequate serviceable tag/consumable label.
- g) Before leaving aircraft, cabin team must make sure that the work areas are clean and clear of tool or other items.
- h) Certifying staff shall check the cabin tasks performed by cabin or technician staff, then make the entry in the TLP.
- i) Cabin interior check list can use either hard copy or soft copy on Ipad.

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3.22 AIRCRAFT HANDOVER PROCEDURE FOR HANGAR CHECK

3.22.1 PURPOSE

To ensure aircraft status and all aircraft equipment/ facilities are fully handover with VJC's Tech rep before and after scheduled maintenance check in hangar.

3.22.2 SCOPE

This procedure is applied to base maintenance activities of VJC aircrafts.

3.22.3 RESPONSIBILITY

Contracted AMO Representative and VJC rep shall be responsible for hand over aircraft status before aircraft undergoing check.

3.22.4 PROCEDURE

- a) When aircraft is completely towed to hangar, VJC Tech Rep and AMO Rep shall use Aircraft Handover Sheet (Form EPF133) for aircraft hand over. The following information will be in hand over form:
 - 1) Airworthiness deferred defects,
 - 2) Non-airworthiness deferred defects,
 - 3) Fuel on board,
 - 4) Out of phase requirements,
 - 5) Dent & Buckle Chart,
 - 6) Emergency Equipment List,
 - 7) Removed/ robbed component (if any),
 - 8) Exemption, Concession (if any),
 - 9) Maintenance release certificate.
- b) Form EPF133 must be signed by VJC Tech Rep and AMO Rep with current handover time/ date.
- c) When finish maintenance check and aircraft is returned to service, AMO Rep has to entry another Aircraft Handover Sheet with above information for aircraft status summary after hangar check. Form EPF133 now must be signed by AMO/MRO's Representative and VJC TechRep with current handover time/ date.
- d) VJC Tech Rep informs to VJC MCC for aircraft serviceable declaration and aircraft is handed over to VJC certifying staff for regular operations.
- e) When scheduled maintenance check in hangar is finished, certifying staff must review ADD and Non-ADD log to verify the final status of ADD before dispatch aircraft.
- f) VJC Tech rep shall provide MCC Controller the NRCs which rectified ADD or raised new ADD during hangar check within 01 day upon completion of check.
- g) MCC Controller shall review ADD logs and NRCs to update status of ADD in AMOS.

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3.23 LINE MAINTENANCE SHIFT ALLOCATION

3.23.1 PURPOSE

To establish procedure for scheduling line maintenance shift allocation.

3.23.2 SCOPE

This procedure is applied for scheduling line maintenance activity.

3.23.3 RESPONSIBILITY

- a) Line maintenance team leader/ assistant team leader is responsible for scheduling and controlling line maintenance shift allocation.
- b) MCC duty staff/MCC Controller is responsible for supporting team leader/ assistant team leader to control his/her shift allocation.

3.23.4 PROCEDURE

- a) Team leader/ assistant team leader use flight view to assign maintenance work at beginning of his shift.
- b) At the beginning of the shift, team leader shall review Aircraft Technical Summary Report for any defects that require repetitive maintenance action or operation limitation, notify to all maintenance staff on flight view or on board and assign certifying staff with appropriate function to perform required maintenance.
- c) Team leader/ assistant team leader is responsible for scheduling the allocation for his/her work shift with the coordination of MCC; sending it to certifying staff, mechanics and MCC.
- d) If there are any changes in flight schedule or manpower, team leader/ assistant team leader must update the shift allocation on flight view and inform to staff on the board.
- e) At the end of work shift, the final shift allocation must be printed and sign by team leader/assistant leader. Work allocation must be kept 30 days.
- f) In case of computer down, team leader/assistant leader use board to assign maintenance work and form MXF256 to store work allocation.

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3.24 TOOL/ GSE/ NITROGEN CONTROL

3.24.1 PURPOSE

- a) To ensure the availability and serviceability of ground support equipment units to provide the essential support for an effective and efficient sustenance in daily operations through prompt repair and preventive maintenance.
- b) To ensure Nitrogen gas and bottle delivered by approved supplier are monitored and controlled to ensure the qualification, safety conform to AMM, CMM & national requirements.

3.24.2 SCOPE

This procedure is applicable to maintenance staff using tools/ GSE for maintenance activities and whom in charge of tool/ GSE/ Nitrogen bottle control.

3.24.3 RESPONSIBILITY

- a) Storekeeper is responsible for controlling of the tools when tools are in store, such as for serviceable condition, cleanliness, adequate.
- b) Maintenance team leader/ certifying staff in-charge is responsible for controlling of tool that take out from store during his shift in case of storekeeper is not available in out station.
- c) Maintenance staff (mechanic, certifying staff) are responsible for managing and keeping all assigned tool during maintenance process. Returning tool to store after using and check for clean, adequate. Report in case of any lost/ damage tool during his use.
- d) GSE controller, store staff are responsible for receiving, checking, controlling Nitrogen bottle & document as being assigned in their station.
- e) GSE controller is responsible to control tool/ GSE conditions, monitor maintenance status of GSE, and prompt actions to prevent effects on operations.
- f) GSE team leader is responsible to assign GSE controller/ GSE staff to perform GSE's processes said in this procedure.
- g) Station managers are responsible for assigning relevant staff in his/her station and supervising them to ensure they comply with this requirement.

3.24.4 REFERENCE

MOPM 3.1, LMM 2.30

3.24.5 GENERAL REQUIREMENT FOR TOOL CONTROL

- a) Tool shadowing is required for both toolbox and other tools which placed on shelve/wall in tool room. It should be designed in such a way as to quickly determine if a tool is missing. For toolbox, it can be used some type of foam product and cut out spots for each tool. In a tool room environment, wooden walls can be used with pegboard and hooks. The item is then outlined and shadowed.

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- b) Each toolbox has a code and defined as VJ-XYZ. In that, X stand for station, such as: S stand for SGN, D for DAD, H for HAN, C for CXR, P for HPH, YZ stand for toolbox numbering. Each piece of hand tool e.g., socket, extension etc. shall be engraved the code for tool identification purpose. This provides a way to quickly identify which toolbox that tool belongs to when it is found.
- c) Each Toolbox shall have its inventory list (form MXF257) to list all piece of tools in the toolbox. In addition, toolbox shall have photo for quick identify tool in case of missing. Toolbox list and photo are kept at store/ office.
- d) All the torque wrenches must be set to the minimum value after use and returned to store for storage.

3.24.6 PROCEDURE

- a) Tool monitoring and controlling.
 - 1) Maintenance tools and toolboxes are allocated in the store and controlled by storekeeper. In the outstation, if storekeeper is not available, the tool/toolboxes shall be controlled by maintenance team leader/ certifying staff in-charge during his shift.
 - 2) Tool check-out/check-in log (form SPF313) shall be used for handover tool/toolboxes between maintenance shift and storekeeper or between shifts if storekeeper is not available.
 - 3) Before signing and record "Time Out" for tool issued out, mechanic/CRS shall check the tool/toolboxes for serviceable condition and completeness.
 - 4) Maintenance staff shall ensure that all usage tools shall be accounted for and to confirm that no tool has been inadvertently left on the aircraft after maintenance task performed. Toolbox shall be cleaned and checked to make sure that no tool missing.
 - 5) Tool missing/damaged (Refer to MOPM 3.1.8.2)
 - i. A tool or an equipment shall be considered lost if it cannot be located after one hour from the time that it is found missing. A tool shall also be considered lost if it is found missing when the tool inventory check is carried out at end of the day. Lost/Damaged Tool/Equipment Report (form MXF234) must be immediately raised by the person who found the tool/equipment missing or damaged. The report must be submitted to the respective director/manager, foreman, certifying staff in charge and quality inspector team for an investigation of the lost item.
 - ii. All activities in the affected area of the aircraft must be stopped and a search party must be established. If it is necessary, the respective director/station manager shall enlist for the assistance from other maintenance staff depending on the size of the affected area. This search shall continue until the missing item is found.
 - iii. The search for a missing item must be undertaken in a systematic and thorough manner. The search can be aided with the extracted data from the

surveillance camera, the non-destructive inspection techniques including borescope or x-ray. The search areas and boundaries are included but not limited to:

- The area in which the tool was last seen.
 - The personnel clothing pockets.
 - The floors.
 - The working stands, working benches, desks, and drawers.
 - The GSE.
 - The aircraft that is undergoing of a maintenance.
 - The vehicles.
 - The bins and other containers.
- iv. If the missing item is found or another solution is approved, the respective manager shall be responsible for recording the result in Lost/Damaged Tool/Equipment Report (form MXF 234) and send it to his Director, Supply Manager and QC team within 24 hours.
- v. If the missing item is not found, respective director/ manager, foreman, certifying staff in charge, the person who found the missing, Technical Services Department and quality inspector team must evaluate the status of the missing item. The aircraft will remain grounded until the missing item is determined, and the adequate assurances are made that the missing item is not located on the aircraft or not affected to the flight safety. The search action shall only be called off by the respective director and station manager. If the missing item is still not found and it shall affect the flight safety, VJC's AMO Accountable Manager, and the concerned manufacturer must be consulted. MQA Manager shall be informed of all the actions taken.
- vi. Any damaged or abnormal tools that probably lead to the unstable use must be returned to store and placed in quarantine area for further disposition.
- vii. The shadow of the missing/damaged tool in its related toolbox must be covered and the toolbox list MXF257 must be updated by the storekeeper.
- 6) All usage tool/toolboxes shall be accomplished quick inventory and returned to store at end of each shift. For tool handover between shifts, the incoming shift shall inspect condition of returned tool/tool box for acceptance. The outgoing shift shall fill up "Time In" and sign form SPF313 for tool returned.
- 7) For the tools and equipment that are required to use oil or grease shall be attached with Usage Notice (Form MXF 334) to notify type of oil, grease for user.
- 8) Control and monitor tools that required maintenance.
- i. GSE team leader is responsible for monitoring and performing maintenance for the tool that required maintenance based on the manual of the manufacture.

- ii. GSE team leader is responsible for identifying tool which required maintenance and enter maintenance schedule for tool on AMOS to monitor.
- iii. Form MXF 333 is used to record information required maintenance tool such as description, model, PN, SN (if available) and due date for maintenance.
- iv. When maintenance is due, GSE controller will perform and update next due on AMOS. Form MXF 333 shall be issued and attached to related tool to replace old one after finishing maintenance.

9) Periodic check for inventory (applicable for out station):

An inventory check of all tools/toolboxes shall be done by the storekeeper once in a month during the first week. The tool in each toolbox shall be checked against form MXF257, other tools shall be checked against status on AMOS. Any discrepancy found shall also be reported, using form MXF234, to Station Manager, Supply Manager and MQAD for further disposition.

b) GSE monitoring and maintenance:

1) GSE monitoring:

- i. Master list of all GSE form MXF254 used to monitor overall GSE in each station. Master list indicates P/N, location, body number, registration number, date of manufacturer etc... and is kept in each station. This list shall be monitored and updated by GSE controller of that station.
- ii. Each GSE will be labelled by VJC body number. Body number format is "VJ-XY" with X is the code name of GSE and Y is the number of GSE in fleet. Code name of GSE is define as: SC – Service car, GPU – Ground Power Unit, FC – Waste Drained Fuel Cart, WD – Wheel Cart, NC – Nitrogen Cart, ST – Towed Stair, PF – Platform, JA – Axle Jack.
- iii. Validity monitoring list of all GSE form MXF270 indicates validation date of GSE so that the GSE controller can monitor and request for extend the valid date. This list shall be monitored and updated by GSE controller.
- iv. GSE operator list form MXF271 indicates the list of persons who authorise to operate the GSE and relevant certificate, validity, and training of persons. The list is monitored and updated by GSE Team Leader.
- v. GSE controller shall report to MCC Manager or Deputy Maintenance Manager or Maintenance Director/Deputy Maintenance Director for any missing, damage, bad condition of GSE for further action taken.

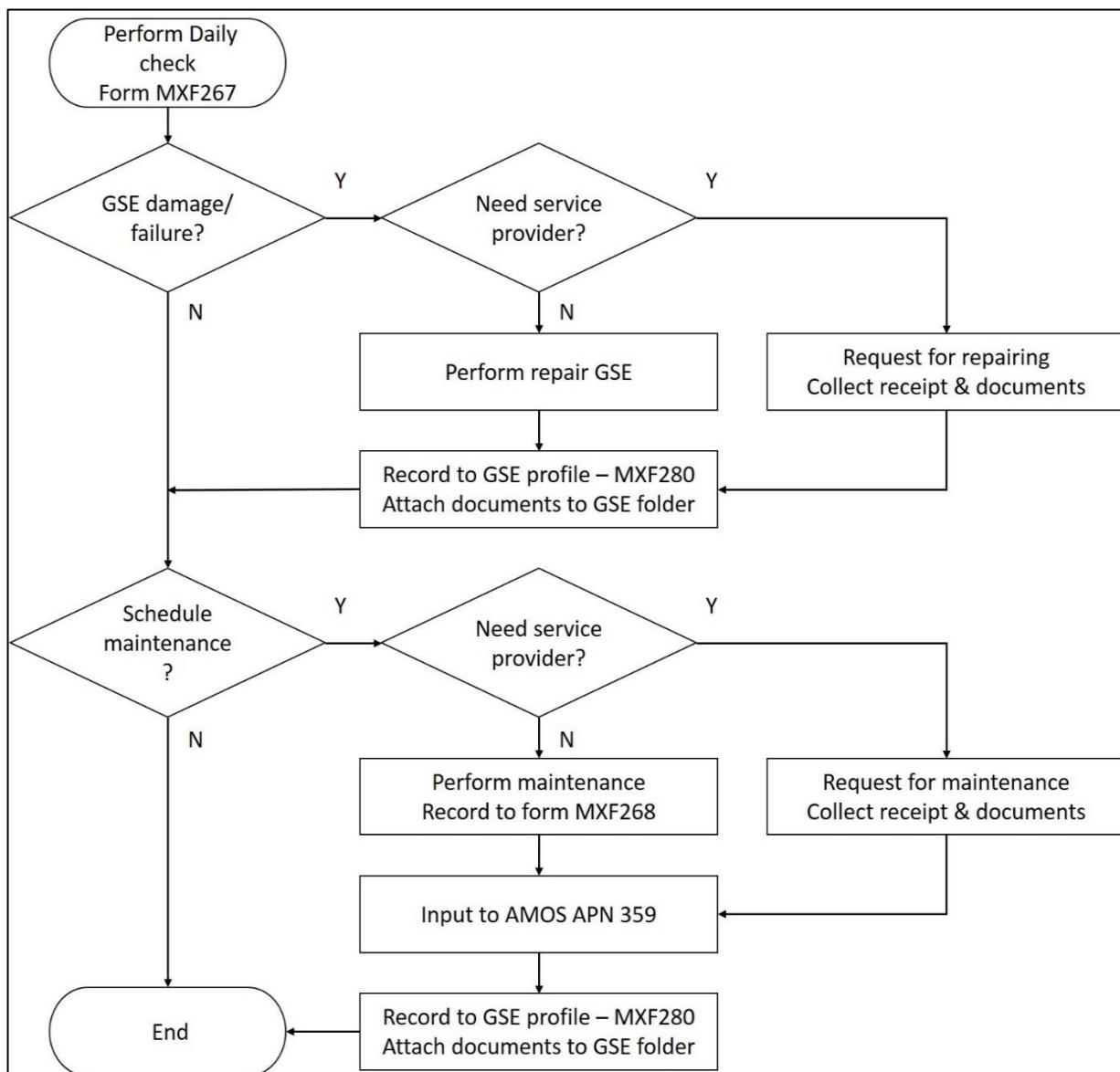
2) GSE maintenance:

- i. Form MXF280 – GSE Profile is used to monitor the status of GSE including date of manufacture, purpose, vendor, specification, maintenance schedule, maintenance status, repair status... Each GSE must have its own GSE profile.

- ii. All GSE must be checked daily and record its status into GSE Daily Maintenance Check List - Form MXF267 to make sure they are still in good condition. GSE staff shall carry out tasks follow the check list in the form and sign the form. GSE re-check for form completeness and sign at the end of the form. GSE Daily Maintenance Check List - Form MXF267 shall be stored for at least 1 year for monitoring.
- iii. GSE staff shall carry out the following:
 - Visual inspection of the bodyworks, wheel condition, fire extinguisher (if equipped) and placards.
 - An operational check of the horn and lights such as beacon, brake, main, reserve, turn-off signals or hazard lights.
- iv. A quantitative check of the fluid levels such as engine oil, brake fluid, transmission and power steering oil, radiator and battery.
- v. Service car need to be checked by driver at the beginning of each shift and record to GSE Daily Maintenance Check List - Form MXF267. GSE controller need to re-check and sign every day.
- vi. GSE must have maintenance schedule for periodic maintenance to ensure that all GSE always in good condition for servicing. All check/ servicing intervals will be retrieved from Maintenance manual or profile of the respective GSE. Periodic maintenance is performed in accordance with form MXF268 GSE Schedule Maintenance. GSE staff are responsible to complete the form and record the performed work and next due date into GSE profile. The form is stored together with each GSE profile in its folder.
- vii. Upon completion of the schedule maintenance for GSE, GSE controller must issue a new maintenance control stamp (Form MXF 333), remove the old stamp, and attach the new one to the related equipment. The maintenance control stamp must have clear information so the end-user can check the serviceability of the equipment.
- viii. AMOS APN 359 is used to monitor the maintenance schedule of each GSE. GSE duty in each station is responsible to monitor and perform the GSE maintenance follow the schedule and input to AMOS system. The information recorded in AMOS should include the maintenance check number recorded in the GSE schedule maintenance form MXF268 of each check or include the receipt number of the check if performed by service provider. GSE team leader is responsible to monitor and give corrective action to keep the schedule not expired.
- ix. When GSE need to be sent to shop for maintenance or repair, GSE controller contacts service provider for arrangement. After complete, GSE staff need to take receipt or concerned documents from service provider and record the

performed work and next due date into GSE profile. The receipt or relevant documents is stored together with each GSE profile in its folder.

- x. All schedule maintenance check forms and relevant documents (receipt...) excluding GSE Daily Maintenance Check List Form MXF267 shall be stored at least 3 years for monitoring.
- xi. GSE maintenance flow chart:



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- c) Control and monitor specific tool required maintenance.
 - 1) GSE team leader is responsible for monitoring and performing maintenance for specific tool.
 - 2) GSE team is responsible for identifying tool which required maintenance and enter maintenance schedule for tool on AMOS to monitor.
 - 3) When maintenance is due, GSE will perform and update next due on AMOS.
- d) Control and distribute headset.
 - 1) Head set and safety are marked with VJC code to for monitoring such as VJ-XX. XX stand for head set and safety pin number.
 - 2) Head set and safety pin are located at line maintenance office and control by dedicated mechanic in each shift.
 - 3) When mechanic borrows the headset and safety pin, he shall sign on the form Tool and equipment monitoring SPF 313.
 - 4) When mechanic finished using headset and safety pin, he shall return to line maintenance office and sign on the Form SPF313.
 - 5) Hand over headset and safety pin shall perform between mechanic in charge of tool control and mechanic in line maintenance.
 - 6) In case of headset or safety pin lost or damaged, SOP 3.24.6.a.5 shall be applied.
- e) Nitrogen bottles receiving and document controlling.
 - 1) Full Nitrogen bottles receiving

Every time of receiving full charged Nitrogen bottle, the assigned GSE controller, store staff will represent for VJC to get Nitrogen bottle and document from approved supplier.

The GSE controller, store staff will check physical status of the provided bottle. The bottle painted in green, or blue is inhibited for Nitrogen usage. The staff will reject this kind of bottle upon being found.

For a Nitrogen delivery, the GSE controller, store staff request supplier to provide document of Nitrogen bottle handover sheet, factory exporting sheet, hydrostatic test/report or equivalent sheets which contain necessary information as following:

 - i. Number of Nitrogen bottle delivered,
 - ii. Serial number of each bottle,
 - iii. Batch number for each bottle,
 - iv. Nitrogen quality certificate of each batch/bottle,
 - v. Hydrostatic test/report. (test/report of previous delivery may be re-used if available)

The GSE controller, store staff will check the document against the bottle for accurate and sufficient information recorded by completing the form MXF 324 NITROGEN DELIVERY DOCUMENT.
 - 2) Nitrogen document controlling

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Upon completion of Nitrogen bottles receiving, GSE controller, store staff will fulfil the form MXF 323 NITROGEN DELIVERY MONITORING LIST. This form is a master list controlling and recording all deliveries of Nitrogen bottle carried out at that station.

After the said form MXF 324 is made, this form will be retained besides with provided document to become a set of completed Nitrogen delivery document.

The form MXF 323, MXF 324 and relevant Nitrogen delivery document will be remained in a separated binder. MXF 323 is placed at the top and be followed by sets of MXF 324 and relevant Nitrogen delivery document.

All documents will be retained at least 01 year for traceability and audit.

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3.25 ROSTERING

3.25.1 PURPOSE

To establish an instruction for technical staff working at all stations to follow the maintenance roster.

3.25.2 SCOPE

This procedure is applied to all technical staff working under maintenance division at all line stations.

3.25.3 RESPONSIBILITY

Technical staff at each station must strictly follow maintenance roster issued by Station manager.

MCC staffs shall follow strictly MCC roster issued by MCC manager.

Station managers are responsible for controlling and issuing the line maintenance roster or revised roster for appropriated station every month.

Station manager, MCC manager is to monitor, adjust for manpower and finalize regarding his section.

3.25.4 PROCEDURE

- a) Station manager is responsible for sending the initial roster 3 days before the first day of next month and revised roster at the soonest time to both Maintenance Director/Deputy Maintenance Director and VJC MCC.
- b) Technical staff must strictly follow the maintenance roster and feedback if any discrepancy.
- c) Technical staff must submit proper annual leave request form (which is approved fist by fleet team leader) to Station manager or his delegate 30 days prior to the requested leaving date, exclude the urgent leave request.
- d) In case of compensation leave request due to work on holiday or extra time, the staff must also attach overtime request for verification and management.
- e) For urgent leave request, technical staff must inform fleet team leader. Fleet team leader verifies then calls/ texts Station manager for urgent request approval. When returning, technical staff must submit adequate papers for leave request confirmation and updating.
- f) Station manager receives leave request, check current roster to ensure adequate manpower for working requirements before approval then issue revised roster.

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3.26 FLIGHT ENGINEER

3.26.1 PURPOSE

To establish an instruction for those engineers who have duty to fly with VJC's aircraft for either transit check or maintenance action requirements.

3.26.2 SCOPE

This procedure is applicable to all authorized staff.

3.26.3 RESPONSIBILITY

- a) Maintenance Director/Deputy Maintenance Director and Station manager are responsible for issuing flight engineer roster for both scheduled and non-scheduled flight.
- b) Authorized staff must follow the roster issued by Maintenance Director/Deputy Maintenance Director and contact VJC MCC for administrative formalities.
- c) MCC duty staff sends General Declaration (GD) request to OMC or add FE into GD list through Geneva and support flight engineer on flight information.
- d) OMC prepares GD list for flight engineer upon receiving request from MCC duty staff or Maintenance Director/Deputy Maintenance Director.

3.26.4 PROCEDURE

- a) Based on actual operations schedule, Maintenance Director/Deputy Maintenance Director and Station manager arrange flight engineer roster for both international scheduled and non-scheduled flights (such as charter) that do not have contracted AMO/MRO for Technical Support.
- b) For domestic schedule flights, MCC refers to crew list which is sent daily by OMC in order to request flight engineer to perform transit check, maintenance action or to follow high-risk repetitive defects at outstation.
- c) GD request must be sent officially via email by MCC or MCC Manager/ Maintenance Director/Deputy Maintenance Director.
- d) OMC issues GD list and updates crew list according to request from MCC or MCC Manager/Maintenance Director/Deputy Maintenance Director.
- e) MCC duty staff checks crew list and gives feedback to OMC for GD correction.
- f) Flight engineers must come the office one hour and a half before flight departure time for doing document viewing, immigration procedure.
- g) MCC duty staff reminds flight engineer one hour before flight departure time to confirm flight information. If the flight is cancelled or the engineer is not available, MCC duty staff calls Fleet team leader then Maintenance Director/Deputy Maintenance Director and Station manager to adjust roster accordingly.
- h) All flight engineers must bring both authorization certificates issued by CAAV and VJC.

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- i) Any technical issues, flight engineer shall contact to VJC MCC for supporting. MCC duty staff/MCC Controller may also call directly to MCC Manager/Maintenance Director/Deputy Maintenance Director for more directions.

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3.27 INTERNAL TRAINING

3.27.1 PURPOSE

To establish the policies and procedures to determine training requirements.

3.27.2 SCOPE

This procedure is applicable to all technical staff working under maintenance division and MCC.

3.27.3 RESPONSIBILITY

- a) Maintenance Director/Deputy Maintenance Director or Technical Training Manager is responsible to arrange training courses with Station managers and to proceed request to Technical Training manager for course establishment.
- b) Station managers are responsible to arrange manpower under his management to comply with training request.
- c) Technical Training Manager is responsible to contact with VTC for course confirmation and announcement.

3.27.4 PROCEDURE

- a) New technical staff are required to fill in and send TRAINING COURSE MATRIX form (MXF247) to corresponding Station manager. This is essential to control and set up necessary training course based on real-time training database.
- b) Based on Training plan of the year and Training profile of each staff, Maintenance Director/Deputy Maintenance Director/Technical Training Manager or his representative schedules training courses and sends the proposed list to Station managers.
- c) Station managers review proposed training date and participants and shall confirm/ alter not to affect suitable operation.
- d) Station manager also reviews which essential courses are required for manpower under his management and sends his suggestion to Maintenance Director/Deputy Maintenance Director/Technical Training Manager.
- e) Maintenance Director/Deputy Maintenance Director/ Technical Training Manager verifies whether suggestions/ requests are requisite and reports to Technical Training Manager.
- f) Technical Training Manager sends request to VTC and confirms training plan at least one week before proposed training date.
- g) Maintenance Director/Deputy Maintenance Director or Technical Training Manager shall check the condition of course establishment and officially inform Station manager once course is available.
- h) If the condition is not ready to conduct requested course, Maintenance Director/Deputy Maintenance Director and Technical Training Manager shall determine another suitable time for requested course and feedback to Station managers.

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- i) Any changes from training plan must be reported to Technical Training manager for further observation and correction

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3.28 REQUEST GROUND HANDLING PROCEDURE

3.28.1 PURPOSE

To establish procedure for request ground handling.

3.28.2 SCOPE

This procedure is applied for request ground handling from the contracted AMO for VJC aircrafts at station where VJC does not have manpower, equipment, or capability to perform aircraft maintenance.

3.28.3 RESPONSIBILITY

MCC Controller and MCC duty staff are responsible for following up aircraft status, flight schedule and sending request ground handling to the contracted AMO.

3.28.4 PROCEDURE

- a) MCC Controller is responsible for reviewing and following up aircraft status; determining the ADD which requires maintenance procedure and work order/task which VJC cannot perform.
- b) MCC duty staff is responsible for reviewing and following up flight schedule received from OMC; determining the flight(s) with pilot(s) who cannot perform transit check.
- c) MCC duty staff is responsible for sending request for initial ground handling form MXF242 to the contracted AMO for maintenance procedure and transit check before 2:00 AM every day.
- d) If there are any changes, MCC duty staff/ MCC Controller is responsible for informing and resending updated ground handling request to the contracted AMO/MRO. In case of contracted AMO has not feedback to confirm service, MCC duty staff shall call directly to request for maintenance.
- e) MCC duty staff shall update aircraft status to OMC and concern departments if aircraft need additional support such as ACU, ASU, GPU, maintenance procedure...to operate at out station.

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3.29 AIRCRAFT SECURITY SEALING PROCEDURE

3.29.1 PURPOSE

To prevent aircraft from any illegal access or entry and secure aircraft in safety when aircraft is parked at ramp, aerobridge stand or hangar without the presence of VJC's technician or engineer.

3.29.2 SCOPE

This procedure is applied for all stations.

3.29.3 RESPONSIBILITY

- a) VJC Security Department is responsible for providing seals as requested by MCC.
- b) VJC mechanics/ MCC duty staff are responsible for completing of the check list form with the authority, airport security or security staff of contracted maintenance organizations if aircraft is parked at allotted area and not to be attended for indefinite time.
- c) Pilot in Command (PIC) will take the responsibility of this procedure when aircraft stops at out station where VJC technician is not available.
- d) MCC duty staff is responsible for providing the seals to certifying staff, mechanics, Technical Support engineers, PIC.
- e) MCC duty staff is responsible for providing information to team leader: flight schedule, aircraft parking bay ...

3.29.4 PROCEDURE

- a) Seals provision
 - 1) MCC or their representative contact VJC Security Department for seals provision as required.
 - 2) MCC send sufficient seals to each station and informed station manager to manage its condition.
 - 3) At main base, MCC provide seals to engineer in charge and record the total number and serial number by form MXF285.
 - 4) At other stations, person in charge as assigned by Station manager is responsible for providing and recording.
- b) Inspection and seal the aircraft
 - 1) Technician/ PIC is responsible to inspect VJC's aircraft, the condition of all the passenger, cargo doors and avionic doors and make sure these doors are sealed by VJC security seals.
 - 3) If aircraft has operational stop less than 6 hours at base; no sealing is required.
 - 4) If aircraft has operational stop more than 6 hours and less than 8 hours at base; all the passenger doors and cargo doors need to be sealed.
 - 5) If aircraft has operational stop more than 8 hours at base; all the passenger doors, cargo doors and avionics doors need to be sealed.

- 6) In special occasion that aircraft has operational stop at out station; all the
- 7) passenger doors, cargo doors and avionic doors need to be sealed.
- 8) All passenger doors on right hand side and emergency exit doors shall be sealed from inside; all passenger doors on left hand side and avionic doors shall be sealed from outside of the aircraft.
- 9) Aerobridge and ground service equipment (GSE) must be disconnected from the aircraft, stay away from aircraft at least 5 meters and in inoperative status.
- c) Handover minute processing

The handover minute Form MEF 427V will be filled (in 02 original copies) which are distributed to VJC's technician/ PIC and security staff. Information required including registration number of the aircraft, parking bay of hangar; time and date, location of seals, total remaining fuel in the tanks, problem or damage (if any) must be recorded in handover minute form MEF 427V.

 - 1) Handover minute confirmation
 - i. Technician/ PIC will escort security officer to re-inspect the status of aircraft, seal conditions and then sign the aircraft handover minutes form.
 - ii. Each party shall keep one original copy when completing the handover.
 - 2) Checking and receiving handover minute
 - i. Technician/ PIC is responsible to carry out walk around inspection to check aircraft condition and to ensure that no further damage is evident and aircraft security are still intact based on original handover minutes. The detail record must be reported if any damage of the aircraft or broken seal is found.
 - ii. Technician/ PIC and security officer are required to sign the handover minute form as the confirmation of the aircraft status.
 - iii. All removed seals must be attached behind the handover minute form which kept by VJC technician/ PIC.
 - iv. All the forms must be registered kept at VJC MCC with a validity of 12 months.
 - 3) Checking of the aircraft after technical check, reparation of parking outside of airport security surveillance area
 - i. Technician/ PIC is responsible to check the aircraft IAW form VJC-AVSEC-TE-01, if irregularities occur, please inform appropriate authorities/ corporate security.
 - ii. This report shall be made into 2 copies, one for technician/ PIC then deliver to MCC; one is kept by airport security and produced to local airport authority if required.

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
APPROVED MAINTENANCE ORGANIZATION	ON TIME PERFORMANCE REPORTING PROCEDURE	Iss 04 / Rev 00
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3.30 ON TIME PERFORMANCE REPORTING PROCEDURE

3.30.1 PURPOSE

To establish On Time Performance (OTP) reporting procedure for approved maintenance (SGN, HAN, DAD, CXR, ...) station.

3.30.2 SCOPE

This procedure is applied for all first flight of the day of all aircraft in SGN, HAN & DAD station.

3.30.3 RESPONSIBILITY

- a) Certifying staff/ maintenance staff is responsible for recording departure time, detailed delay reason (if happen) of the flight which they are in charge for and report to team leader/ MCC duty staff.
- b) Team leader is responsible for controlling his team members' activities.
- c) Contracted AMO team leader is responsible for reporting departure time and detailed delay reason (if happen) of the first flights which they are in charge for to MCC duty staff.
- d) Station manager at VJC approved maintenance station shall assign the staff to collect information in the station and send (by email, SMS) to MCC SGN
- e) MCC Controller is responsible for gathering all information and reporting to OMC.

3.30.4 PROCEDURE

- a) Certifying staff performs pre-flight check and record departure time, detailed delay reason (if happen) and report to team leader/ MCC duty staff immediately after a/c departs.
- b) Team leader is responsible for controlling his team members' activities and reporting the status of all first flights to MCC duty staff.
- c) Station manager at VJC approved maintenance station shall assign the staff to collect information in the station, filling in form MXF251 "On Time Performance Report" and send to MCC SGN before 08:00 AM every day.
- d) Contracted AMO team leader is responsible for reporting departure time and detailed delay reason (if happen) of the first flights which they are in charge to MCC immediately after a/c departs
- e) MCC Controller is responsible for gathering all information and reporting to OMC at OTP Daily Meeting.

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
APPROVED MAINTENANCE ORGANIZATION	REFUELING WITH PASSENGERS ON BOARD, EMBAKATION/ DISEMBARKATION	Iss 04 / Rev 00
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3.31 REFUELING WITH PASSENGERS ON BOARD, EMBAKATION/ DISEMBARKATION

3.31.1 PURPOSE

To establish specific procedure and restriction which apply to refuel an aircraft with passengers on board or embarkation/ disembarkation.

3.31.2 SCOPE

This procedure is applied to refuel an aircraft in such circumstances.

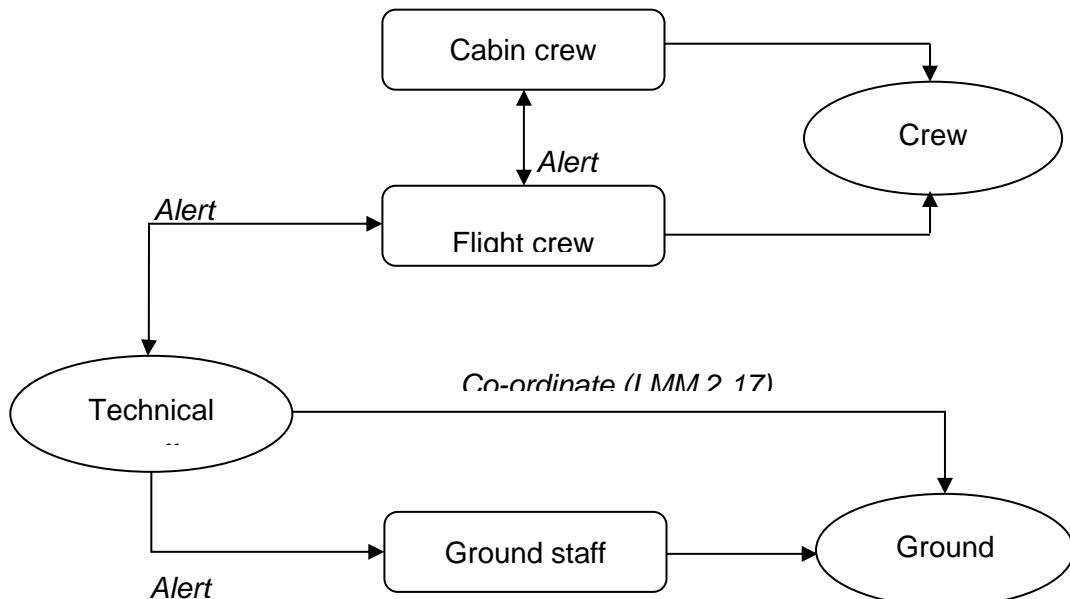
3.31.3 RESPONSIBILITY

- a) Flight crew must remain on flight deck to co-ordinate necessary precautions and procedures to be observed.
- b) Cabin crews are required to supervise passengers and to ensure that aisle and emergency doors are unobstructed. Notify flight crew if fuel is vaporized or any other hazards are detected in the cabin.
- c) Ground staff inform Commander of Local Ops Control Centre prior to refuel and monitor ground handling activities, ensure that ground below an exit or emergency slide deployment area is kept clear of all obstructions.
- d) Technical staff are required to monitor whole refuel process, inform flight crew and ground staff for co-ordination.

3.31.4 PROCEDURE

- a) Upon aircraft arrival, certifying staff/ Qualified Mech contacts flight crew to get required fuel quantity for next flight.
- b) Certifying staff informs flight crew prior to perform refuelling when passengers are remaining on board or being embarked/ disembarked, also ensure that headset communication between cockpit and ground is available.
- c) Ground staff notify Commander of Local Ops Control Center prior to refuel. The Commander is responsible for notifying Local Fire Station to be ready in case of emergency.
- d) Qualified Mech connects headset through external panel (108VU) to monitor refuel process.
- e) In case of abnormal or emergency case even if a fire occurring either on or in vicinity of the aircraft, the mechanic immediately presses ground horn to get flight crew's attention and report that situation, urgently stop the refuel operation. Advise ground staff for emergency services.
- f) Ground staff calls hotline once getting notice from technical staff or flight crew. Contact number of OCC in TSN airport: (08).38485383 – ext 4320. Contact number of OCC in NBA airport: 01689166566/ (04).35844444. Fire station: (04).34544113.

- g) Technical staff co-ordinate with ground staff to control the movement of people and tool/equipment out of the area. Restrict all activities inside and outside the area to reduce risk of ignition in case of fuel spillage.



VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
APPROVED MAINTENANCE ORGANIZATION	MONITORING TIRES, WHEELS & BRAKES OF VJC OWNED AIRCRAFTS	Iss 04 / Rev 00
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3.32 MONITORING TIRES, WHEELS & BRAKES OF VJC OWNED AIRCRAFTS

3.32.1 PURPOSE

To establish specific procedure to monitor tires, wheel and brakes of aircrafts owned by VJC to meet the warranty requirements.

3.32.2 SCOPE

This procedure is applied to VJC owned aircrafts.

3.32.3 RESPONSIBILITY

- a) Data Entry establish the procedure to monitor and update of the total landings of the tires and wheels assembly (including the P/N and S/N) that worn to limit, installed on each aircraft based on the actual landings.
- b) Data Entry is responsible to fill in the report "Tire & Wheel Assy Monitoring Sheet" (Form MXF252).
- c) Supply staff must send this report to the manufacturer for warranty quarterly.

3.32.4 PROCEDURE

- a) Data Entry review the tech log with a daily basis, if there is a replacement of wheel assembly recorded in the technical logbook, they shall record the information into "Tire & Wheel Assy Monitoring Sheet" (Form MXF252).
- b) Data Entry then end this report will be to Supply section monthly.
- c) Supply will coordinate with the manufacturer for warranty and assist the finance on the invoice issue.

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
APPROVED MAINTENANCE ORGANIZATION	MCC DAILY LOG	Iss 04 / Rev 00
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3.33 MCC DAILY LOG

3.33.1 PURPOSE

To establish procedure to monitor aircraft condition and maintenance activities for smooth handover between shifts.

3.33.2 SCOPE

This procedure is applied to MCC Controller.

3.33.3 RESPONSIBILITY

- a) MCC Controller is responsible for making input of all activities relating to maintenance issue, troubleshooting steps and others that have been happening during working shift.
- b) MCC Controller is responsible for checking form MXF201 (Shift Handover Sheet) and following up action taken as necessary.
- c) Deputy Technical Director and MCC Manager are responsible for ensuring that this procedure is compiled thoroughly.

3.33.4 PROCEDURE

- a) During working shift, MCC Controller shall monitor and update all maintenance activities including but not limited: AOG/ Delay, maintenance issues, MOR, TOR, OSSR, troubleshooting steps, parts tracking ... into form MXF201 (Shift Handover Sheet).
- b) MCC Controller must check form MXF201 (Shift Handover Sheet) for monitoring, also advise if more necessary action required.
- c) At the beginning of working shift, MCC Controller of incoming and outgoing shift must read, understood and sign on related column for proper hand over.
- d) Reports, emails, and other documents may be attached together with form MXF201 (Shift Handover Sheet) for more clarification.

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
APPROVED MAINTENANCE ORGANIZATION	QUALIFICATION OF MAINTENANCE PERSONNEL	Iss 04 / Rev 00
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3.34 QUALIFICATION OF MAINTENANCE PERSONNEL

3.34.1 PURPOSE

To establish a procedure to proceed the qualifying process for MCC, PPC and maintenance staff.

3.34.2 SCOPE

This procedure applies to Company Authorization System which has been authorized by CAAV through the MOPM approval.

3.34.3 RESPONSIBILITY

- a) VJC AMO has established skill levels and qualifications for each job position based upon technical functions and tasks. In addition, VJC AMO has developed methods to evaluate an individual to determine what knowledge, experience, or training is required to ensure the employee is capable to perform his assigned tasks.
- b) Technicians, supervisory personnel, inspectors, certifying staff, engineers shall be evaluated for competence relevant to their job role within the organization before independent work is permitted, to ensure good maintenance practices performed to the approved standards.

3.34.4 REFERENCE

MOPM 4.12.

3.34.5 PROCEDURE

- a) Qualified aircraft mechanic (airframe repair mechanic, powerplant repair mechanic, avionic, electric repair mechanic), qualified structure mechanic (sheet metal repair mechanic, composite repair mechanic, painting mechanic), cabin mechanic, aircraft component mechanic, GSE repair mechanic shall be qualified by MQA manager. Refer to MOPM 4.12.
- b) Qualification process for MCC Controller:
 - 1) Refer to MOPM 4.12.4.1 for duties and prerequisite requirement.
 - 2) MCC Manager shall review record for MCC Controller to make sure that the applicant meets the requirements according to MOPM 4.12.4.1.
 - 3) MCC Manager shall perform interview to evaluate the ability of the candidates. The interview result shall be recorded in Form MXF 265.
 - 4) The list of qualified MCC Controller (Form VJC-MQA-F-086) shall be kept in the folder in the MCC office for monitoring.
- c) Qualification process for MCC Technical Support:
 - 1) MCC Manager shall perform interview to evaluate the ability of the candidates. The interview result shall be recorded in Form MXF 265.

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
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- 2) The list of qualified MCC Controller (Form VJC-MQA-F-086) shall be kept in the folder in the MCC office for monitoring.
- d) Qualification process for MCC Duty:
 - 1) MCC Manager shall perform interview to evaluate the ability of the candidates. The interview result shall be recorded in Form MXF 265.
 - 2) The list of qualified MCC Controller (Form VJC-MQA-F-086) shall be kept in the folder in the MCC office for monitoring.
- e) Qualification process for PPC staff:
 - 1) Refer to MOPM 4.12.4.7 for duties and prerequisite requirement.
 - 2) MCC Manager shall review record for PPC staff to make sure that the applicant meets the requirements according to MOMP 4.12.4.7.
 - 3) MCC Manager shall perform interview to evaluate the ability of the candidates. The interview result shall be recorded in Form MXF 265.
 - 4) The list of qualified MCC Controller (Form VJC-MQA-F-086) shall be kept in the folder in the MCC office for monitoring.
- f) Qualification process for trainee mechanic:
 - 1) Refer to MOPM 4.12.4.3 for duties and prerequisite requirement.
 - 2) Station manager shall review record for trainee mechanics to make sure that he meets the requirement according to MOMP 4.12.4.3.
 - 3) The list of trainee mechanic (Form VJC-MQA-F-086) shall be kept in the folder in the office at station for monitoring.
- g) Maintenance Director or Deputy Maintenance Director shall review the list of qualified personnel (Form VJC-MQA-F-086) and forward to the MCC Manager or Station Managers for monitoring.

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
APPROVED MAINTENANCE ORGANIZATION	PREPARATIONS FOR REVENUE FLIGHT AIRCRAFT ACCEPTANCE OR DELIVERY	Iss 04 / Rev 00
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3.35 PREPARATIONS FOR REVENUE FLIGHT AIRCRAFT ACCEPTANCE OR DELIVERY

3.35.1 PURPOSE

To establish procedure to ensure conditions of new aircraft are well prepared and met the airworthiness requirements for revenue flight.

3.35.2 SCOPE

This procedure applies to both MCC section for control & co-ordination and Line maintenance section for compliance.

3.35.3 RESPONSIBILITY

- a) MCC Controller are responsible for monitoring this procedure and crosscheck with Line maintenance for correct preparation and compliance.
- b) Leader/ Assistant leader is responsible for arranging manpower to carry out preparation for new aircraft.
- c) Certifying staff must follow preparation checklist (Form MXF260) and feedback to Leader/ Assistant leader.
- d) MCC Manager is responsible for reviewing preparation process and informing concerned departments for accomplishment or any discrepancies.

3.35.4 PROCEDURE

- a) Upon new aircraft arrival, MCC Controller check spare status and send checklist to Line maintenance for compliance.
- b) Certifying staff strictly follow checklist and carry out preparation in accordance with Form MXF260.
- c) Any discrepancies found during preparation, certifying staff must inform as soon as possible to Leader/ Assistant leader for more instructions.
- d) Upon completion, certifying staff signs on Form MXF260 and feedback to MCC Controller.
- e) MCC Controller report to MCC Manager for preparation results and current aircraft conditions.
- f) MCC Manager reviews report and sends declaration to concerned departments for serviceable status.

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
APPROVED MAINTENANCE ORGANIZATION	GPU USAGE DURING DAILY/STAYOVER CHECK	Iss 04 / Rev 00
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3.36 GPU USAGE DURING DAILY/STAYOVER CHECK

3.36.1 PURPOSE

To establish procedure to minimize aircraft fuel consumption during maintenance activities at the end of day.

3.36.2 SCOPE

This procedure is applied to line maintenance activities of VJC aircrafts.

3.36.3 RESPONSIBILITY

- a) Certifying staff are responsible for taking full advantage of GPU every night.
- b) GSE controller must ensure that the condition of GPU meets operational requirements.
- c) MCC duty staff shall co-ordinate to notice the status of GPU.

3.36.4 REFERENCE

SOP 3.24

3.36.5 PROCEDURE

- a) GSE controller is responsible for checking all GPUs and record their status and usage time into Form MXF268 "GSE techlog" every day to make sure they are still in good condition.
- b) GSE controller inform Team leader/MCC duty staff for any discrepancies that limit the operation of GPU.
- c) Certifying staff strictly take full advantage of GPU every night if estimated time to carry out assigned tasks is more than one hour.
- d) Team leader arranges to use GPU as many aircraft as possible during working-shift.
- e) MCC duty staff shall inform GSE controller for verification and action taken upon completion of necessary reports.
- f) GSE controller shall report to Maintenance Director/Deputy Maintenance Director for any abnormal condition or incorrect operation of GPU.

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
APPROVED MAINTENANCE ORGANIZATION	PARTS AND MATERIAL RETURN TO STORE	Iss 04 / Rev 00
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3.37 PARTS AND MATERIAL RETURN TO STORE

3.37.1 PURPOSE

This procedure is to establish the policy and procedure for storage, tagging, returning aircraft components and material to store.

3.37.2 SCOPE

This procedure is applied to line maintenance activities of VJC aircrafts.

3.37.3 RESPONSIBILITY

- a) Certifying staff are fully responsible for parts and material took out from store for maintenance usage, attached all documents to tech log page and handover to MCC after replacing component.
- b) MCC Controller shall co-ordinate with certifying staff in order to identify status of parts that were used/ removed from VJC aircrafts under trouble shooting and is responsible for controlling the on-hold components.
- c) MCC duty staff shall control list of parts and material took out from store and ensure that all information has been recorded thoroughly into “Spare hand over to store” book.
- d) Data Entry cross check status of all parts/material that have not been returned to store and co-ordinate with MCC duty staff to finish necessary paperwork.

3.37.4 REFERENCE

MOPM 3.2

3.37.5 PROCEDURE

- a) Return unused parts.
 - 1) All parts returned to stock as unused must inspect condition and related documentation by related CRS staff.
 - 2) Expendable part/ materials that have not been used should be returned if the packing/ container is not unwrapped/ opened, the status is good, expired date is not due.
 - 3) The unused parts must be returned to store immediately after finish maintenance task or within 1 day.
 - 4) MCC duty staff shall support the certifying staff create and print out Return Slip form. The certifying staff must complete Return Slip to confirm quantity of returned part, condition of part (serviceable or unserviceable) and other required information.
 - 5) Store personnel shall base on Return Slip (AMOS form) to get parts back and cancel Pick-slip. Control of Parts and Materials in store Areas.
- b) Return unserviceable part removed from aircraft:
 - 1) All serialized part that removed from aircraft and defined as unserviceable will accompany by PFR, test result, troubleshooting data (if applicable) and

Unserviceable tag.... The certifying staff who removed the part must fill all necessary information and sign on the U/S tag to confirm part status.

- 2) Unserviceable part must be thoroughly cleaned. All residual fluid must be drained. End of duct and connector must be capped hermetically.
- 3) The unserviceable part shall be placed in original box and hand over with storekeeper in component hand over book.
- 4) The unserviceable part must be covered by correct blanking cap or cover. If missing it, CRS must annotate clearly in unserviceable tags and reason for missing.

c) Control Hold component:

- 1) Hold item is component removed from defective system during trouble shooting and temporary quarantined waiting for its status to be confirmed.
- 2) When a component needs to be held, certifying staff shall:
 - i. Contact MCC to get more information regarding defect history and obtain further instructions from MCC Controller.
 - ii. Remove component from aircraft IAW related AMM and record in technical log "REMOVE FOR HOLDING".
 - iii. Perform component preservation and packaging as required.
 - iv. Check in the Trouble shooting box for U/S tag, remark in block remove text "KEEP AS HOLD ITEM", sign off on U/S tag and attach the tag to component, then send it to the store.
 - v. Complete Hold Item Tag (Form MXF208).
 - vi. Contact and send a copy or a photo of Hold Item Tag to MCC and Hold Item Tag shall be kept in MCC for follow-up purposes.

3) MCC Controller shall:

- i. Register the component on the Monitoring Sheet (Form MXF209)
- ii. Monitor the existence of defect on aircraft system related to the component that is in hold condition.
- iii. Ensure the removed component is performed with label booking and is in Electronic Pending Shelf (APN #326) of AMOS.
- iv. Confirm serviceable status of Hold item:
 - With daily basis, Technical Support engineers must review the Monitoring Sheet (Form MXF209) to identify and confirm status of components that are being in hold condition.
 - The Hold item is confirmed serviceable if the defect reoccurs during the 10 consecutive sectors.
 - The Hold item is considered unserviceable if the defect does not reoccur during the 10 consecutive sectors.

- d) MCC Controller must ensure that process for returning a component to Store after a hold period must be done within three days after the status of the component is confirmed.

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
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- 1) If the Hold item is considered serviceable:
 - i. Right after status of holding components is confirmed, MCC Controller shall complete Hold Item Tag under "MCC CONTROLLER EVALUATION" box and update Component Monitoring Sheet t.
 - ii. Certifying staff shall review all related documents and issue Re-certified Certificate (form MXF 203).
 - iii. Hold Item Tag, Re-Certified Certificate will be provided to store for store inspector further disposition to make component serviceable.
- 2) If the Hold item was considered unserviceable
 - i. Right after status of holding components is confirmed, MCC Controller shall complete Hold Item tag under "MCC CONTROLLER EVALUATION" box and send completed Hold Item Tag to store. Then, MCC Controller will update the Component Monitoring Sheet.
 - ii. Store inspector or store staff shall place item into quarantine area together with U/S tag.

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
APPROVED MAINTENANCE ORGANIZATION	FUEL CONTROL BILL FILLING PROCEDURE	Iss 04 / Rev 00
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3.38 FUEL CONTROL BILL FILLING PROCEDURE

3.38.1 PURPOSE

To establish a procedure to enhancing the efficiency of the control of fuel supply discrepancy during pre-flight/ transit.

3.38.2 SCOPE

This procedure is applied to organization and/or personnel involved in fuel supply for VietJet's aircraft.

3.38.3 RESPONSIBILITY

- a) The qualified technician for fuel supply at the line station is responsible for the specified procedures.
- b) Pilot In Command (PIC) is responsible for re-fueling if there is no qualified technician available.

3.38.4 PROCEDURE

- a) Carry out refueling during pre-flight/ transit I.A.W Fueling Procedure in LMM 2.17.
- b) Qualified technician/ PIC records all necessary information in Fuel Control Bill of VietJet – Form VJC/FUEL/001 (ref appendix 4.6).
- c) If there is a discrepancy greater than 1% qualified technician/ PIC must inform to their managers within 01 day.
- d) Upon completion of refueling, the blue copy of Fuel Control Bill is given to Fuel Supplier staff, the pink copy is kept by PIC and the original white page is retained in the book in the cockpit.
- e) The pink copies will be put into the document envelope (together with load sheet, weighing & balance...) each flight and return to OMC by pilot. Finance department shall contact to OMC to check the fuel control bill for each flight.
- f) The completed white page will be removed by qualified mechanic and sent back to Purchasing Department to record.

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
APPROVED MAINTENANCE ORGANIZATION	EMERGENCY AIRWORTHINESS DIRECTIVES (EAD) MONITORING	Iss 04 / Rev 00
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3.39 EMERGENCY AIRWORTHINESS DIRECTIVES (EAD) MONITORING

3.39.1 PURPOSE

To describe the MCC process associated to the EAD monitoring during the out-of-office hours and holidays i.a.w the EAD control/management procedure described in the Engineering& Planning SOP VJC-ENG-SOP-007

3.39.2 SCOPE

This procedure is applicable every day to the MCC Controller/ MCC duty staff in order to monitor the notification of any Emergency Airworthiness Directives that could be released by the EASA.

3.39.3 RESPONSIBILITY

- a) MCC Controller/ MCC duty staff is in charge of checking the EASA AD release received from: awd-notification@easa.europa.eu.
- b) MCC Controller/ MCC duty staff is responsible to notify MCC Manager and/or on-duty Engineering staff if any EAD has been released out of normal working times or during holidays and needs a quick-urgent action.
- c) Engineering Department is responsible for the EAD analysis and for its implementation within the relevant deadline.

3.39.4 PROCEDURE

- a) Every day, around 4:00-5:00pm UTC (23:00-24:00 HAN time) MCC Controller/ MCC duty staff will check the MCC email box for any notification that could have been received from the EASA AD publishing tool in order to verify if some EAD have been released.
- b) MCC Controller/ MCC duty staff check if a new Emergency AD is listed for AIRBUS or OEM.

From: awd-notification@easa.europa.eu [mailto:awd-notification@easa.europa.eu]
Sent: Wednesday, March 09, 2016 10:56 PM
To: mcc@vietjetair.com
Subject: EASA Airworthiness Directives and Safety Information Bulletins - update

- c) If no EAD applicable to the A320/A330 family is listed: No Action.

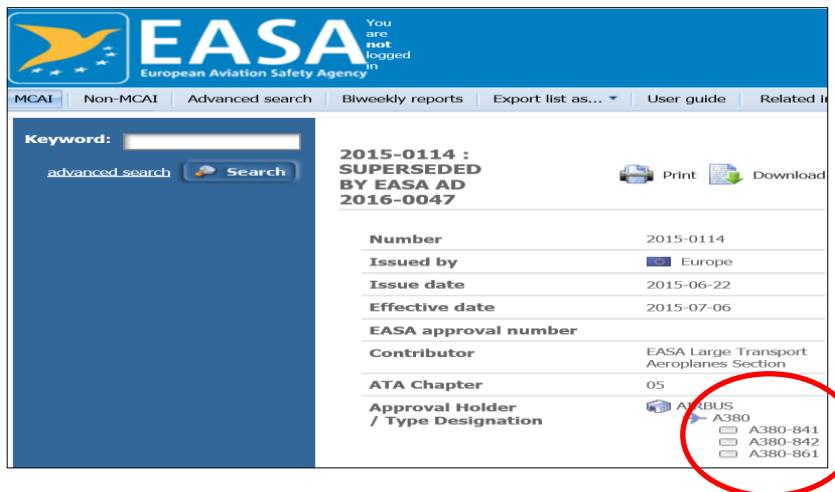
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TO see the details OF this Publication, please click OR copy the following: URL: <http://ad.easa.europa.eu/ad/2015-0114>*

- d) If AIRBUS or OEM is mentioned, MCC Controller/ MCC duty staff click on the link* to get more details on the applicability
- e) Click on the URL will open the following window:



- f) If A320 and/or A321 and/or A330 models are not concerned: No Action.
- g) If A320 and/or A321 and/or A330 models are concerned: MCC Controller/Duty check on the EAD document the "Applicability."
- h) If VJC Fleet is not impacted: No action.
- i) If VJC Fleet or one or several aircraft are impacted:
 - 1) MCC Controller will check the "Effective date" and "Required Action" mentioned in the EAD document.
 - 2) If any action is required within less than 5 days (e.g. before next flight – within 10FC) MCC Controller inform IMMEDIATELY the MCC Manager& Engineering manager and the On-Duty OMC staff.
 - 3) If required action can be performed over a 5 days period, MCC Controller to inform MCC Manager and ngineering Manager at next office time.
 - 4) If EAD compliance time required before next flight from EAD issued date, immediately inform to MCC Manager & Engineering manager and the On-Duty OMC staff to have action taken before next flight
 - 5) MCC Controller/ MCC duty staff will record on the MCC Handover Sheet that EAD notification messages have been checked and will detail undertaken actions if any.

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
APPROVED MAINTENANCE ORGANIZATION	MAINTENANCE DOCUMENT CONTROL	Iss 04 / Rev 00
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3.40 MAINTENANCE DOCUMENT CONTROL

3.40.1 PURPOSE

- a) This procedure provides the details for the utilization iPad & Desktop Computers to use and manage electronic document such as E-Doc Browser/Airnav x, MEL, CDL, Maintenance check list, MME, MOPM, SOP, LMM. iPad is installed application E- Doc browser for maintenance document, Fly smart for MEL, CDL, Maintenance check list for pre-flight/transit, daily and electronic format of MME, MOMP, SOP, LMM.
- b) This procedure is to make that all maintenance staff use approved maintenance document, company procedure and current version to perform maintenance task.
Note: Certifying staff shall release AC to service base on technical log, check list on iPad is only reference to perform maintenance work.

3.40.2 SCOPE

This procedure applies to VJC's LM & MCC staff involved in the management and the utilization of the iPad, dedicated to use electronic document whatever selected online or offline modes & Desktop Computers in Line Maintenance office.

3.40.3 RESPONSIBILITY

- a) Airworthiness compliance team leader are responsible to receive maintenance document, company procedure from technical library staff and distribute to all station through station manager.
- b) Certifying staff shall be responsible for using iPad or Desktop Computers controlled by company during maintenance to ensure that all maintenance documents are current.
- c) Station managers are responsible for management and updating document on iPad & Desktop Computers under his station.
- d) Station managers are responsible for all maintenance staff within that station shall have the access right to VietJet Cloud to get maintenance data.
- e) iPad keeper is one of maintenance staff that is on duty of his shift and assigned by team leader.

3.40.4 PROCEDURE

- a) Controlling of hard copies or CDs:
 - 1) When the new revisions of documents are available, Tech Library staff will handover hard copies or CD to airworthiness compliance team.
 - 2) Airworthiness compliance team leader are responsible for receiving, checking of the documents & sign the form EPF118 "List of Technical Dispatched Documentation".
 - 3) 01 copy of signed EPF118 will be send back to Technical Library, the other one will be kept at station office.

- 4) Maintenance staff can borrow hard copies & CDs from airworthiness compliance team and can only use inside Line Maintenance office. They must return all hard copies & CD before leaving the office.
- b) Control electronic documents:
- 1) Maintenance data such as Airnav, SRM are controlled on iPad through E-doc browser, either online or offline mode.
 - 2) Electronic version of internal document e.g., MME, MOPM, LMM, SOP, FORMs are made available in SharePoint DMS (VietJet cloud) or in the Coruson. They are officially controlled by VJC document center. Email notifications are received automatically. The end users shall access in the Coruson to read and acknowledge the documents. These documents are backed up by CDs or hard copied.
 - 3) MEL, CDL is stored on iPad through application Flysmart.
 - 4) Preflight, transit, Daily Check (A320/321)/ Stayover Check (A330) list is stored on iPad through application VJ check list.
- c) Storage and management of the iPad & Desktop Computers:
- 1) iPad keepers are under the responsibility of Station Manager.
 - 2) iPad keepers shall store the iPads in a safe place.
 - 3) iPad keepers must ensure iPad is serviced properly: Protection covers installed and battery charged.
 - 4) iPad keepers are in charge to deliver the iPad to the Certifying staff and to receive them back at the end of shift. Form MXF 286 must be filled.
 - 5) Airworthiness compliance team leader must report to the Maintenance Director or Deputy Maintenance Director any discrepancies related to the conditions or to the serviceability of the iPad & Desktop Computers.
- b) Utilization of iPad & Desktop Computers:
- 1) Pick-up of the iPad:
 - i. At the beginning of the shift, certifying staff receives iPad from iPad keeper.
 - ii. He must check the condition of the hardware, the level of charge of the battery and sign the Handover and Return Form MXF 286 for acknowledgment.
 - iii. He can use his Airbus word account to log in E-doc browser for on line mode or he can use E-doc browser in the off-line mode.
 - iv. Certifying staff shall use application Maintenance check list and tick on check box which step has been performed during carry out preflight/transit, daily. The check list has been done will be stored for 2 hours for tracking purpose. Log files is used to store information of the flight has been performed. The log file will be stored 24 hours.
 - v. Certifying staff shall use MEL, CDL via Flysmart application on iPad when necessary.

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2) Restitution of the iPad:

- i. At the end of the shift, CRS brings back the iPad to the iPad keeper.
- ii. After checking of the conditions and serviceability of the iPad, certifying staff signs the Handover & Return Form MXF 286 and adds some comments if some discrepancies have been noted during utilization (Low BATT, slow connection, no 3G coverage, missing or outdated Tech Pub, poor resolutions, etc...).
- iii. iPad keeper will check the status of iPad and sign on the Form MXF 286, then store the iPad in a safe place where the battery can be charged.

3) Using of Desktop Computers:

- i. At the begin of the shift, certifying staff should check the condition of computers and report to station manager if any discrepancy is found.
- ii. Certifying staff can log-in Airbus World account to use the On-line mode of Airnav Maintenance Data or he can use the Off-line mode installed on computers.

4) Management and updating maintenance data:

- i. When new revision of maintenance data or company procedure is available, technical library staff will inform airworthiness compliance team leader and copy station manager.
- ii. Airworthiness compliance team will inform station manager about new revision of document via email.
- iii. Station Manager will update new maintenance document into iPad, Desktop. During waiting for updating, certifying staff shall use document from Airbus Word for maintenance document, VietJet cloud for MEL, CDL, company procedure. iPad keeper will not deliver iPad to Certifying staff until update is completed.
- iv. When new revision check list is available, Technical Library will inform Maintenance check list App admin,
- v. Maintenance checklist App admin will update application Maintenance checklist in Apple store, then inform for Airworthiness compliance team and Station manager.
- vi. Station manager will update application Maintenance checklist on iPad. In case of revision of check list on board and on iPad are different, certifying staff shall use the latest checklist. If the check list on iPad is the latest one, use check list on iPad. Otherwise, certifying staff shall print check list to use.
- vii. Upon competing update maintenance data, airworthiness compliance team leader shall fill the information of document type, revision, updating date to Form EPF 118 "LIST OF DISPATCHED DOCUMENTS" then sign the form. Form EPF 118 shall store at station.

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3.41 VIP FLIGHT PROCEDURE

3.41.1 PURPOSE

To establish a procedure to direct each section under Maintenance department for preparation of VIP flight.

3.41.2 SCOPE

This procedure is applied to personnel involved in servicing VJC VIP flight.

3.41.3 RESPONSIBILITY

- a) OMC is responsible for informing related division (including Line Maintenance & MCC) in case of VIP flight applied.
- b) MCC Duty Manager of Maintenance department is responsible for assigning tasks to MCC.
- c) MCC Controller/ Technical Support is requested to manage preparation process and feedback to MCC Duty Manager.

3.41.4 REFERENCE

VJC VIP flight servicing procedure.

3.41.5 PROCEDURE

- a) VIP flight is a special flight used separate or a combination of commercial operations and to be confirmed or notice by the State agencies under the provisions of VIP flights servicing. There are three types of VIP flight defined by VJC as follows:
 - 1) VIP A: Applied for senior leaders of the Communist Party of Vietnam and the Republic of Socialist Vietnam.
 - 2) VIP B or C: Applied for other special people with notice of Party Central Committee, Office of the President, Office of the National Assembly, and the Office Government.
- b) Deployment process
 - 1) Upon receiving notice of VIP flight from Maintenance Watch via email/ message, MCC Duty Manager shall direct MCC for implementation process: choosing the aircraft, technical preparation, and FE assignment.
 - 2) MCC Controller/ Technical Support shall co-ordinate with Maintenance Watch to choose aircraft and arrange aircraft preparation during night stop/before flight refer below checklist.
 - 3) MCC inform related Station Manager to monitor preparation process at his station and assign FE if the V.I.P flight departs from or arrives to outstation other than maintenance station.
 - 4) MCC inform technicians at related outstation to prepare for aircraft arrival/ departure.
 - 5) In case of VIP A applied, MCC Duty Manager will send final decision to OMC for suitable aircraft and two assigned FE.

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- 6) MCC Controller follows preparation process and co-ordinate to solve issues if any.
After that, MCC Controller inform MCC Duty Manager for accomplishment.
- 7) MCC handover information to next shift to continuously follow the process.
- c) Standard of aircraft, engine and FE for VIP flight: Refer VIP flight servicing procedure.
- d) Preparation Checklist
 - 1) Cabin condition: Check and rectify cabin defects especially at the first three seat rows (Skyboss area).
 - 2) Cleanliness: Request service provider to do cabin cleaning and carefully check condition quality.
 - 3) Technical defect: check and rectify defects that may affect operations such as APU, Waste/Water, Air-conditioning ...
 - 4) Other tasks refer related maintenance check sheet.

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3.42 RESIDUAL CONSUMABLE MATERIAL CONTROLLING PROCEDURE

3.42.1 PURPOSE

To establish procedure to control residual consumable material for line maintenance activities.

3.42.2 SCOPE

- a) This procedure is applied for VJC line maintenance activities.
- b) This procedure is applied for consumable that require storage condition as following
- c) Storage at indoor temperature after open box.
- d) Do not require a special storage condition.

3.42.3 RESPONSIBILITY

- a) Certifying staff is responsible for requesting consumable material for line maintenance activities.
- b) Technician or certifying staff are responsible for receiving consumable material from main store or from residual consumable store, returning remaining consumable material to store for keeping.
- c) Storekeepers are responsible for controlling of quantity, expiration date, and storage condition of residual consumable material as required in SOP store.

3.42.4 PROCEDURE

- a) The residual consumable materials that do not required special storage condition is stored at line stores after used.
- b) After completing maintenance task, technician will return residual consumable to store with return slip signed and stamp. Store controller will check the condition to store after open box, if the condition is meet, store controller will receive and keep at store. If the condition for storage is not meet, store will discard. Keeping residual consumable at line maintenance office for next used is not acceptable.
- c) Storekeeper shall receive residual consumable material and follow store SOP for store control.
- d) Once receiving the request consumable material from certifying staff, MCC will check the availability of that consumable in SGN_RES store on AMOS, if not available, MCC will issue Pick-slip request to take part from main store. If the requested consumable is available in SGN-line store, MCC will inform certifying staff to take the part from SGN-line store (for SGN station). For other stations, store controller will check to issue the residual consumable if available before getting new consumable.
- e) When receiving the consumable from store, certifying staff shall verify the serviceability of chemical before used.

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3.43 WORK PERFORMED AWAY FROM FIXED LOCATIONS

3.43.1 PURPOSE

To establish procedure for VJC AMO to perform aircraft maintain for which it is rated at any location subject to the need for such maintenance arising from unserviceability of the aircraft.

3.43.2 SCOPE

This procedure is applied for VJC line maintenance activities at locations other than approved locations.

3.43.3 RESPONSIBILITY

- a) Technical Quality Assurance Manager is responsible for ensuring that all maintenance performed away from the fixed locations is performed in accordance with the requirements of VARs and the MOPM. These will include that qualified and authorized inspection and return to service personnel are available during the work, he is also responsible to contact CAAV inspector for notification.
- b) Supply and Store Manager is responsible for supplying and controlling parts, tools/equipment and materials that are required for the work to be performed away from fixed locations.
- c) MCC Manager is responsible for providing the MQA approved or accepted technical data that are required for the work to be performed away from fixed locations.
- d) Maintenance Director is responsible for providing and arranging appropriate personnel for the work to be performed away from fixed locations. These will include qualified and authorized supervisory personnel.
- e) Applicable Managers will also insure constant and direct communication is maintained between the VJC AMO and the staff on-site.
- f) On duty MCC Controller is responsible for serving as a primary contact with the on-site team.
- g) On duty MCC Technical Support is responsible for evaluating personnel and tools for the work to be performed away from fixed locations.

3.43.4 REFERENCE

MOPM 3.4.4.

3.43.5 PROCEDURE

- a) When it is necessary to perform maintenance work away from VJC approved locations. MCC Manager shall make an evaluation to ensure the requested work is under VJC's current CAAV ratings (described in AMO Ops Specs).
- b) On duty MCC Technical Support will evaluate the personnel and tools for the requested work and report to MCC Manager.

- c) MCC Manager will coordinate with Maintenance Director to prepare the work plan and resources required for the requested maintenance as follows:
 - 1) Approved maintenance data;
 - 2) Adequate housing and facilities;
 - 3) Adequate and appropriate tools and equipment;
 - 4) On-site qualified and authorized personnel. This includes supervisory, inspection and return to service personnel. It takes in account the special requirements such as: duplicate inspection, critical task, borescope inspection, engine run up, ...
 - 5) Approved parts and materials.
- d) Supply and Store Manager shall schedule and provide personnel for the supply, transportation, preservation, and control of parts and materials. Supply and Store Manager also is responsible for control all tools requiring calibration. Verification will be made that all tools requiring calibration, will remain within calibration during the entire scope of the work away.
- e) If the maintenance requested is to be performed outside of Vietnam, Technical Quality Assurance Manager might obtain any required approvals from the local air authorities of the country where the work is to be performed.
- f) On duty MCC Controller might contact the local authority/ VJC station managers for administrative procedures and other supports if required. He also monitors and updates status of the work performed to applicable manager.
- g) MCC Controller must make a notification to MQA and such maintenance tasks at remote locations can only be performed when there is a confirmation form MQA.
- h) By email, The MQA Manager of his designee shall assess information that submitted by MCC and notify to PMI, PAI of the CAAV, whose names are indicated in VJC AMO Ops Spec, before performing maintenance tasks. The following information should be in notification email:
 - 1) Description of tasks requested.
 - 2) Aircraft type and registration number.
 - 3) Location.
 - 4) Name and authorization of the CRS engineer.
 - 5) Confirmation of readiness of tool/GSE, material/part, maintenance data, maintenance procedure, authorized staff.

NOTE: MCC shall give all above information to MQA.
- i) All maintenance documents will be recorded the same as if the work was performed at the fixed location and in accordance with related MOPM reference.
- j) MCC Controller must check and ensure procedures are to be complied during work and review all documentations of the work performed.
- k) Upon completion of tasks, MCC Controller shall send all reports and documents to MQA.

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3.44 TROLLEY HANDLING PROCEDURE

3.44.1 PURPOSE

To establish procedure for control and management the trolley between MCC and Ground operation (GO) staff during daily operation.

3.44.2 SCOPE

This procedure is only applied for the trolley that installed on VJC aircrafts.

3.44.3 RESPONSIBILITY

- a) GO Staff (inflight service staff) must check the status of trolley to ensure it is in good condition (brake pedal, latch,) when uplifting the merchandises on board in daily operation. Replace the new trolleys at the main base (SGN, DAD, HAN, HPH, CXR,) if necessary, based on the commercial flight plan. GO staff shall move the “unserviceable” trolley to the appropriate place for rectification or storage.
- b) CRS (in line maintenance department) who is responsible for this aircraft shall inform the status of trolley to GO staff (in-flight service) for replacement if the trolley is not good condition.
- c) MCC shall support GO department to repair the “unserviceable” trolley (located in GO's store) as receiving the request.

3.44.4 PROCEDURE

- a) When uplift new merchandises, GO staff shall check the status of trolley onboard, sealing the trolley as the GO's procedure.
- b) GO staff shall replace the trolley if found the defect (brake pedal inop, latch to lock,...) that could affect to the technical safety of aircraft.
- c) The unserviceable trolley removed from aircraft by GO staff shall be attached with the “Unserviceable tag” which was written down the detailed information:
 - 1) Description
 - 2) Part Number, Serial Number (if required)
 - 3) Aircraft which trolley was removed.
 - 4) Reason: the detailed defect
 - 5) Date which the trolley was removed.
 - 6) Station: place where the trolley was removed.
 - 7) Name: person who removed the trolley.
(refer to form attached for detail)
- d) GO staff shall inform to technical store and move the unserviceable trolley (which was removed from aircraft) to the reserved area in technical store or appropriate area at main base (SGN, DAD, HAN, CXR, HPH,).

- e) CRS (from line maintenance department) shall supervise and ensure the replacement of trolley from GO staff was happened smoothly and not affect to the technical status of aircraft.
- f) When found any defect for trolley in daily operation, CRS on-site of aircraft or cabin crews shall inform to GO staff to make the plan for replacement at the main base as soon as possible.
- g) GO department shall send the request to rectify the defect of unserviceable trolley to MCC.
- h) MCC shall support GO department to rectify the defect which was raised from GO staff. Then MCC send the list of spare part required to fix the defect to GO department for purchasing.
- i) When spare part available, after rectifying the defect, MCC staff shall write down the information to the "Serviceable tag" that attached the trolley.
- j) For the aircraft which has the schedule to perform maintenance check more than 01 day (such as engine change, landing gear change or C check,...), MCC should inform to GO department (by email) 3 days before maintenance schedule to make the plan for trolley uplift on board appropriately.

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE HANDLING AND RELOCATE OF GROUND SUPPORT EQUIPMENT (GSE) IN CASE OF FAILURE	VJC-AMO-SOP-001 Iss 04 / Rev 00 30 Oct 2022 Page 159 of 300
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3.45 HANDLING AND RELOCATE OF GROUND SUPPORT EQUIPMENT (GSE) IN CASE OF FAILURE

3.45.1 PURPOSE

- a) Ensure safety for passengers, crew, staff in case of GSE failure during operation.
- b) Ensure the safety for aircraft and other GSEs in the vicinity of faulty GSE.
- c) Ensure the prompt handling without affecting the exploitation of aprons, aircraft, and operation of other ground equipment.
- d) Ensure accurate, up-to-date information and coordination between the relevant departments and the authorities in the incident handling process.

3.45.2 SCOPE

This procedure applies to all technical staff using GSE for maintenance purposes, Maintenance Control Centre (MCC) and GSE team.

3.45.3 RESPONSIBILITY

- a) The technical staff: report to the MCC when GSE has got failure during operation, stop GSE operation and support to relocate the faulty GSE to safe area if required.
- b) The MCC (controller and duties): reports to MCC Duty Manager, informs GSE team, coordinates with related departments to relocate the faulty GSE.
- c) GSE team: directly handling incidents if they are on duty or coordinated with concerned units for handling the faulty GSE.

3.45.4 REFERENCE

Chapter V, Circulars 16, Ministry of Transportation

3.45.5 PROCEDURE

- a) Stop operation of equipment switches off the instrument by means of an emergency switch (for motorized ground equipment), move the equipment away from the aircraft at least 5m, ensure equipment does not move itself.
- b) If the equipment shows signs of fire, smoke, technical staff uses fire extinguishers of equipment or fire extinguishers in the area quickly extinguish the fire.
- c) Reports the GSE status to the MCC or maintenance station, MCC Duty Manager, inform GSE team about the situation.
- d) Relocate the faulty GSE to safe area.
 - 1) If the GSE can be towed: driver team assist to relocate the GSE.
 - 2) If the GSE cannot be towed: Contact a qualified unit to assist with relocation (SAGS, VIAGS, SASCO ...).

3.46 STORAGE FOR EPSU BATTERIES

(Intentionally Open)

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
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3.47 PREVENTION & CONTROL OF FLOODS & STORMS PROCEDURE

3.47.1 PURPOSE

To establish a procedure for prevention & control of flood & storm (PCFS) activities.

3.47.2 SCOPE

This procedure is applied within VJC including all properties, building facilities, tools, equipment and aircraft.

3.47.3 REFERENCE

Prevention and Control of Floods and Storms Procedure, No.VJC-ENG-M-009.

3.47.4 PROCEDURE

- a) MCC coordination in OMC will receive the information of floods & storm from PCFS committee & OMC.
- b) MCC coordination will send information to Managers' Viber group.
- c) Manager on duty will deploy PCFS plan to the Station Managers of the affected station, apply the PCFS procedure, document No.VJC-ENG-M-009.
 - 1) Moor the aircrafts I.A.W Aircraft Maintenance Manual
 - 2) Refuel the aircrafts to its maximum capacities

Note:

- The re-fueling must be carried out before the floods & storm comes.
- The de-fueling must be carried out at least 02 hours before the schedule flight time.
- The station manager must inform to Fuel service provider about the time of re-fueling & de-fueling.

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3.48 RE-POSITION OF IMMOBILIZED AIRCRAFT IN CASE OF INCIDENT/ACCIDENT

3.48.1 PURPOSE

- a) Ensure safety to people including passengers, flight crews, ground staff in case of incident/accident occurs during aircraft servicing.
- b) Ensure safety for aircraft and other equipment in incident/accident's area.
- c) Ensure prompt handling without interfering to other ramp operation and other aircraft, equipment.

3.48.2 SCOPE

This procedure is applied for all maintenance staff & maintenance control centre staff.

3.48.3 RESPONSIBILITY

- a) Technicians are responsible for reporting to Maintenance Control Centre (MCC) via cell phone, walkie talkie ... as soon as they discover the incident/accident occurs to the aircraft & make it immobilized. All technicians are responsible for supporting the handling of incident/accident.
- b) Maintenance Control Centre (MCC Controller & MCC duty staff) should promptly give the handling plan and coordinate to move the aircraft to the safe zone, inform to the Manager on duty, cooperate with the airport authorities and the related units to handle the incident/accident when necessary.

3.48.4 PROCEDURE

- a) MCC should promptly report to Manager on duty, assign staff to the area where incident/accident occurs and cooperate with the related units (SAGS, Control tower, ...) to determine the solution and move aircraft to the safe zone.
- b) Technicians should promptly access the aircraft, inspect the aircraft's condition strictly follow the procedure and comply with approved maintenance data, report the aircraft's condition to MCC or local maintenance control via cell phone or walkie talkie and cooperate with the related units (SAGS, VAEKO, VSAE ...) to determine the solution and move aircraft to the safe zone.
- c) In case of potentially unsafe condition, the priority should be given to the evacuation of passengers and flight crews before the repositioning of the aircraft.

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
APPROVED MAINTENANCE ORGANIZATION	AIRCRAFT TOWING/ PUSHBACK	Iss 04 / Rev 00
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3.49 AIRCRAFT TOWING/ PUSHBACK

3.49.1 PURPOSE

To ensure that aircraft towing/ pushback are performed safely to human, aircraft/ aircraft component, ground equipment, and following current applicable regulations and customer requirements.

3.49.2 DEFINITIONS

- a) Pushback: moving of A/C from parking position to taxi position by use of specialized ground support equipment.
- b) Towing: moving of A/C other than pushback operations, with/ without load on board by use of specialized ground support equipment.

3.49.3 SCOPE

This procedure is applicable for towing/ pushback of aircraft around VJC facility and Ramp area for all aircraft types handled by VJC. Besides, for pushback at Ramp area, applicable airport authority and customer requirements must be followed.

3.49.4 RESPONSIBILITY

- a) MCC is responsible for coordinating with airport authority for towing/ pushback operation and arranging parking bay within VJC facility.
- b) Team leaders are responsible for A/C towing/ push back and assigning towing/ push back personnel.
- c) GSE Controller is responsible for providing towing equipment (tractor and tow bar) and assigning tractor driver.

3.49.5 REFERENCE

LMM 2.19

3.49.6 PROCEDURE

- a) General

Normally, aircraft towing operation performed with the tow bar or tow bar-less tractor consists of three basic agents:

- 1) One tractor driver: Tractor driver shall have the towing vehicle operating license granted by authority.
- 2) One cockpit man/or pilot: Positioning in the cockpit during the towing/pushback process.
- 3) One headset man: Coordinating with cockpit man/or pilot and tractor driver during towing/pushback process.

In special towing procedure as listed in SOP 3.49.7, additional CRS staff and/or wing walker/ tail walker shall be assigned.

The CRS staff, cockpit man (exclude pilot), headset man and wing walkers/tail walker shall have function A.18 (specified in MOPM 4.10.6.3) or be trained and qualified by VJC training center for aircraft towing.

b) Responsibility of agent in duty

1) Tractor driver

- i. Make sure that tow bar, safety pin, tow bar-less tractor is suitable for the specific aircraft type.
- ii. In charge of connection/ disconnection of tow bar and tow tractor/ tow bar-less tractor to the aircraft:
 - Make sure the tow bar is correctly connected to aircraft and tow bar safety pin is correctly installed and secured before connecting the tow tractor to tow bar.
 - Make sure the aircraft parking brake is set before connecting the tow tractor/ tow bar-less tractor to the aircraft. If aircraft brakes are not operating, make sure the wheel chocks are installed at both Main Landing Gears (At least at forward and aft of outboard wheel of each Main Landing Gear)
 - Coordinate with headset man to connect the tow tractor to the tow bar or connect tow bar-less tractor to the aircraft.
 - Retract tow bar wheels before start moving the aircraft.
- iii. Control towing speed.
- iv. Make sure that towing angle in limit. Report to headset man if towing angle is out of limit.
- v. Communicate to Ground Control Tower (GCT) during towing activity if required.

2) Cockpit man

- i. Make sure that communicating signal between GCT and aircraft is always available. In case of the communication between tractor and GCT failure, cockpit man is responsible to communicate to GCT during towing activity.
- ii. Make sure the Landing gear safety pins/ sleeves are correctly installed.
- iii. Set/release aircraft brakes, turn on/off external lights, anti-collision lights and other required actions during towing.
- iv. Make sure the aircraft surrounding area is clear of obstacles and FOD before towing.
- v. Make sure all in progress tasks on a/c is stopped and secured; all a/c doors are in correct condition for towing/ pushback in accordance with AMM.

3) Headset man

- i. Is in charge of entire aircraft towing operation.
 - ii. Conduct briefings with all persons involved in the aircraft movement to review and confirm how the aircraft will be maneuvered;
 - iii. Have ultimate responsibility to review towing procedures based on conditions he/she observes. In case of conditions are below standard for a normal towing (e.g. hazards, obstacles, slippery or restrict area), headset man must determine whether Wing walker/ tail walker shall be used or not, and specify their position, instructions, means of communication with the related agents responsible of towing activity;
 - iv. Support tractor driver connect/disconnect the tow bar to/from the aircraft and to/from the tractor.
 - v. Install/ remove the nose gear steering bypass pin.
 - vi. Communicate with cockpit man and tractor driver to make sure aircraft brakes are operated correctly during towing/ pushback operation.
 - vii. Place/ remove chock, safety cones.
- 4) Wing walker/ tail walker
- i. Work under supervision and control by headset man.
 - ii. Be responsible for monitoring the A/C clearance when towing/ pushback in a congested or restricted aircraft movement area.
 - iii. Be responsible for monitoring the clearance between A/C to ease-to impact point of dock when A/C is docking in/out;
 - iv. Be responsible for identifying possibly impact when aircraft moving toward obstacles and immediately notifying to headset man.
 - v. Use air whistle/ horn; for night operation: flashlight or lighting wand is additional required.
- c) General requirements and safety precautions
- 1) Towing/ push back preparation, checks and operations should be performed IAW relevant AMM and customer procedures. However, the following requirements and safety precautions should be complied with if they are not against or stricter than the relevant AMM and customer procedures.
Note: *Ground gear lock pins must be installed at all time except during pushback for flight.*
 - 2) The headset man is prohibited to seat behind/ on tractor cabin/ tow bar during towing within VJC area.
 - 3) Unless otherwise specified by customer, Verbal conversation between ground and cockpit is used as specified in LMM 2.20.
 - 4) Unless otherwise specified by customer, Hand signal communication between ground and cockpit is used IAW CAAV AC-10-003 (which uses signals published by

ICAO annex 2, section 5- Rules of the air). These hand signals are listed in the Appendix 3.49.1 of this SOP.

Caution: During thunderstorm, use hand signal for communication between ground and cockpit.

- 5) VJC staff are responsible to perform towing of aircraft into/ out of VJC hangar or nearby hangar area.
- 6) Before commencing of towing/ pushback process, Headset man shall ensure that staff required for towing/ pushback operation are adequate. Headset man shall brief the work and agree communication/ signal in normal and abnormal situation to all concerned staff such as tractor driver, cockpit man, wing walker/ tail walkers...
- 7) Aircraft wheel chocks must not be removed until the aircraft parking brakes is applied with pressure available, or tow tractor/ tow bar-less tractor is connected with tractor driver at control position (only in case of aircraft brakes inoperative).
- 8) Aircraft wheel chocks removal sequence should be complied with respective type of towing/push-back vehicle.
- 9) Communication must be always maintained between cockpit and ground. Use of interphone or VHF set is the first priority.
- 10) A/C surround area and engine inlet/ gas exhaust area (if engine run) should be confirmed clean and clear of personnel/ GSE/ foreign object.
- 11) If case of A/C abnormal configuration, the approved/ accepted alternate procedure should be applied to maintain the safety I.A.W SOP 3.49.7 if applicable.
- 12) During towing/pushback, the headset man should always keep in contact with cockpit man and tractor driver, maintains the minimum distance 3 meters away from the nose gear, towing bar while A/C is moving. Never walk in or forward of the path of tractor or nose wheel.
- 13) During towing/pushback, the headset man should always monitor towing/ pushback speed, turning angle, tow-bar condition, ground clearance and informs driver the abnormal conditions immediately.
- 14) During towing, A/C brake operation is prohibited except for emergency situation or requested by headset man. The cockpit man is required to keep foot away from brake pedal during towing.
- 15) In case of abnormal situations (such as tow-bar shear pin broken...) towing staff shall immediately stop the towing/ pushback and inform MCC for advising.
- 16) After towing, The A/C should be set back to normal configuration and walk around check shall be performed by cockpit man to confirm there is no damage on the A/C.

3.49.7 SPECIAL TOWING PROCEDURES

NOTE: Requirements as described in SOP 3.49.6.3 must be followed except aircraft abnormal configuration as described as below.

- a) Towing into/out of hangar.
 - 1) Parking area, aircraft direction, towing line and instructions which are painted must be obeyed strictly.
 - 2) Minimum of 02 wing walker/ tail walkers: L/H wing tip, R/H wing tip required.
 - 3) If a/c towing to/from dock, more wing walker/ tail walkers established such as nearby engines, horizontal and vertical stabilizer.
- b) Towing with No Aircraft Brake
 - 1) Assigned CRS staff must be in charge of entire of towing aircraft at position of headset man.
 - 2) No cockpit man required in this case.
 - 3) No towing in case of raining.
 - 4) Towing smoothly with maximum speed is 5 km/h;
 - 5) At least one person carrying chocks walks nearby each landing gear during towing. These persons are ready to chock on wheel immediately when received the order of headset man.
 - 6) Must follow SOP 3.49.7.1 if towing a/c into/out of hangar.
- c) Towing Aircraft with Removed Component
 - 1) If one or more components have been removed from aircraft which may affects to aircraft CG (e.g., engine, pylon, seats, galley, lavatory, rudder and elevator fin), aircraft weight and balance must be calculated and applied I.A.W manufacturer technical data by authorized staff before towing activity.
 - 2) Assigned CRS staff must be in charge of entire of towing aircraft.
 - 3) SOP 3.49.7.1 and 3.49.7.2 must be followed if applicable.

3.49.8 SPECIAL AIRCRAFT PARKING PRECAUTION

- a) NOI BAI AIRPORT
 - 1) Parking position 1H, 2H, 3H: if towing large aircraft (A330/350,
 - b) B777/787), 02 wing walker/ tail walker agents are required at wing tips.
 - 1) Parking position 6H, 7H, 8H, 9H: 03 wing walker/ tail walkers are required at wingtips and tail.
 - 2) Aircraft washing area: 03 wing walker/ tail walkers are required at wingtips and tail.
 - 3) Parking position 24, 25, 26: only pushback/towing with nose direction out of parking area.
 - 4) Parking position 56, 57, 58 pushback/towing cross taxi way: 01 wing walker/ tail walker at tail (no engine running).
 - 5) Towing aircraft to military zone: only towing with follow-me car.
- b) TAN SON NHAT AIRPORT
 - 1) Parking position 4, 26, 27, 53 and 54: wing walker/ tail walkers nearby the power poles.

- 2) Parking position 55, 56, 57, 58, 59 and 60: wing walker/ tail walkers required when pushback/towing aircraft out of the parking areas.
- c) DA NANG AIRPORT

Large aircraft parks at Parking No. 11 (A330/350, B777/787): safety cones or caution panels must be placed under L/H wingtip due to wingspan over ground vehicle lane to prevent vehicles running under the wing.

Appendix 3.49.1: Some of necessary signals for maintenance staff.

	<p>Set brakes</p> <p>Raise hand just above shoulder height with open palm. Ensuring eye contact with flight crew, close hand into a fist. Do not move until receipt of "thumbs up" acknowledgement from flight crew.</p>
	<p>Release brakes</p> <p>Raise hand just above shoulder height with hand closed in a fist. Ensuring eye contact with flight crew, open palm. Do not move until receipt of "thumbs up" acknowledgement from flight crew.</p>



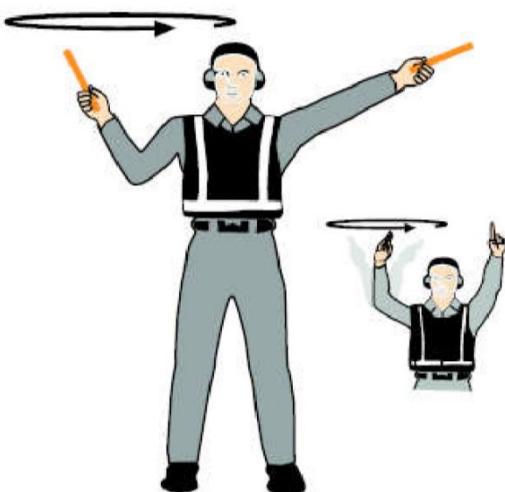
Chocks inserted

With arms and wands fully extended above head, move wands inward in a “jabbing” motion until wands touch. Ensure acknowledgement is received from flight crew.



Chocks removed

With arms and wands fully extended above head, move wands outward in a “jabbing” motion. Do not remove chocks until authorized by flight crew.



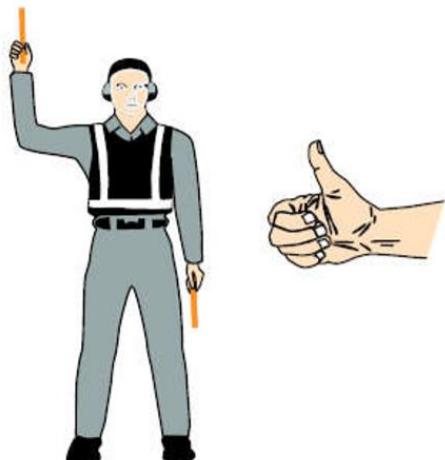
Start engine(s)

Raise right arm to head level with wand pointing up and start a circular motion with hand; at the same time, with left arm raised above head level, point to engine to be started.



Cut engines

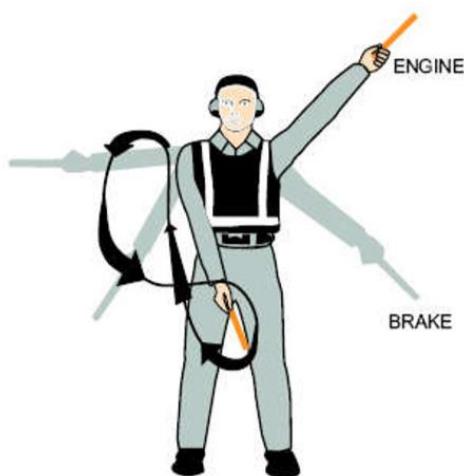
Extend arm with wand forward of body at shoulder level; move hand and wand to top of left shoulder and draw wand to top of right shoulder in a slicing motion across throat.



Affirmative/all clear

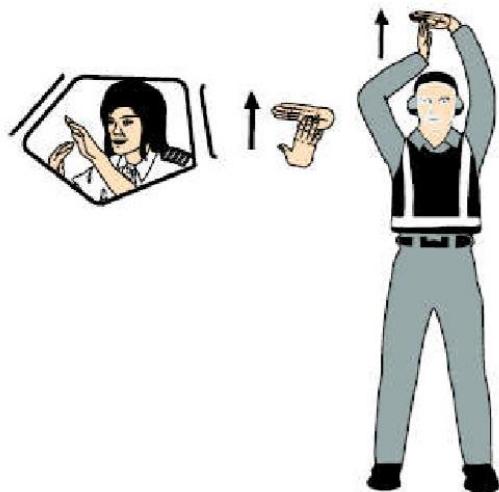
Raise right arm to head level with wand pointing up or display hand with "thumbs up"; left arm remains at side by knee.

Note — This signal is also used as a technical/servicing communication signal.



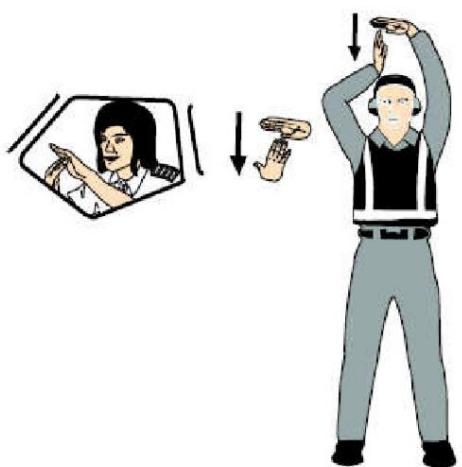
Fire

Move right-hand wand in a "fanning" motion from shoulder to knee, while at the same time pointing with left-hand wand to area of fire.



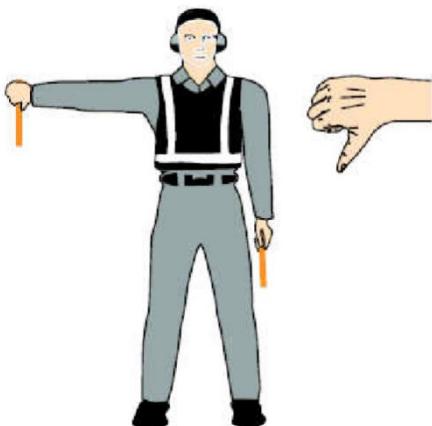
Connect ground power (technical/servicing communication signal)

Hold arms fully extended above head; open left hand horizontally and move finger tips of right hand into and touch open palm of left hand (forming a "T"). At night, illuminated wands can also be used to form the "T" above head.



Disconnect power (technical/servicing communication signal)

Hold arms fully extended above head with finger tips of right hand touching open horizontal palm of left hand (forming a "T"); then move right hand away from the left. Do not disconnect power until authorized by flight crew. At night, illuminated wands can also be used to form the "T" above head.



Negative (technical/servicing communication signal)

Hold right arm straight out at 90 degrees from shoulder and point wand down to ground or display hand with "thumbs down"; left hand remains at side by knee



Establish communication via interphone
(technical/servicing communication signal)
Extend both arms at 90 degrees from body and
move hands to cup both ears.

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3.50 DAILY OPERATION PROCEDURE FOR STRUCTURE TEAM

3.50.1 PURPOSE

To establish procedure for coordination between structure team, MCC and line maintenance regarding to assessment and rectification structural defects.

3.50.2 SCOPE

This procedure is applied for assessment and rectification structure defect during line maintenance activity.

3.50.3 RESPONSIBILITY

- a) PPC is responsible for issuance OWP related to structural defect.
- b) PPC is responsible for collecting structure record such as SDR, SRO, EO, ER, DBC, TLP from structure staffs and/or certifying staffs, then scan upload share point, hand over to tech record for keeping as described in SOP 3.11.
- c) Certifying staffs are responsible for assessment and creating SDR if structural defects are found during walk around check.
- d) Structure team leader is responsible for review OWP related to structural defect, assign manpower to perform OWP, structural defects found during line maintenance.
- e) ARS staffs are responsible to perform rectification structural defects and comply with maintenance data and company procedure.

3.50.4 PROCEDURE

- a) Perform structure WP requested from PPC.
 - 1) At the beginning of the shift, structure leader or assistant leader receive WP for structure defects from MCC. Review workload, assign manpower, prepare materials, tool, maintenance date to perform WP.
 - 2) Base on the SDR or defer defect, EO, ER/WO...ARS shall refer to SRM to prepare tool and material.
 - 3) All materials, calibration tools used for structural defect shall record in either SRO, EO, ER, WO or TLP.
 - 4) Before starting rectification structure defect, ARS shall inform CRS in charge of aircraft to open entry in TLP, defect column by statement "Refer to ADD or EO, ER: "defer defect description" need to be repaired". This is to acknowledge for CRS in charge to monitor and verify the rectification process properly.
 - 5) Upon rectification complement, ARS shall complete SRO or EO, ER, then hand over to CRS in charge of aircraft for verification and sign off TLP, EO or ER/WO, update DBC.
 - 6) SRO, EO, ER/WO after verification and transferring to TLP, CRS hand over all these documents to MCC. Then MCC process these documents as required in SOP 3.11
- b) Evaluation or rectification structure defect requested from CRS during line maintenance.

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- 1) Upon receiving request for evaluation or rectification structural defect from CRS during line maintenance, structure team leader shall assign ARS staffs to perform evaluation then issue SDR or rectification then issue SRO.
- 2) In case of defect in limit SRM without maintenance action, CRS issues SDR and record TLP, DBC.
- 3) In case of defect can be deferred IAW SRM, ARS will issue SDR. Based on SDR, CRS defers defect in TLP and record DBC.
- 4) In case off defects must rectify before subsequence flight, repair IAW SRM and mentioned in VJC capability list, ARS performs rectification then issues SRO. Based on SRO, CRS transfers defect to TLP and records DBC.
- 5) In case of defect out of repair IAW SRM or VJC capability, ARS issues SDR then transferring to MCC. Based on SDR, MCC will request engineering for support as described in SOP 3.11
- 6) SDR, SRO, copy of DBC shall be hand over to MCC and documented. Then MCC process these documents as described in SOP 3.11

3.51 TECHNICAL LOGBOOK CONTROL (FOR TEMPORARILY REMOVED TECHNICAL LOGBOOK FROM THE AIRCRAFT)

3.51.1 PURPOSE

To establish a procedure for controlling the technical logbook that has been taken out of its aircraft.

3.51.2 SCOPE

To have a better control of the existed deferred defects and the newly opened items in the technical logbook, the technical logbook may be taken out of its aircraft and brought to the maintenance office in the following cases:

- a) Aircraft is under a heavy maintenance check including but not limited to C-Check, aircraft recovery repair, etc...
- b) Aircraft is in an AOG situation.
- c) The certifying staff needs more time in the maintenance office to complete the entries or defects in the technical logbook.

3.51.3 RESPONSIBILITY

- a) The certifying staff is responsible for bringing the technical logbook to the maintenance office (ref to 3.51.2) and returning it to the aircraft when it is required (ref to 3.51.4.e).
- b) The certifying staff is responsible for verifying the aircraft registration label, checking the physical condition and the integrity of the technical logbook before returning it to the aircraft.
- c) The Station Manager is responsible for designating a labeled area (a table or a shelf) for the Technical Logbook that are removed from the aircraft.
- d) The Station Manager must ensure that a Technical Logbook Control Book is available and placed at the designated area for the temporarily removed technical logbook (ref to 3.51.3.c). The format of the Technical Logbook Control Book must be as below.

		TL sent to the Maint. Office		TL returned to the A/C		
No.	Aircraft Reg. No.	Date	Name & Sign	Date	Name & Sign	Remarks
01	VN-A652	10/07/21	Nguyen V. A	13/07/21	Tran V. B	
02						

3.51.4 PROCEDURE

- a) The certifying staff is responsible for bringing the technical logbook to the maintenance office when the aircraft is in the situations specified in 3.51.2.
- b) When the certifying staff brings the technical logbook to the maintenance office, he/she must complete the section "TL sent to the Maint. Office" in the Technical Logbook Control Book.
- c) The certifying staff shall place the technical logbook in the area which is designated for the Technical Logbook that are removed from the aircraft.
- d) During the time that the technical logbook is in the maintenance office, if any of the maintenance personnel, MCC staff or Data Entry staff uses the technical logbook, they must return the technical logbook to the designated area after use.
- e) The certifying staff is responsible for returning the technical logbook to the aircraft when:
 - 1) The aircraft needs to be repositioned by towing.
 - 2) There is a maintenance activity that needs to be performed on the aircraft.
 - 3) The aircraft is going to conduct a flight, and the certifying staff is going to perform the pre-flight procedure for the aircraft.
- f) Before returning the technical logbook to the aircraft, the certifying staff must:
 - 1) Ensure that he/she returns the correct technical logbook to the aircraft that he/she is going to work on.
 - 2) Check the physical condition and the integrity of the technical logbook.
 - 3) Replace the technical logbook cover or its label if it is torn or in bad condition.
 - 4) Correct any discrepancies of the technical logbook contents (form revision, form completeness, etc....).
 - 5) Complete the section "TL returned to the A/C" in the Technical Logbook Control Book.

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3.52 FACILITY AND EQUIPMENT MANAGEMENT

3.52.1 PURPOSE

This procedure is to specify the responsibility and method of the management, maintenance and repair of equipment and facilities that are being used by VJC.

3.52.2 SCOPE

This procedure is applied for managing base and line aircraft maintenance facilities that are being used by VJC.

3.52.3 RESPONSIBILITIES

- a) GSE controller is responsible to control the facility condition and take prompt actions to prevent the adverse impact on maintenance operations.
- b) GSE team leader is responsible to assign GSE controller/ GSE staff to perform the processes specified in this procedure.
- c) Station managers are responsible for assigning the relevant staff at his/her station and supervising them to ensure they comply with this procedure.

3.52.4 PROCEDURES

a) Facilities and equipment management

- 1) Houses, rooms, hangar, devices, machines, warehouses, and other structures used for the purpose of maintaining aircraft/ component.
- 2) Management of properties owned by VJC.
- 3) VJC workshop is to manage the facility/equipment as follows:
 - i. Workshop is equipped with the equipment and is responsible for making a list of all the equipment and machineries.
 - ii. Workshop is to encode each of the equipment for the management purpose.
 - iii. If there is any damage to the facility/equipment, the staff who discovers the damage must report to GSE controller/GSE staff for repair.

4) Management of property not owned by VJC.

For the facility/equipment are not owned by VJC, VJC shall have an agreement with other parties that allow VJC to use their available facility/equipment at approved locations (e.g., Tan Son Nhat, Da Nang Airport etc.), and those parties shall be responsible to carry out the maintenance for such facility/equipment.

VJC workshop is to manage the use of the facility/equipment as follows:

- i. VJC staff use the facility/equipment within the approval of the service provider who leases the facility/ equipment to VJC.
- ii. If there is damage of the facility/equipment related to VJC, the staff who discovers the damage must report to Workshop Manager and hence the workshop manager must report it to the service provider for repair.

b) Repair/maintenance of the facility/equipment.

1) Property belongs to VJC:

- i. For anytime that a damage of an equipment/facility is found, the staff who discovers the damage must be report to GSE Department to avoid the prolonged damage. That staff needs to complete the request form for repair/maintenance the facility/equipment.
- ii. GSE Department is responsible for receiving the repair requests. GSE Department is to make a report about the extent of the repair/maintenance and send to the Station Manager.
- iii. If there is a minor damage, depending on the actual situation, GSE Department shall make a plan and submit to the Station Manager for approval. GSE Department can carry out the repair/maintenance by themselves.
- iv. If there is a major damage that GSE Department cannot handle, it must be outsourced for repair/maintenance, GSE Department shall make a plan and submit to the Station Manager for approval. GSE Department must select and negotiate with a contractor who has sufficient equipment and technology to do the repair/maintenance.
- v. After the repair is completed, it is necessary to conduct the evaluation report to evaluate the repair/maintenance quality. Members participating in the evaluation include:
 - Representative of GSE Department
 - Representative of the department using the facility/ equipment.
 - Representative of the contractor who performed the repair/maintenance.

2) Property not owned by VJC:

- i. For anytime that a damage of an equipment/facility is found, the staff who discovers the damage must be report to GSE Department to avoid prolonged damage. That staff needs to complete the request form for repair/maintenance the facility/equipment
- ii. GSE Department is responsible for receiving repair/maintenance request of facility/equipment.
- iii. Based on the request, GSE Department is responsible for contacting and requesting the provider who leases the facility/equipment to VJC to perform the maintenance/repair for such damaged facility/equipment.

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3.53 HIGH WORKING AREA SAFETY

3.53.1 PURPOSE

To prevent from injury of the personnel and damage to the A/C when performing work in the area with the height of more than 2 meters above ground.

3.53.2 SCOPE

This requirement is applied when using platforms, working stands, scissor-lifts and high- lift platform to perform the maintenance at the area that are over 2 meters above ground.

3.53.3 RESPONSIBILITIES

At all times, the maintenance staff is responsible for:

- a) Being aware of safety precautions called out by AMM during performing maintenance activities and/or other safety precautions that the local airport authority may have at that airport/station.
- b) Wearing suitable safety shoes, high visibility vest and other safety equipment that provided by the Company.
- c) Obeying all the safety precaution called out by the tool/GSE equipment manufacture before using.
- d) Watching steps, standing surface and ensure to have a firm and stable surface before start working, especially being aware of oil/grease/lubrication liquids which might have been left uncleared on the surface.
- e) Following all the requirements specified in this procedure.

3.53.4 PROCEDURES

- a) If possible, leave unnecessary stuff and empty your pockets; secure loose tools to the body or toolbox and avoid working alone at heights
- b) Only person who has been trained and authorized can operate the scissor-lifts and high-lift platform IAW the operation instruction of the manufacturer.
- c) If it is necessary to use the GSE (scissor-lifts and high-lift platform), the maintenance staff or the operating personnel shall check to ensure that the equipment is serviceable.
- d) The maintenance staff or the operating staff shall choose the proper GSE for the maintenance task.
- e) Safety accessories (safety harness, barrier...) shall always be used when performing the work at the area with the height of more than 2 meters above ground.
- f) The maintenance staff shall pay attention to the surroundings of the A/C, especially in a strong wind condition when performing the maintenance on the wings or on the platform.
- g) In case of strong wind condition, the maintenance staff shall coordinate with MCC to arrange the task to be performed inside the hangar. If not, the maintenance staff could determine to suspend or stop the work.

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- h) If the scissor lift or high-lift platform is being parked near A/C for maintenance, the maintenance staff or the operating staff shall ensure the parking brake, chocks are in place, or the vehicle stabilizers are lowered to prevent the unwanted movement of the vehicle.

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3.54 MAINTENANCE CLEANLINESS AND FOD PREVENTION

3.54.1 PURPOSE

To provide procedures for maintaining the cleanliness of aircraft under maintenance, the workplace and FOD prevention.

3.54.2 SCOPE

This requirement is applied for all VJC maintenance staff.

3.54.3 RESPONSIBILITIES

- a) Maintenance Director and Station Managers are responsible for interpreting, disseminating, and implementing FOD prevention program in their respective department or at their station. They shall ensure all maintenance personnel are informed and strictly comply with FOD prevention practices.
- b) All VJC maintenance personnel are responsible to comply with the FOD prevention practices mentioned in this procedure.

3.54.4 PROCEDURES

- a) FOD could come from many sources, the most common are:
 - 1) Aircraft components: nuts, bolts, washers, rivets, cotter pins, safety wire, airframe fittings, fasteners, etc.,
 - 2) Tools and equipment.
 - 3) Components of ground equipment: washers, rivets, bolts, nuts, etc.,
 - 4) Personal belongings: wallet, pens, keys, PPE (hats, gloves, raincoat), etc.,
 - 5) Airport Infrastructure: rubber, dislodged concrete, etc.,
 - 6) Natural materials: rocks, grass, mud, wild animal carcasses, etc.,
- b) FOD Prevention Practices for Line Maintenance:
 - 1) FOD on the ramp must be checked and cleared prior to the arrival of the aircraft. The maintenance staff shall walk around the assigned apron prior to the aircraft taxiing in and pick up all FOD that might cause the damage to the aircraft or its engines. Special caution must be taken for the path of the engines and the wheels where risk of damage is higher than other areas.
 - 2) FOD inspection shall be conducted prior to every flight and/ or engine ground run-up (EGR) which is required post of maintenance. This inspection includes but is not limited to:
 - i. Engine intake surroundings.
 - ii. Engine intake for security of joints or inlet hardware (fasteners, rivets) to confirm the integrity of the intake.
 - iii. Tools and general hardware accountability check.
 - 3) The certifying staff who does the EGR must ensure engine thrust is not directed towards the nearby aircraft or buildings during engine ground run.

- 4) If the EGR is to be conducted after a heavy downpour, EGR shall not be conducted in the vicinity of water puddles to avoid the ingestion or a large volume of water into the engine.
 - 5) Maintenance personnel must be extra vigilant and act with caution whenever a work is performed in, around, or in front of engine intakes, integral fuel tanks and flight deck areas to prevent the introduction of foreign objects into those areas.
 - 6) Whenever a work is performed in the flight deck, the maintenance personnel must clean up the flight deck and ensure there is no FOD left in the flight deck after the work is complete.
 - 7) Inlet and exhaust cover, and bleed valve port cover shall be installed during aircraft maintenance or servicing if required by the maintenance manual of the manufacturer.
 - 8) Engine must be fitted with intake blanks or protective covers when it is on engine stand.
 - 9) All opened fuel, hydraulic, air ducts, engine bleed ducts, engine borescope ports and disconnected electrical terminals must be blanked using appropriate caps and plugs or tape/nylon if there is no specific cap/plug available.
 - 10) All safety devices or equipment (landing gear safety pins/sleeves, pitot cover, wireless headset, etc...) shall be attached with a "remove before flight" streamer when it is installed/plugged on the aircraft. This device/equipment must be removed prior to the flight or performing an operational test which requires that device/equipment is to be removed by the AMM.
 - 11) After a hydraulic tube/pipe or a pneumatic duct is cut and deburred, the removed burrs or swarf must be vacuumed, and the certifying staff must ensure the surroundings, or the vicinity of the repair area is cleaned and free of FOD.
 - 12) After the completion of each task, the area in the work vicinity shall be cleaned of all swarf, debris, rags, cloths, and any other kind of FOD. For the big maintenance task or scheduled maintenance check which may last more than a day (engine change, landing gears change, C-Check, etc.), the workplace must be cleaned at the end of each day.
- c) FOD Prevention Practices for Maintenance Activities in Hangar:
- 1) During work process.
 - i. Fluid leaks: maintenance staff must use a suitable container to collect the drip. In case the fluid is spilled on the hangar floor, it should be absorbed by sand, sawdust or cloth and cleaned up immediately to avoid the fluid from causing any possible fire hazard or any possible harm to human health of the personnel working in that area.
 - ii. Metal chips, swarf, or debris: metal chips, swarf or debris shall be collected by using proper cleaning equipment (broom or vacuum cleaner).

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- 2) After work accomplished.
 - i. After the work is accomplished, maintenance staff are requested to clean the hangar floor, racks, work benches, tables, and the work area on the aircraft where they perform the task to remove any debris, scrapped hardware, rags, etc.
 - ii. Maintenance staff must check the tools and equipment to ensure there is nothing left at the work area. Should there be any tool/equipment missing after checking, the maintenance staff must inform the certifying staff in charge of the task and a systematic and thorough search must be conducted at the work area and its surroundings for the lost tools to prevent any consequential damage to the aircraft or aircraft system (Ref to section 3.24).
- d) If the FOD found during maintenance operation, maintenance staff shall report to the management by using the OSR form or Coruson system.

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3.55 WORKING UNDER ADVERSE WEATHER CONDITIONS

3.55.1 PURPOSE

To avoid the danger and ensure the safety of maintenance staff, GSE operator, and other VJC staff (hereinafter referred as VJC staff) and the aircraft, ground equipment (GSE) when working under adverse weather conditions.

3.55.2 SCOPE

This requirement is applied for all VJC maintenance staff.

3.55.3 RESPONSIBILITIES

- a) MCC Controller is responsible for:
 - 1) Receiving information of adverse weather conditions from Maintenance Watch (MW) or Operation Management Center (OMC) and/or airport authorities.
 - 2) Notifying the Station Manager in charge of the station where it shall be affected by adverse weather conditions.
 - 3) Notifying MW regarding the suspension of the certain ongoing work due to adverse weather conditions.
- b) Station Managers are responsible for:
 - 1) Deploying information about adverse weather conditions which is received from MCC and/or airport authorities to their staff who are working on the tasks which may be affected such conditions.
 - 2) Proactively inspecting and implementing plans to prevent impacts of the adverse weather by ensuring the safety for staff when performing maintenance activities, aircraft, vehicles, and GSE managed by the station.
 - 3) Evaluating the actual condition and the information received from MCC and/or airport authority, informing MCC Duty Manager the final decision for continuing or suspending the certain ongoing work.
- c) All VJC staff are responsible for:
 - 1) Complying with this procedure when working under adverse weather conditions.
 - 2) Evaluating the actual situation and the risk of adverse weather conditions to apply preventive actions as well as to request a permission from his/her direct manager to suspend the certain ongoing work.

3.55.4 PROCEDURES

- a) MCC Controller is the focal point to collect information of adverse weather conditions (lightning alert, storms, tropical depressions, thunderstorms, hail, strong winds of level 6 or higher, gusts of wind or tornado) from Maintenance Watch (MW) or Operation Management Center (OMC) and/or airport authorities. At outstations, Station Manager may directly receive information of adverse weather conditions from airport authorities and deploy appropriate actions.

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- b) Based on the information received, MCC Controller shall evaluate the affected stations and shall notify the related Station Managers.
- c) The related Station Managers shall deploy the information to their staff who are working on the tasks which are affected by adverse weather conditions and the Station Managers shall ensure their staff have acknowledged receipt of that information.
- d) In case that airport authority temporarily suspends all airside operations (such as towing, pushback, refueling, passenger disembarkation, boarding, docking, etc...) or a certain one, all staff must stop their affected ongoing work, comply with airport requirements, find the safety area (as specified at each airport or buildings, hangars, etc.,) and wait for further announcements.
- e) Depending on the actual weather conditions, maintenance staff can consider using suitable protective equipment (raincoat, boot, aircraft marshalling wand,,) for itself, or determine the corresponding lightning warning level based on the counting method diagram (Ref 3.55.4 f) 2)) to decide to suspend their ongoing works and report to their manager about the risks to get to that final decision.
- f) Working under thunderstorm, lightning condition.
 - 1) The table of lightning warning levels and corresponding actions is applicable for the airport has an integrated notification system.

LEVEL	ACTION
Green - ALL CLEAR	Normal activities are resumed.
Amber - ALERT Lightning activity is detected at a distance not exceeded 8 km (5 miles) from your operation	People working on airside must prepare and plan their activities to be ready in case of the RED Alert in accordance with local airport authority requirements.
Red - STOP/SUSPEND Lightning activity is detected within 5km (3 miles) from your operation	All people working on airside must stop all airside activities and seek shelter (building, hangar, etc.,) to avoid lightning strike.

- 2) Counting method to estimate the level of lightning activity.

Note: The time indicated is the time between the lightning and the sound of thunder.

- i. If the counted time is less than 15 seconds, the lightning activity is less than 5 km from the airport.
- ii. If the counted time is between 15 seconds and 25 seconds the lightning activity is between 5 and 8 km from the airport.

- 3) When receiving an ALERT about thunderstorm, lightning, all VJC staff shall:
- i. Prepare for the STOP/CLOSING phase.
 - ii. Identify the safe and unsafe areas at the workplace.
 - iii. Stay in the safe areas if there is no essential job in opened space.
 - iv. Stop the ongoing work on the high area.
 - v. Refuelling operation can be continued; however, the proximity of the thunderstorm/lightning should be continually monitored.
 - vi. Stop using the headsets for ground to flight deck communication, do not touch metallic ground support equipment, etc.
 - vii. Restricting activities in the unsafe areas (opened space, under tall trees; metal structures: aircraft, metal fence, light pole, ladder truck, etc.,).
 - viii. Avoid using highly conductive equipment.
- 4) Upon receiving notification of airport closure from the airport authorities, all aircraft doors must be closed, all VJC staff who are working on airport area shall adhere to the following requirements:
- i. Stop outdoor maintenance activities, including:
 - Stop aircraft movement (push-back, towing, etc...)
 - Stop all Ground Service Equipment, disconnect the GSE from the A/C (if connected), move GSE out of the A/C area parking and park them at the designated area.
 - ii. Do not connect or disconnect the headset, stop any communication using the headset connected to the aircraft and do not use a headset connected to the aircraft.
 - iii. Stop external servicing operations (refueling, toilet and potable water servicing).
 - iv. Find a safe place.
 - v. Do not touch metal parts of the aircraft or GSE.
 - vi. Close all aircraft doors.
 - vii. Do not use portable electronic devices like mobile phones, pagers, walkie-talkie in open space or in front of or near a window.
 - viii. Do not get out of a closed vehicle if you are inside.
 - ix. Do not stay under the aircraft, canopy, or near a metal equipment.
- g) Working in the winter or slippery apron condition.
- Winter weather brings extra hazards which require awareness on the personnel working on the aprons to prevent accidents. The following precautions to reduce accident risk must be taken:
- 1) Plan additional time for all ramp activities and take extra care when walking across apron surface which can be slippery.

- 2) Take extra care when driving, especially approaching the aircraft. Remember the vehicles require greater distance to stop safely.
- 3) Operators of portable water tankers and toilet servicing vehicles must be vigilant that there is no spillage or leakage that can lead to subsequent freezing. Care must be taken to keep spillage and overflow to a minimum.
- 4) Close all entrance and cargo hold doors as soon as possible and keep them closed to avoid precipitation into the aircraft.
- 5) Reduce speed in slippery apron.
- h) Working when heavy rain or foggy condition with the visibility is lower than 800m.
- 1) The vehicle's beacon lights must be on.
 - 2) Ground vehicles light must be turned on with low beam and slow down when traveling.
 - 3) Ground vehicles driver must take extra caution at intersection and vehicle/apron taxi lane crossings.
 - 4) Ground service equipment are only allowed to move when it is necessary.
 - 5) Crossing of taxiways, where permitted, should only be undertaken with ATC clearance.
- Working with strong wind condition.
- Depending on the wind velocity, the following actions must be taken FOD could come from many sources, the most common are:

	37km/h 20KT	75km/h 40KT	93km/h 50KT	110km/h 60KT	
Aircraft safety	No limitation	Aircraft doors must be kept tight, cargo doors and cockpit windows must be closed.	RISK OF DOORS DAMAGE - ALL DOORS MUST BE CLOSED	<ul style="list-style-type: none"> • An aircraft must be chocked with front, rear wheels and parking brakes in working condition to ensure that the aircraft is held firmly. • Aircraft configure must be complied with AMM for each aircraft type to ensure aircraft safety. • Foreign objects (plastic bags, paper, light objects ...) must be collected and placed in containers. Garbage containers in aircraft parking areas must be secured or collected in a safe place. • Suspension of refueling of aircraft. 	
GSE safety	Keep parking GSE at designated places			<ul style="list-style-type: none"> • Remove all unnecessary ground equipment from the aircraft. • All ground equipment must be relocated to designated parking positions, away from aircraft • Ground equipment must be chocked and applied parking brake (if any). 	
Towing	Allowed on dry ground (empty aircraft)			Towing prohibited	



APPROVED MAINTENANCE
ORGANIZATION

MCC & LINE MAINTENANCE PROCEDURE

WORKING UNDER ADVERSE WEATHER CONDITIONS

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Allowed on wet
ground

Towing prohibited

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
APPROVED MAINTENANCE ORGANIZATION	FLUID SPILLAGE ON THE AIRPORT RAMP HANDLING	Iss 04 / Rev 00
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3.56 FLUID SPILLAGE ON THE AIRPORT RAMP HANDLING

3.56.1 PURPOSE

To provide a quick and effective handling procedures for fluid spillage (such as fuel, hydraulic or oil) during line maintenance.

3.56.2 SCOPE

This procedure is applied for VJC line maintenance activities.

3.56.3 RESPONSIBILITIES

- a) It is the responsibility of station managers to ensure that all their maintenance staff shall comply with requirements for handling fluid spillage set in this procedure.
- b) It is the responsibility of all maintenance staff to clean up any fluid spillage occurred at their work area and to comply with the requirements detailed in this procedure.

3.56.4 PROCEDURES

- a) General.
 - 1) Fluid spills present an extremely hazardous fire potential and should be handled as per airport authority requirement.
 - 2) Fluid spillage could be occurred during maintenance or by a malfunction of the component, system such as a leakage from a pipe, tube, or a hose.
 - 3) Maintenance personnel shall take every precaution to avoid spilling of fluid. If spillage occurs, the required actions should be implemented immediately to shut off the source of the spillage.
 - 4) Never permit personnel to walk through the liquid area of a fluid spillage because of life-threatening hazard in the event of fire
 - 5) Personnel with fluid-soaked clothing are to be promptly sent to a sheltered area to disrobe and wash. If fuel contacts eyes, flush eyes thoroughly with water and get medical attention.
- b) The mechanic in charge of the operation of GSE shall follow the procedures contained in this procedure and comply with the Airport Authority regulations to:
 - 1) Prevent source of ignition near the spillage area.
 - 2) Avoid backfires when shutting down motorized ground equipment near a spill. Reduce engine's throttle slowly and stop them.
 - 3) If ground equipment is standing in spillage, leave it as is; do not operate it or move it. If a motor is running within the liquid area of spillage, notify the fire service department to handle the motor, do not attempt to shut down the motor as extreme fire hazard can result from operating, shutting down, or moving motorized equipment within the liquid area of spilled fuel.
- c) The certifying staff or maintenance staff in charge of the aircraft shall follow the procedures set as below:

- 1) If an APU that is shut down while ingesting fuel spill vapors, a flame may shoot out its air intake. Do not shut down an APU that is running with its air intake within 25 feet of spilled kerosene.
- 2) Communicate with cockpit if it is necessary to evacuate the airplane.
- 3) If anyone is on board of an airplane which is in the immediate vicinity of the spillage, ensure they have an exit door open with a stair or jet way in place in case emergency evacuation becomes necessary.
- d) Fluid spillage handling:
 - 1) Small fluid spillage (any spill under 4.65 square meters in area), maintenance personnel shall:
 - i. Immediately stop the source of spillage.
 - ii. Alert the engineer in-charge.
 - iii. Clean up the spill the soap, water, and rags.
 - iv. Check the area and the airplane to be sure that all spillage has been cleaned and stop.
 - v. Dispose of cleaned up flammable liquids must be done in accordance with environmental protection regulations.
 - 2) Large fluid spillage (any spill larger than 4.65 square meters in area, or is continuous flow, or is more than 20 liters if the quantity is known), maintenance personnel shall:
 - i. Immediately stop the source of spillage.
 - ii. Alert the engineer in-charge, Team Leader, and MCC Duty Manager. Hence, MCC Duty Manager shall inform Airport authority to obtain the assistance of the Fire Service Department if necessary.
 - iii. Move portable firefighting equipment into position if necessary.
 - iv. Assign a mechanic to guard the area around the spill. He must restrict the affected area from any other operations until all fluid has been cleaned completely.
 - v. Clean up the fluid spillage by soap, water, and rags. If necessary, request support water truck from Ground Service Providers (SAGS, VJGS, HGS...) to make the better cleaning.
 - vi. Make TOR, MOR and send to MCC within 24 hours after incident occurred.

VietjetAir.com	MCC & LINE MAINTENANCE PROCEDURE	VJC-AMO-SOP-001
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3.57 SPARE AIRCRAFT TECHNICAL LOGBOOK ORDER AND CONTROL

3.57.1 PURPOSE

To provide a guidance for the order, control, and issuance of the spare Technical Logbook during maintenance.

3.57.2 SCOPE

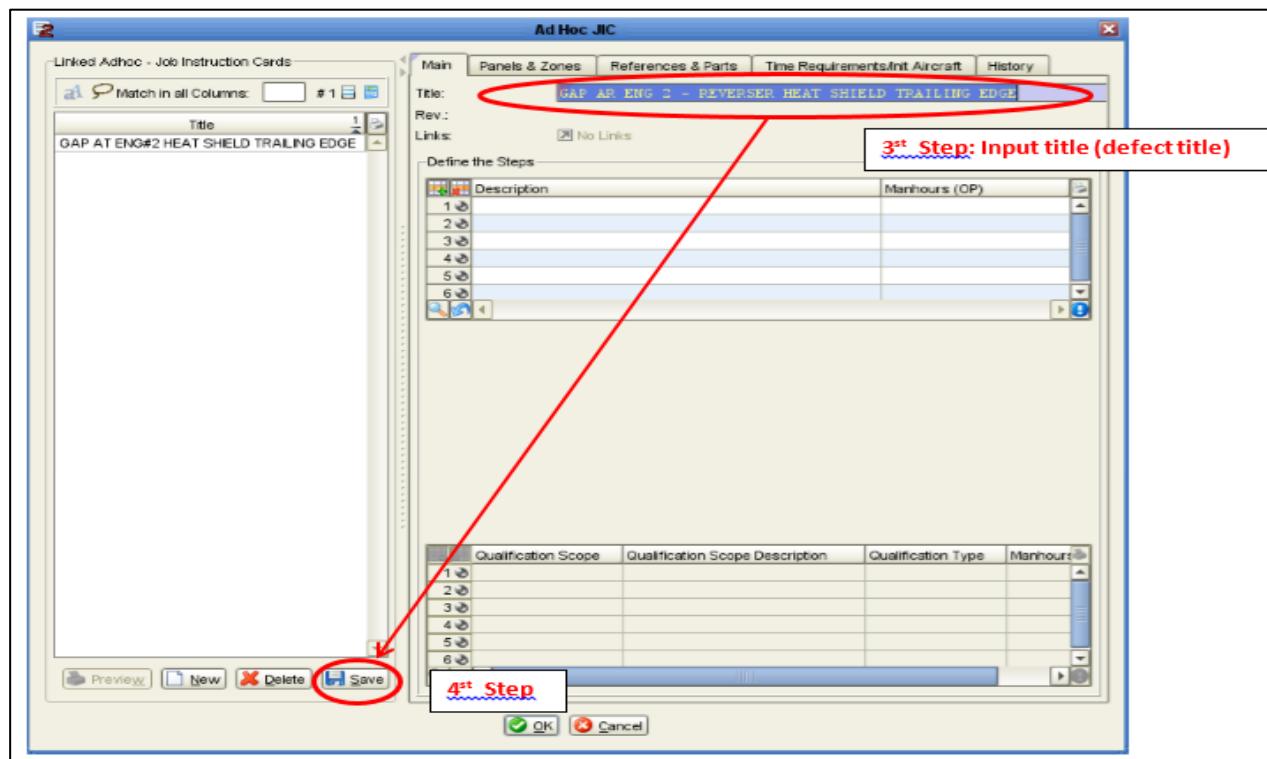
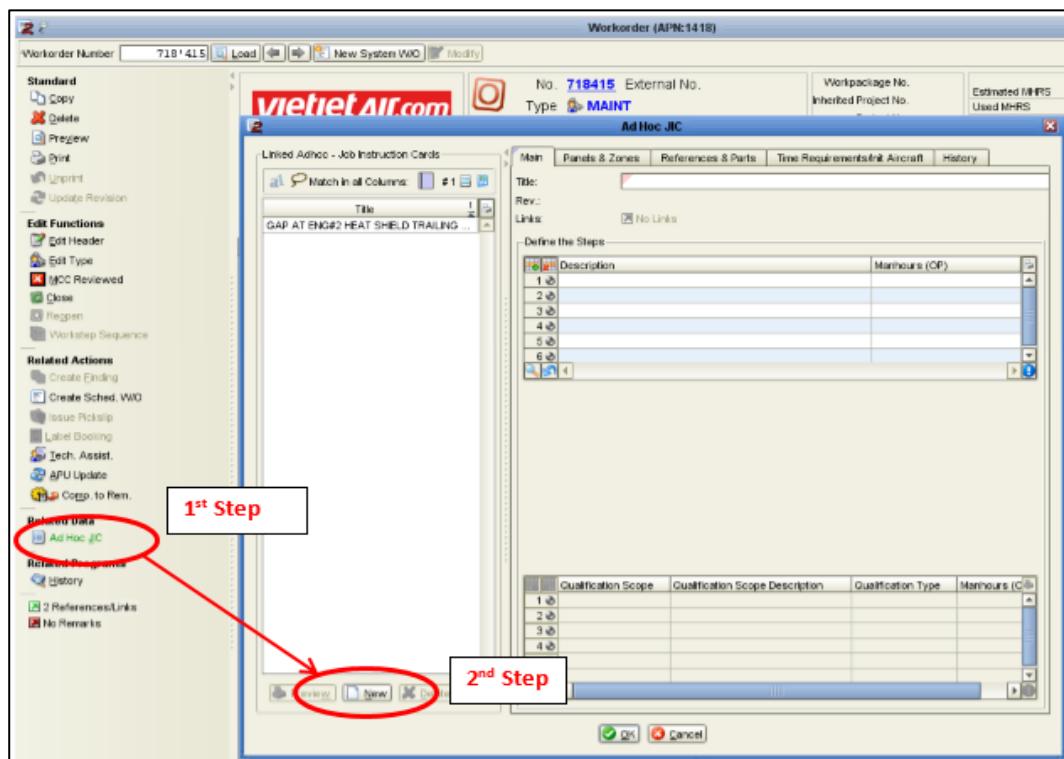
This procedure is applied for VJC line maintenance activities.

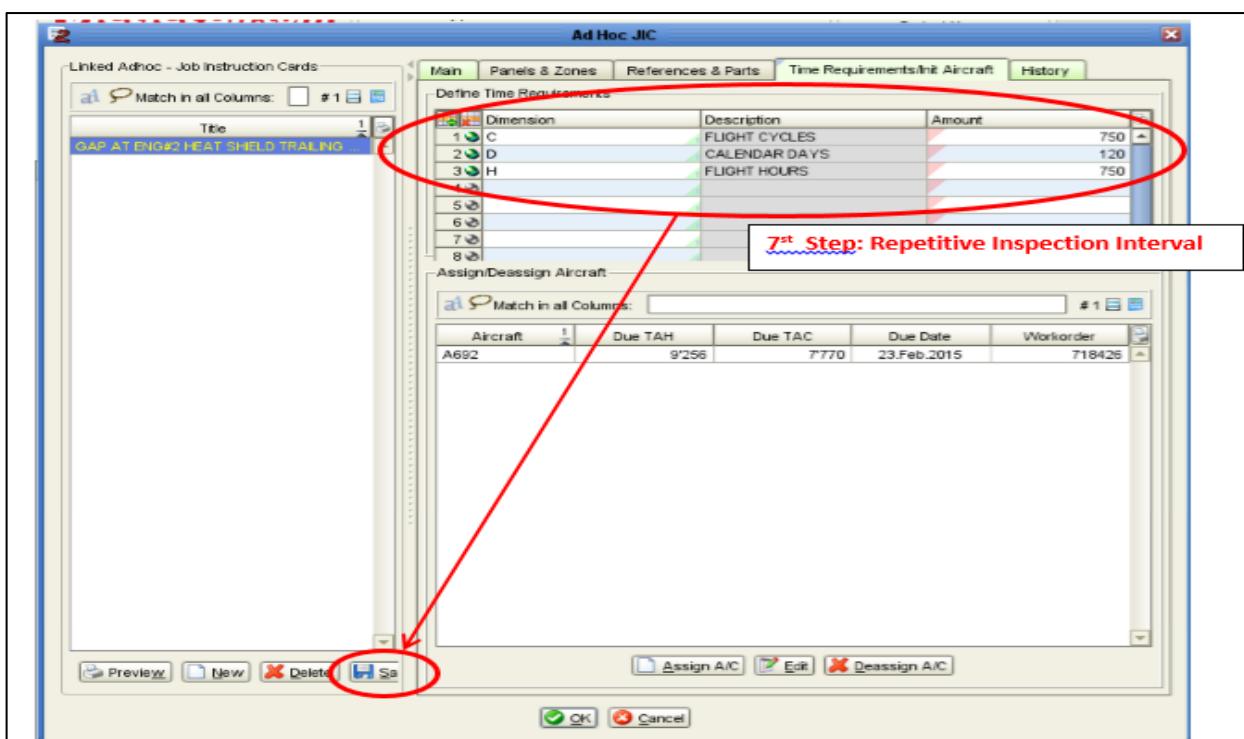
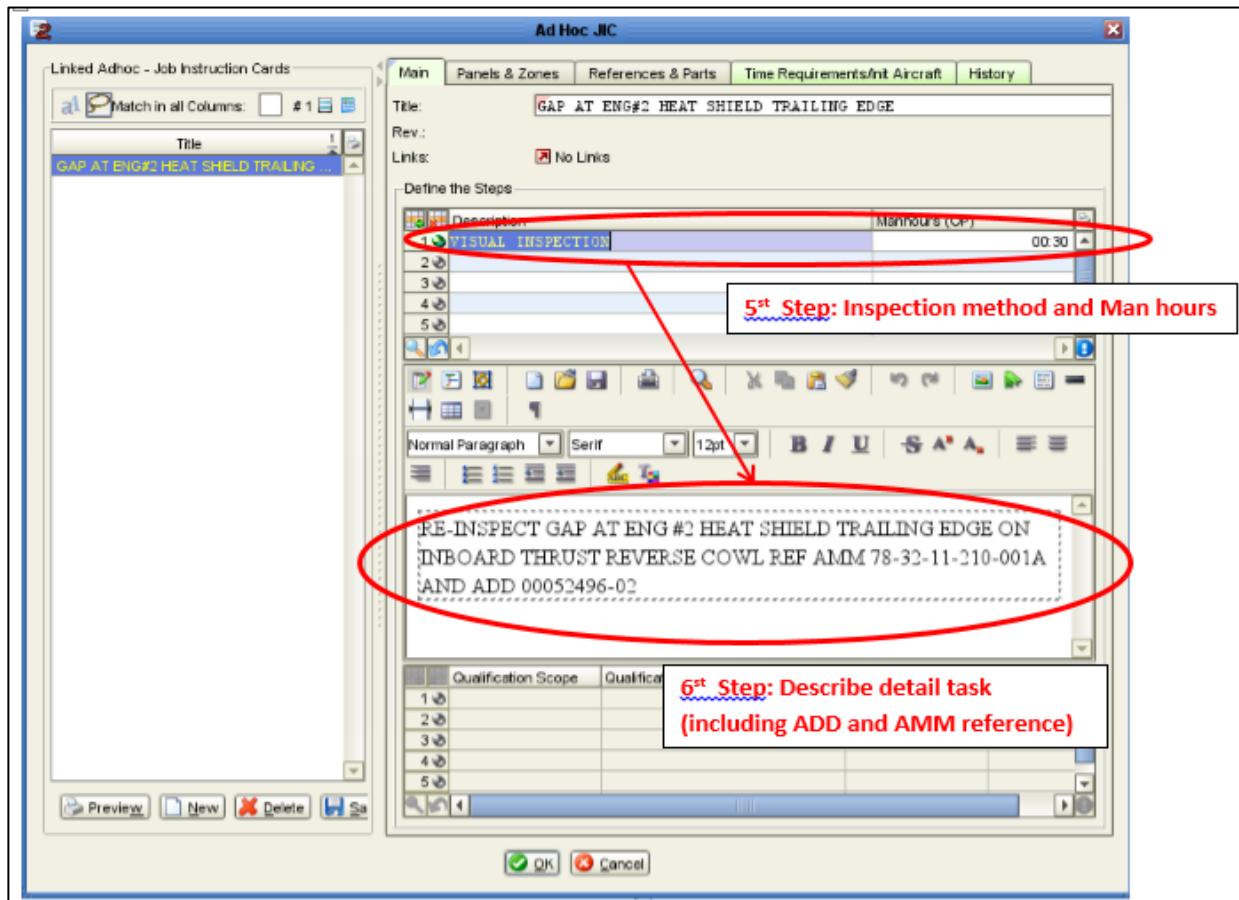
3.57.3 RESPONSIBILITIES

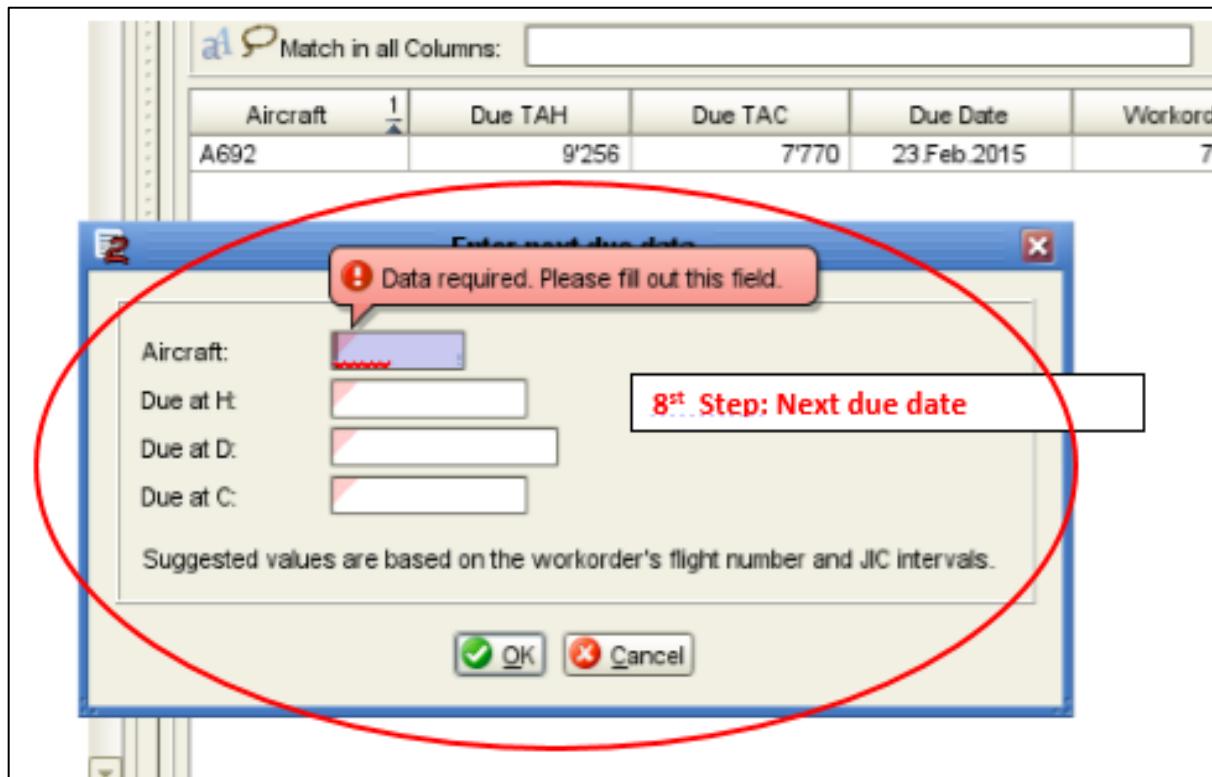
- a) Store staff is responsible for controlling and issuing the Technical Logbook requested by MCC Controller or certifying staff via pick-slip.
- b) MCC Admin staff is responsible for contacting the suppliers to order the spare Technical Logbook when the stock level of Technical Logbook in Store drops to 600 each in stock.
- c) The maintenance staff are responsible for complying with the requirements detailed in this procedure.

3.57.4 PROCEDURES

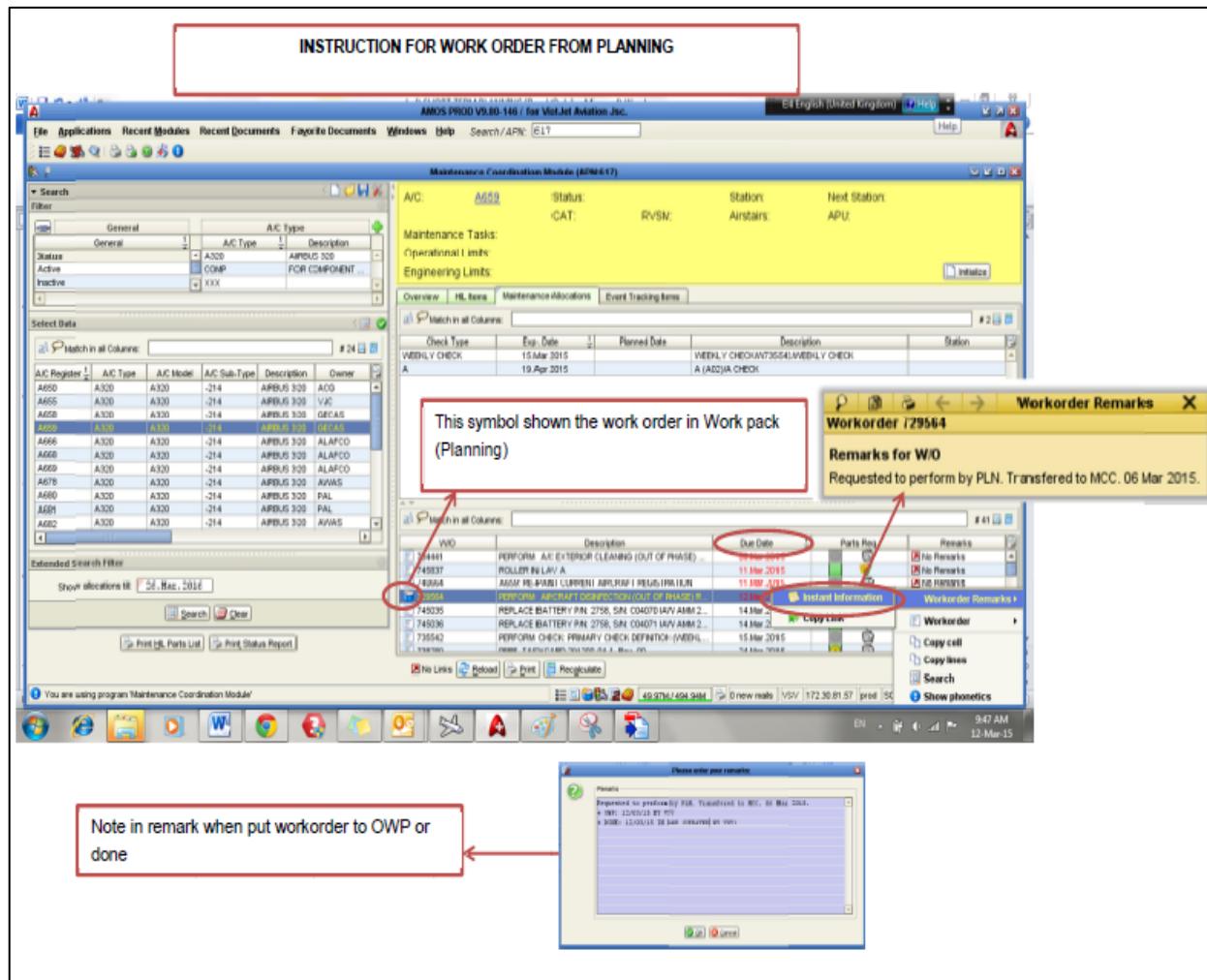
- a) General.
 - 1) Aircraft spare Technical Logbook is a non-aircraft part and is controlled by VJC Store.
 - 2) The spare Technical Logbook is ordered and topped-up by MCC Admin staff upon receiving a request sent by the Store staff.
- b) Whenever there is a need to use a new Technical Logbook for an aircraft, MCC Controller or certifying staff shall issue a pick-slip in the AMOS make such request.
- c) Store staff shall issue the Technical Logbook based on the pick-slip requested made by MCC Controller or certifying staff.
- d) Store staff shall send a request to MCC Admin when the stock level of spare Technical Logbook drops to 600 each in stock.
- e) MCC Admin staff shall contact the suppliers to order the spare Technical Logbook upon receiving the request from Store.
- f) MCC Admin staff shall follow up with the suppliers to ensure the ordered spare Technical Logbook be delivered at the timely manner.
- g) MCC Admin staff shall coordinate with the suppliers for the ordered spare Technical Logbook to be delivered directly to SGN main Store.
- h) Store staff shall update the quantity of spare Technical Logbook in the AMOS upon receiving from the suppliers.
- i) Store staff shall transfer the spare Technical Logbook to Store of other main stations by using the COMAT.

4.0 APPENDIX**4.1 JIC GUIDE**





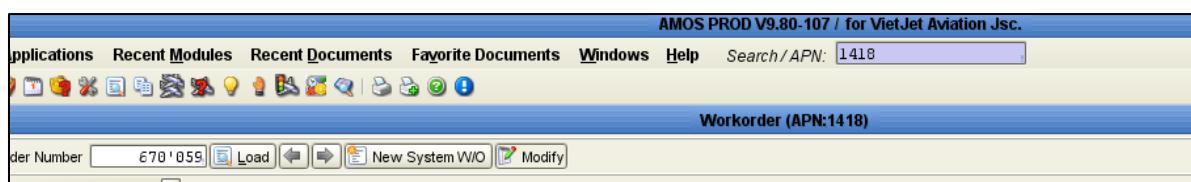
4.2 RECEIVING WORK ORDER FROM PLANNING



4.3 AMOS GUIDE FOR OTHER FUNCTIONS

4.3.1 DAILY CHECK (A320/321)/ STAYOVER CHECK (A330)

- a) Access to AMOS system
- b) Access to APN: 1418
 - 1) Click: "New System WO" button



- 2) Chose: "Scheduled" button
- 3) Chose: "Daily Check (A320/321)/ Stayover Check (A330)" Button
- 4) Click: "Next" button
- 5) At "External Work order Number" Tag:
- 6) Fill all required information: A/C Registration, A/C Type, ATA-Chapter (05-20), Date, Time, Sign, Station

- 7) Click: "Next" Button
- 8) Write "Daily Check (A320/321)/ Stayover Check (A330)" at Headline
- 9) Click: "Next" Button

- 10) At “Or Test Reference”: “TLP” fill actual Techlog page No on upper right hand corner”
 EXP: “TLP” “00033803”

- 11) Click: “Next” Button
 12) At “Work Perform” : click “YES” cycle
 13) Click: Next Button
 14) At “Workorder Information” tag: Fill all required data: Performed Date, Time, Headline, Action, Performed sign.

- 15) Click: “Next” Button
 16) At “Final action?” : Click “YES” cycle
 17) Click: “Next” Button
 18) At “Wizard-Create Workorder:673103” Tag

- 19) Click on Required data: Close Station, Closing date, Closing time, Certifying Company: VAR Part 5, Closing Sign, certifying staff, Release to service under VAR Part 5

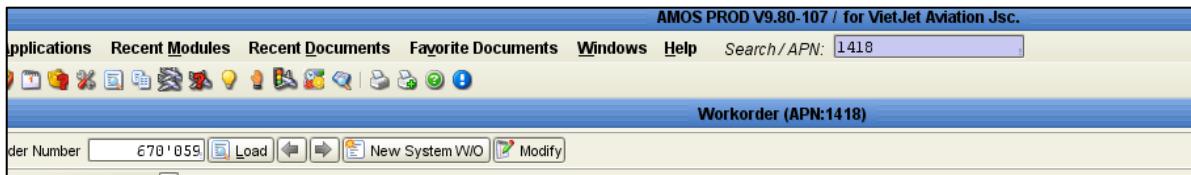
- 20) Click: "Finish" Button

- 21) Then on left hand Bar: Click "APU Update" button and fill required TAH &TAC updated

- 22) Click: "OK" button

4.3.2 MEL ADD

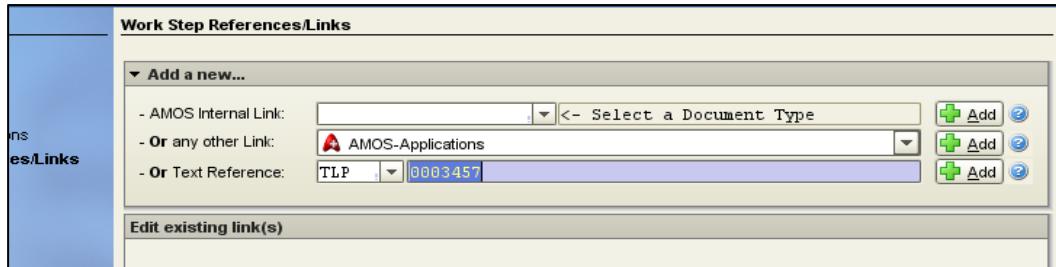
- Access to AMOS system
- Access to APN: 1418
 - Click: "New System WO" Button



- Chose: "Maintenance" cycle
- Click "Next"
- At "Header Information" tag: Fill all required information: A/C Registration, A/C Type, ATA-Chapter (MEL REF), Date, Time, Sign, Station, Flights No, Station from, Station to

- Click: "Next" Button
- At "Headline": Fill information from Technical log (Defect)
- At "Work Step Description": Fill information from Technical log (Action Taken)

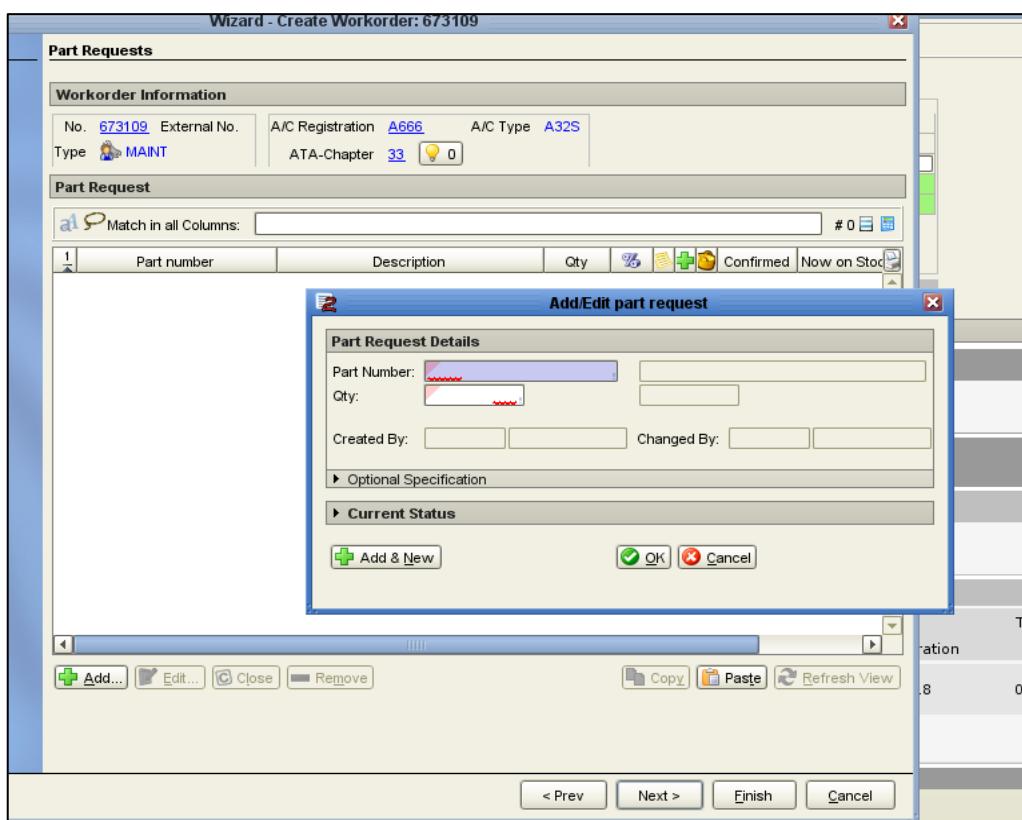
8) Click: "Next" Button



9) At "Or Test Reference": Chose "TLP" and fill Techlog page No on upper right hand corner. Example: "0003457"

10) Click: "Next" Button

11) Fill Part Request Details: if have

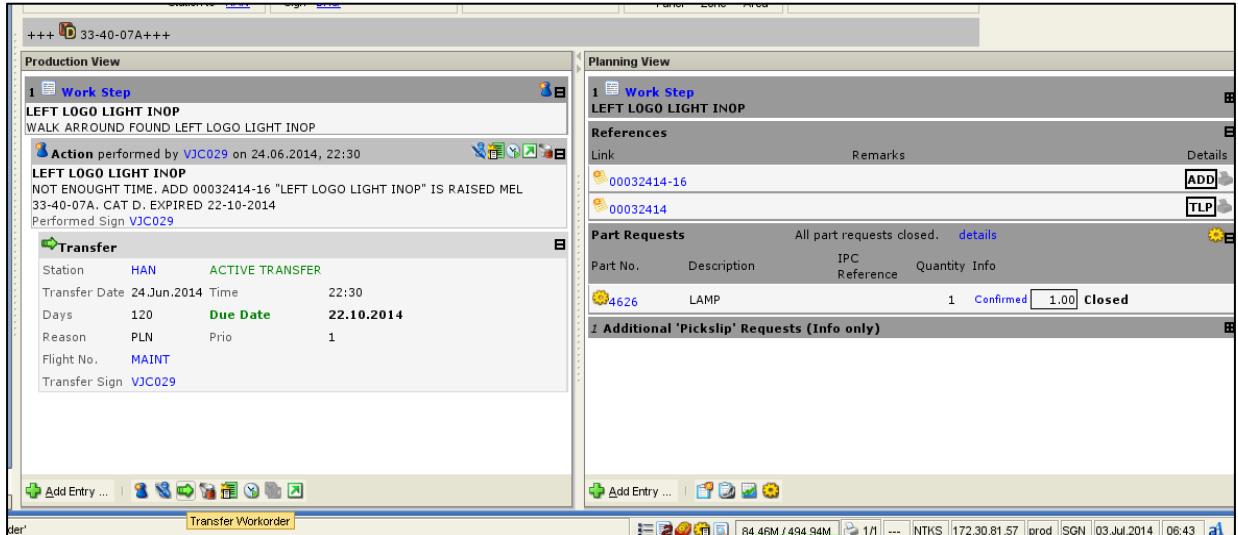


12) Click: "Next" Button

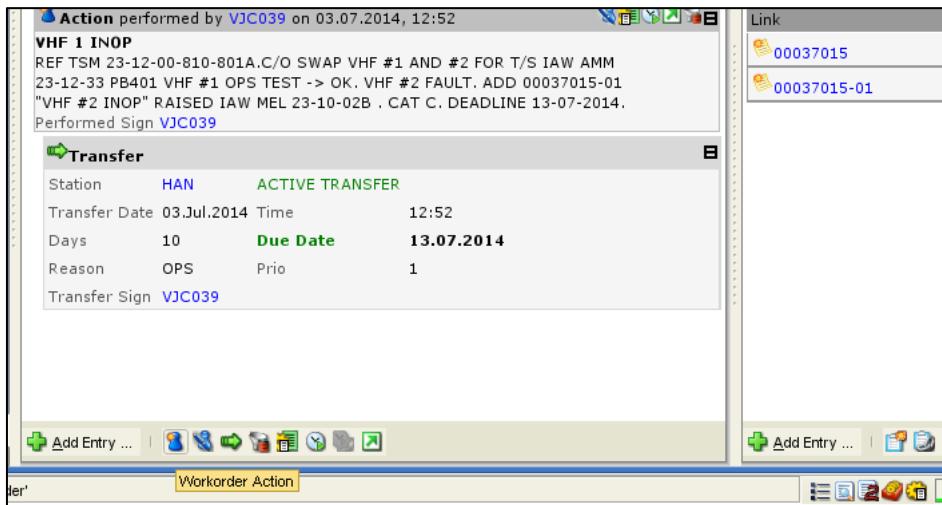
13) At "WO Performed ?" tag: Click "NO"

14) Click: "Next" Button

15) Click : "Transfer Workorder" Button



- 16) Click: "Next" Button
- 17) Click "MEL" cycle
- 18) At "Transfer" Tag: Fill all Requested details: Ref, CAT, Station, Transfer Date, Time, Input Type, Date, Reason, Transfer Sign
- 19) Click "Finish" Button
- 20) At WO main page: Click "Workorder Action" Button and fill details of "Action taken" in TLP



- 21) Click: "Finish" Button

4.3.3 AIRWORTHINESS ADD (ADD RAISED IAW AMM, SRM ...)

- Access to AMOS system
- Access to APN: 1418
 - Click: "New System WO" Button



- Chose: "Maintenance" cycle
- Click "Next"

Wizard - Create Workorder: 3298111

Steps <ol style="list-style-type: none"> 1. Select W/O Type 2. Header Information 3. Add Work Step 4. ... 	Select W/O Type <p>W/O Type</p> <p><input checked="" type="radio"/> Aircraft Workorder</p> <p><input checked="" type="radio"/> Maintenance 1</p> <p><input type="radio"/> Pirep</p> <p><input type="radio"/> Cabin</p> <p><input type="radio"/> Scheduled</p> <p><input type="checkbox"/> Feedback Request</p> <p><input type="checkbox"/> Briefing Card</p> <p><input type="checkbox"/> Removed in Serviceable Condition</p> <p><input type="radio"/> Component Workorder</p> <p><input type="radio"/> Scheduled</p> <p><input type="checkbox"/> Removed in Serviceable Condition</p> <p>Routine Checks</p> <p><input type="checkbox"/> Daily Check</p>
<input type="button" value="Prev"/> <input type="button" value="Next >"/> 2 <input type="button" value="Cancel"/>	

- 4) At “Header Information” tag: Fill all required information: A/C Registration, A/C Type, ATA-Chapter (ATA REF), Date, Time, Sign, Station, Flights No, Station from, Station to
- 5) Click: “Next” Button

The screenshot shows the 'Wizard - Create Workorder' interface. On the left, a vertical 'Steps' column lists: 1. Select W/O Type, 2. Header Information (which is currently selected and highlighted with a red box), 3. Add Work Step, and 4. ...

The main area is titled 'Header Information'. It contains two main sections:

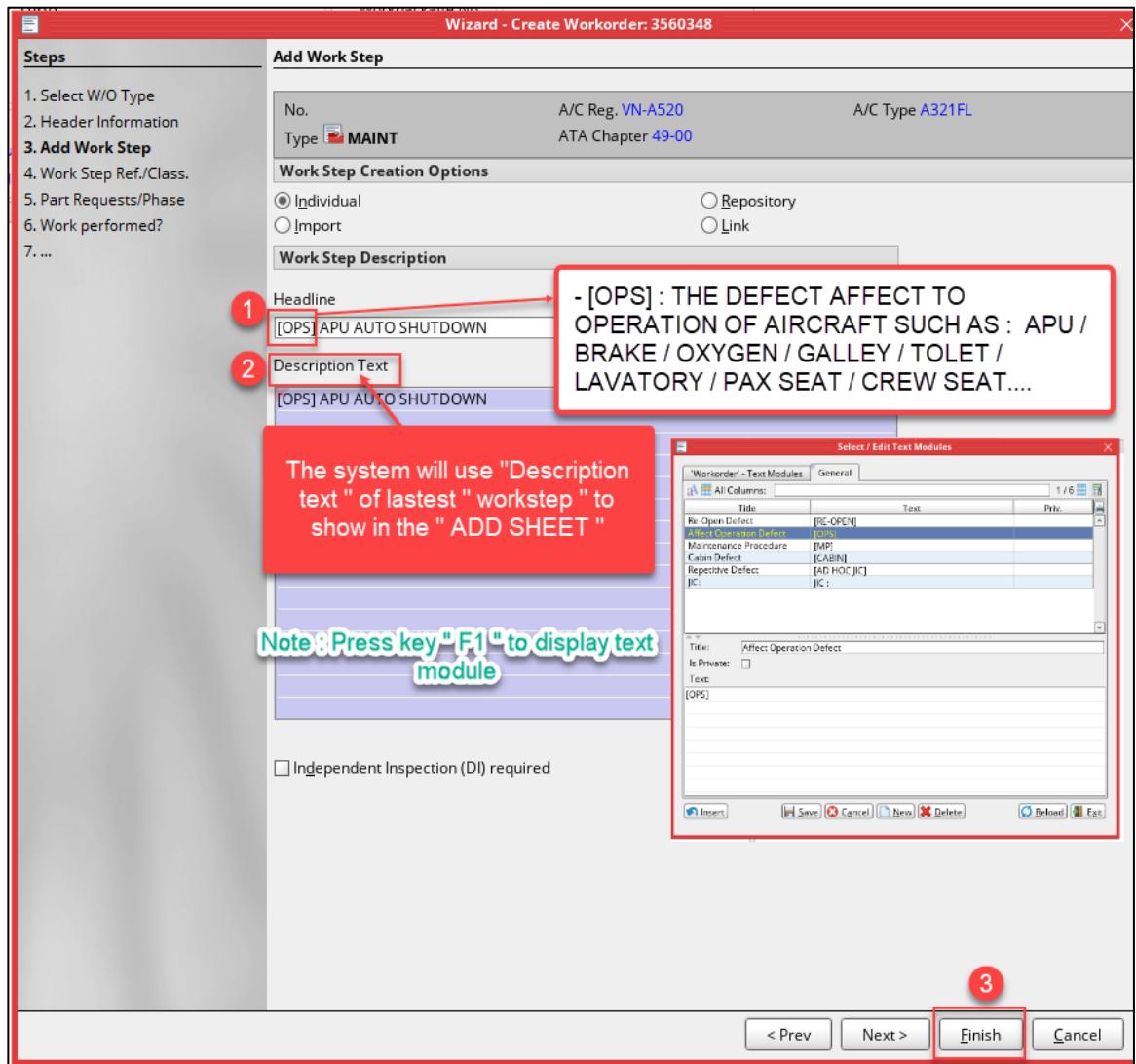
- Aircraft Information:** Fields include A/C Reg. (A520), MSN (08906 NEO ACF), A/C Type (A321FL), AIRBUS 321 FLEET, and ATA Chapter (74-31, IGNITION STARTING AND CONTINUOUS RELIGHT). A red circle with the number '1' is positioned to the right of this section.
- Issue Information:** Fields include Flight No. (VJ772), Station from (CXR), Station to (HAN), Date (25.Nov.2020), Time (16:00), Sign (VJC1138, Than Van Dong, VJC.CRS.128), and Type/Origin. A red circle with the number '2' is positioned to the right of this section.

Below these sections are 'Project' and 'Task References/Remarks' sections, both of which are currently empty.

At the bottom right of the window, there are three buttons: '< Prev', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a red box and has a red circle with the number '3' above it.

- 6) Add Work Step

With Operation Limitation Defect or Maintenance Procedures Required Defect



[MP]: [MP] is applicable for the defects that require maintenance procedures to be carried at a defined intervals such as Before Each Flight, each Daily Check (A320/321)/ Stayover Check (A330), each Weekly Check...

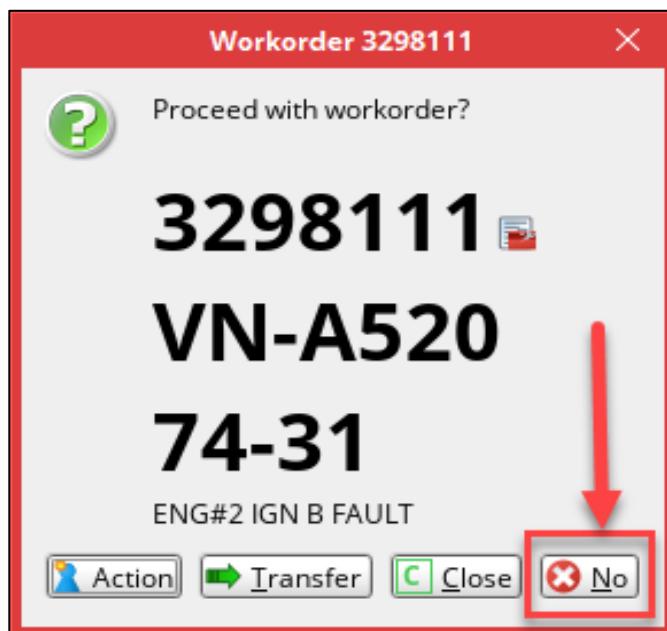
Work Step Description	
Headline	[MP] ACTUATOR OF AFT CARGO DOOR FOUND LEAK
Description Text	[MP] ACTUATOR OF AFT CARGO DOOR FOUND LEAK WITH IN....

[OPS]: [OPS] is applicable for the defects that affect the operation of the aircraft including but not limited to APU INOP / BRAKE DEACTIVATED / PASSENGER SEAT DEACTIVATED / CABIN CREW SEAT DEACTIVATED / CARGO DEFECTS / OXYGEN / GALLEY / LAVATORY / CABIN ...

[RE-OPEN]: The ADD has been re-opened.

Work Step Description
Headline
[RE-OPEN] [OPS] APU AUTO SHUTDOWN
Description Text
[RE-OPEN] [OPS] APU AUTO SHUTDOWN

All requirements of [MP] and [OPS] must be remarked with additional information in Ref. Type (See iii. Note 3).



AMOS GUIDE FOR OTHER FUNCTIONS

i. Note 1:

NOTE 1

NON AIRWORTHINESS RELATED ACCEPTABLE DEFERRED DEFECTS			
A/C REG: VN-A541	Form QDF 101-C Rev-01 Date 26 Aug 2017		
SEQ	ADD RAISED	DEFECT INFORMATION	ADD CLEARANCE
1	MEL / CDL #: MEL 25-20-02A SIGN: Huth Ngoc Tu AUTH. NO: VJC.CRS.035 DATE: 14 May 2020 STATION: DAD	ADD 00771830-06 TLOP 00771830 DEFECT DESCRIPTION: [CABIN] WATER BOILER AT AFT GALLEY FAULT. REMOVE INOP BOILER FOR SHOP REPAIR IAW ER-25-080	TLP #: 00771830 WP #: NRC#: SIGN: AUTH. NO: DATE: STATION:

The description of last workstep was displayed in ADD SHEET (Đã lấy thông tin của last workstep)

ii. Note 2:

NOTE 2

AIRWORTHINESS ACCEPTABLE DEFERRED DEFECTS			
A/C REG: VN-A532	Form QDF 101-B Rev 04 Date 01 Aug 2018		
SEQ	ADD RAISED	DEFECT INFORMATION	ADD CLEARANCE
7	MEL / CDL #: MEL 25-20-02A SIGN: Huth Ngoc Tu AUTH. NO: VJC.CRS.035 DATE: 14 May 2020 STATION: DAD	ADD 00771830-06 TLOP 00771830 DEFECT DESCRIPTION: [REPETITIVE MAINT: N] ABC, 15BD, 16C, 17ACD, 18ABCDEF, 19BD, 21F, 24ACE, 26C, 27E 29ACD, 30CD, 31C, 32CD, 35C, 36B, 37C NOT RETURN	DEFERRAL LIMIT MEL CAT: D TLP #: WP #: NRC#: DUE TAH (Hrs) DUE TAC (Cycles) DUE DATE Oct 8 2020 MAINT PROC: Y AUTH. NO: DPS PROC: N DATE: DPS LIMIT: N STATION:
8	MEL / CDL #: MEL 23-72-01A SIGN: Huth Ngoc Tu AUTH. NO: VJC.CRS.035 DATE: 14 May 2020 STATION: DAD	DEFECT DESCRIPTION: [REPETITIVE MAINT: N]	DEFERRAL LIMIT MEL CAT: D TLP #: WP #: NRC#: DUE TAH (Hrs) DUE TAC (Cycles) DUE DATE Oct 29 2020 MAINT PROC: N AUTH. NO: DPS PROC: N DATE: DPS LIMIT: N STATION:
9	MEL / CDL #: MEL 25-20-02A SIGN: Huth Ngoc Tu AUTH. NO: VJC.CRS.035 DATE: 14 May 2020 STATION: DAD	DEFECT INFORMATION	ADD CLEARANCE
9	MEL / CDL #: MEL 25-20-02A SIGN: Huth Ngoc Tu AUTH. NO: VJC.CRS.035 DATE: 14 May 2020 STATION: DAD	ADD 00814085-04 TLOP 00814085 DOC REF AMM 25-21-00-040-801A DEFECT DESCRIPTION: [REPETITIVE MAINT: N] BACKREST OF SEAT 3D, 16C, 17ABCD, 18ABCDEF, 19BD, 21AF, 24ACE, 26C, 27BCF, 29ACD, 30C, 31I INOP	DEFERRAL LIMIT MEL CAT: D TLP #: WP #: NRC#: DUE TAH (Hrs) DUE TAC (Cycles) DUE DATE Nov 22 2020 MAINT PROC: Y AUTH. NO: DPS PROC: N DATE: DPS LIMIT: N STATION:

This form is updated every weekly check

produced by AMOS www.swiss-as.com

SEQ	ADD RAISED	DEFECT INFORMATION W03273587				ADD CLEARANCE
	MEL / CDL #: MEL 23-72-01A	ADD D0623677-02	TLOP D0623677	DOC REF	DEFERRAL LIMIT MEL CAT: D	TLP #: WP #: NRC#:
	REPETITIVE MAINT: N				DUE TAH (Hrs)	SIGN:
8	SIGN:	DEFECT DESCRIPTION:			DUE TAC (Cycles)	
	AUTH. NO:				DUE DATE Oct 29 2020	
	DATE:				MAINT PROC: N	AUTH. NO:
	STATION:			CAMERA 3 INOP	OPS PROC: N	DATE:
					OPS LIMIT: N	STATION:
SEQ	ADD RAISED	DEFECT INFORMATION W03293273				ADD CLEARANCE
	MEL / CDL #: MEL 25-20-02A	ADD D0814085-04	TLOP D0814085	DOC REF AMM 25-21-00-040-801A	DEFERRAL LIMIT MEL CAT: D	TLP #: WP #: NRC#:
	REPETITIVE MAINT: N				DUE TAH (Hrs)	SIGN:
9	SIGN:	DEFECT DESCRIPTION:			DUE TAC (Cycles)	
	AFTER			BACKREST OF SEAT, 10A,11C,13F,14BC,15BD,16C, 17ABCD, 18ABCDEF, 19BD, 21AF, 24ACE, 26C, 27BCF, 29ACD, 30C, 31D, 32BCD, 35C, 36B , 37C INOP	DUE DATE Nov 22 2020	
	DATE:				MAINT PROC: Y	AUTH. NO:
	STATION:				OPS PROC: N	DATE:
					OPS LIMIT: N	STATION:

iii. Note 3:

Planning View

1 Work Step
[OPS] APU AUTO SHUTDOWN

Step Classifications/Statistics/Requests

Statistics Warranty

New Task References/Links

No. 3560348 A/C Reg. VN-A520 A/C Type A321FL

Type MAINT ATA Chapter 49-00

Edit existing References/Links

Ref. Type	Link	Remarks	Settings	Created	Action Buttons
OPS	Y	REQUEST ...		04 Jun. 2021	Remove Open Copy Paste Reorder: Top Up Down Bottom Default

Ref. Type: OPS OPERATION PROCEDURE

Description: Y

Remarks: REQUEST ACU / GSU /

Additional Settings

Classification:

Save Cancel

Add Entry ...

Remark : Input the action requirement.

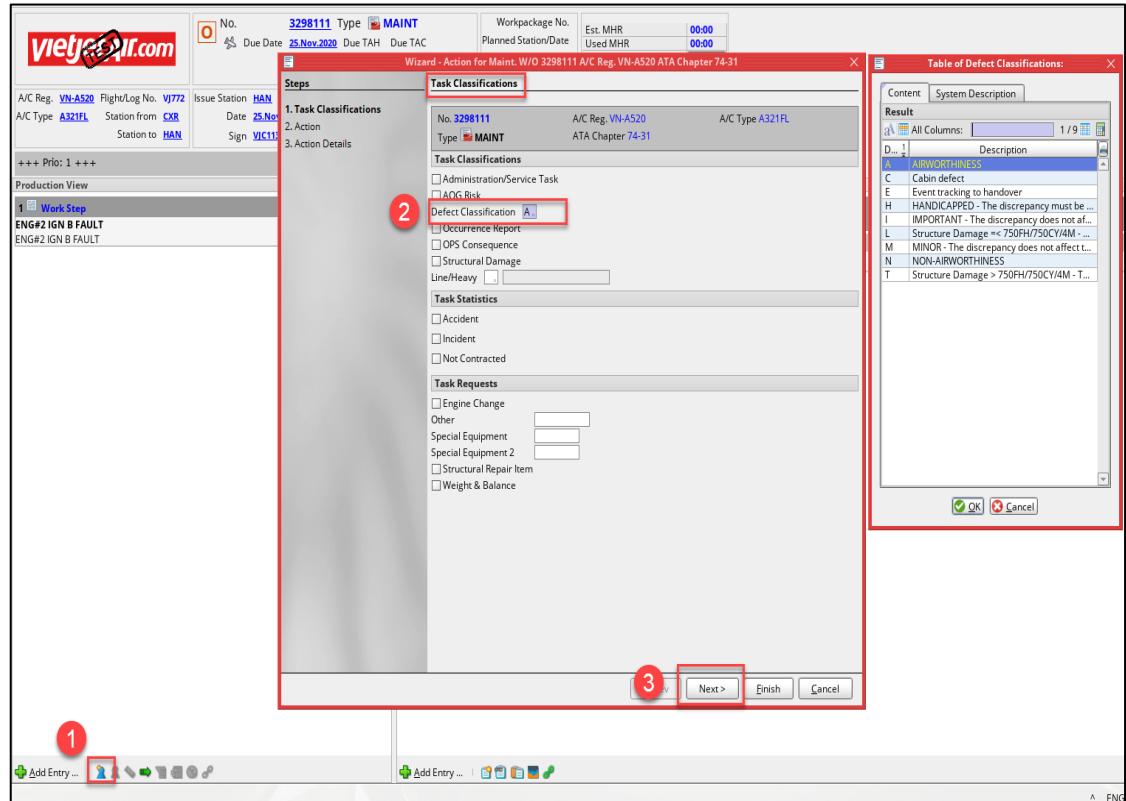
Ref. Type: MP MAINTENANCE PROCEDURE

Description: Y

Remarks: CHECK HST BEFORE EACH FLIGHT

7) Create Work Step action in zone Production View

i. Step 1



ii. Step 2:

1 WHEN

2 WHAT

3 WHO

4

8) Transfer Workorder to defer defect



Wizard - Transfer for Maint. W/O 3298111 A/C Reg. VN-A520 ATA Chapter 74-31

Steps	Transfer																
1. Transfer <div style="border: 2px solid red; padding: 5px;"> <p>Action performed by VJC1138 on 25.Nov.2020 16:00 ENG#2 IGN B FAULT ADD RAISED FOR "ENG#2 IGN B FAULT" MEL 74-31-02A, CAT C, EXP 05.DEC.20</p> <p>Defer Defect / Configuration Deviation List / Minimum Equipment List</p> <p><input type="checkbox"/> Rectification Overrun <input type="radio"/> DD <input checked="" type="radio"/> CDL Ref. <input type="text" value="74-31-02A"/> <input type="checkbox"/> SLA <input type="radio"/> MEL</p> </div>																	
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i. Step 1: Defer defect / Configuration Deviation List / MEL

<p>+++ Prio: 1 +++</p> <p>Production View</p> <p>1 Work Step</p> <p>ENG#2 IGN B FAULT ENG#2 IGN B FAULT</p> <p>Action performed by VJC1138 on 25.Nov.2020 16:00</p> <p>ENG#2 IGN B FAULT ADD RAISED FOR "ENG#2 IGN B FAULT" MEL 74-31-02A, CAT C, EXP 05.DEC.20</p> <p>Remarks Performed Sign VJC1138</p> <p style="text-align: center;">STEP 1</p>	<p>Wizard - Transfer for Maint. W/O 3298111 A/C Reg. VN-A520 ATA Chapter 74-31</p> <table border="1"> <tr> <td>Steps</td> <td>Transfer</td> </tr> <tr> <td colspan="2"> 1. 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Defer Defect / Configuration Deviation List / Minimum Equipment List

<input type="checkbox"/> Rectification Overrun	
<input type="radio"/> DD	
<input checked="" type="radio"/> CDL Ref. <input type="text"/> <input type="checkbox"/> SLA	
<input type="radio"/> MEL	

Defer Defect / Configuration Deviation List / Minimum Equipment List section

Field	Description
Rectification Overrun	
N/A	Select if nothing from this section is applicable.
DD	Select if the transfer is because of a <i>Deferred Defect</i> .
CDL	Select if the transfer is because of a <i>Configuration Deviation List</i> .
Ref.	Reference for either the CDL or MEL for the transfer. Double-click to select from the <i>MEL Items of A/C XXX in ATA chapter nn</i> window.
SLA	Select to see the <i>Service Level Agreement</i> category of a MEL item.
MEL	Select if the transfer is because of a MEL, <i>Minimum Equipment List</i> , item. Once selected, choose a <i>MEL Category</i> : A, B, C, D.

ii. Step 2: TRANSFER

STEP 2

+++ Prio: 1 +++

Production View

1 Work Step

ENG#2 IGN B FAULT

ENG#2 IGN B FAULT

Action performed by VJC113... on 25.Nov.2020 16:00

ENG#2 IGN B FAULT

ADD RAISED FOR "ENG#2 IGN B FAULT" MEL 74-31-02A. CAT C. EXP 05.DEC.20

Remarks

Performed Sign VJC1138

WHEN : Transfer Baseline = Time action perform
WHERE : Station raised defect [HAN]

First/Later : Which ever come first / Which ever come later

To Go: Select to enter To Go information in the 3 fields directly below.
Due: Select to activate and enter Due information in the 3 fields directly below.

NOTE : WITH ADD HAS DEADLINE "180 DAYS OR NEXT C-CHECK. MCC CONTROLLER MUST BE COMPARED DUE DATE " C-CHECK "IN CHECK TYPE. ONLY ONE CHOICE FOR WHICH EVER COME FIRST"

Transfer

Type: New Limits

Station: HAN HAN STATION

Transfer Baseline: 25.Nov.2020 16:00

Flight/Log No.: VJ027 Arr. Date: 31.Jul.2020 12:11 Dep. Airport: HUI Arr. Airport: SGN

First / Later: First

Input Type: To Go

Dimension: To go Due At Readout relevant for 25.Nov.2020 16:00

C (Flight Cycles): 1'222 % 31.Jul.2020 12:11

H (Flight Hours): 2234:33 % 31.Jul.2020 12:11

D (Calendar Days): 10 05.Dec.2020

Check: only active A/C Type A321FL C-CHECK

Reason: OPS OPERATIONAL REASON

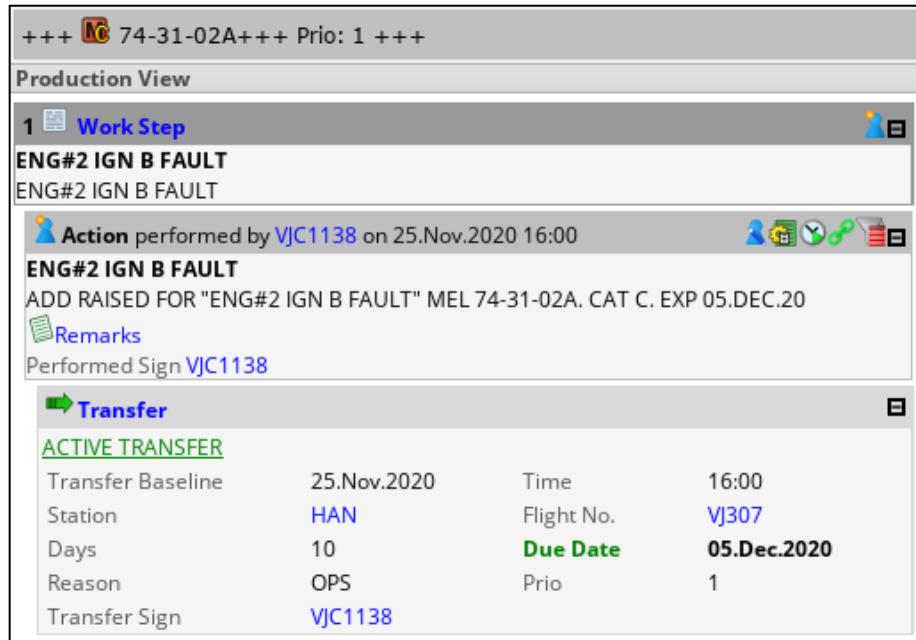
Transfer Sign: VJC1138 Than Van Dong VJC.CRS.128

Downgrades

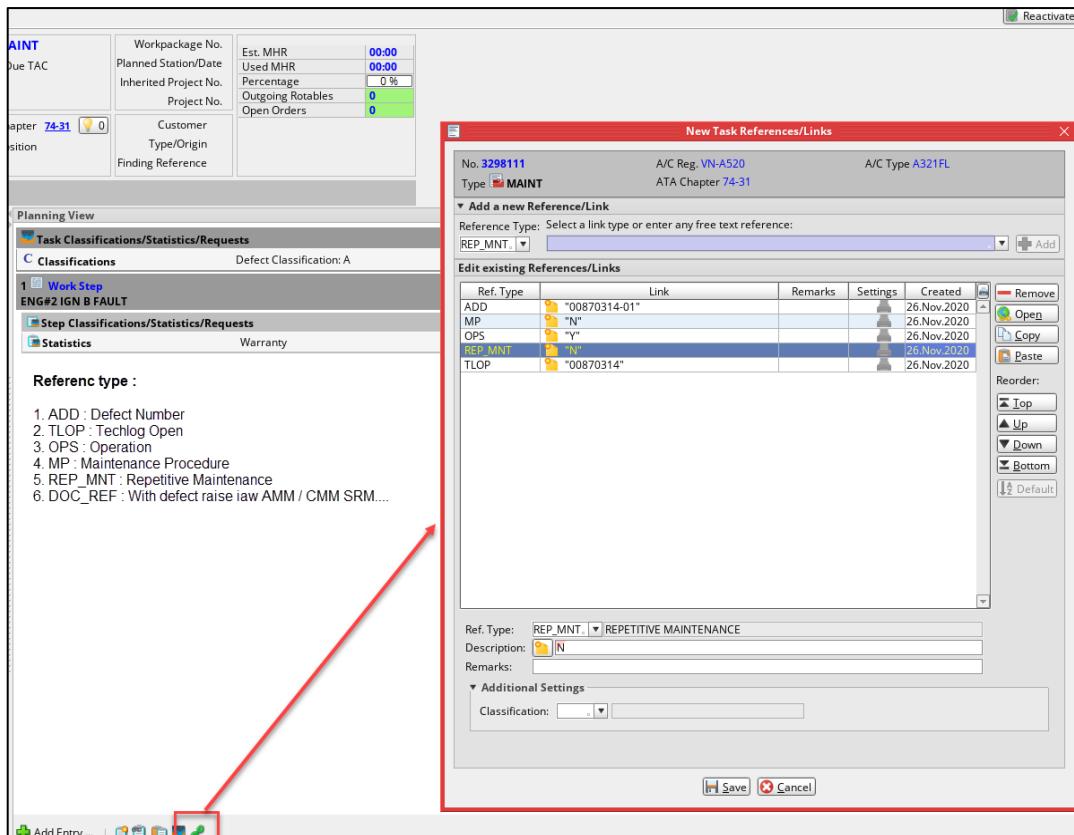
A/C Limitations

W/O Limitations

And click Finish

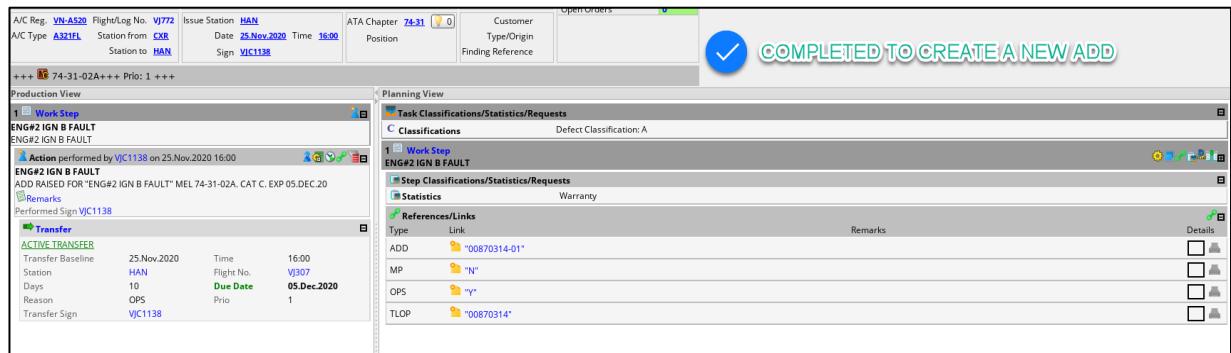


9) Task reference & links in zone “PLANNING VIEW”



Click Save button

Note: With Defect raise IAW MEL do not use DOC_REF to reference

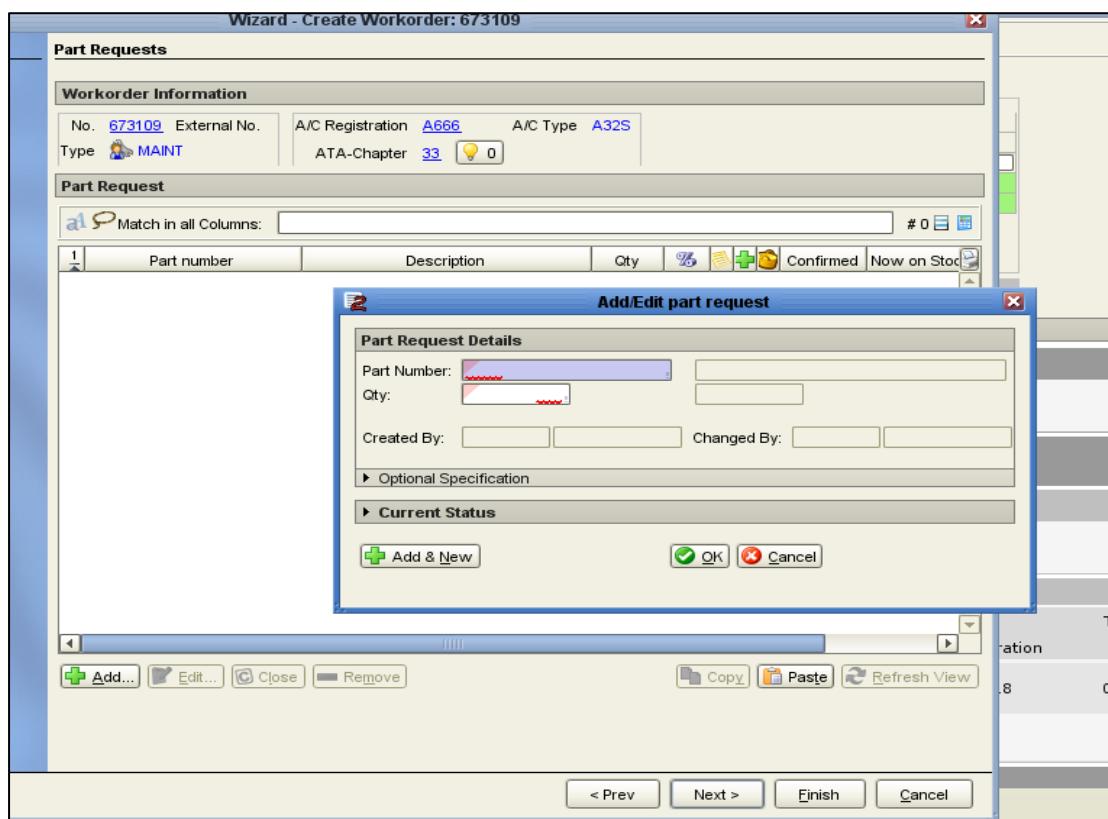


10) At “Or Test Reference”: Chose “TLP” and fill Techlog page No on upper right hand corner.

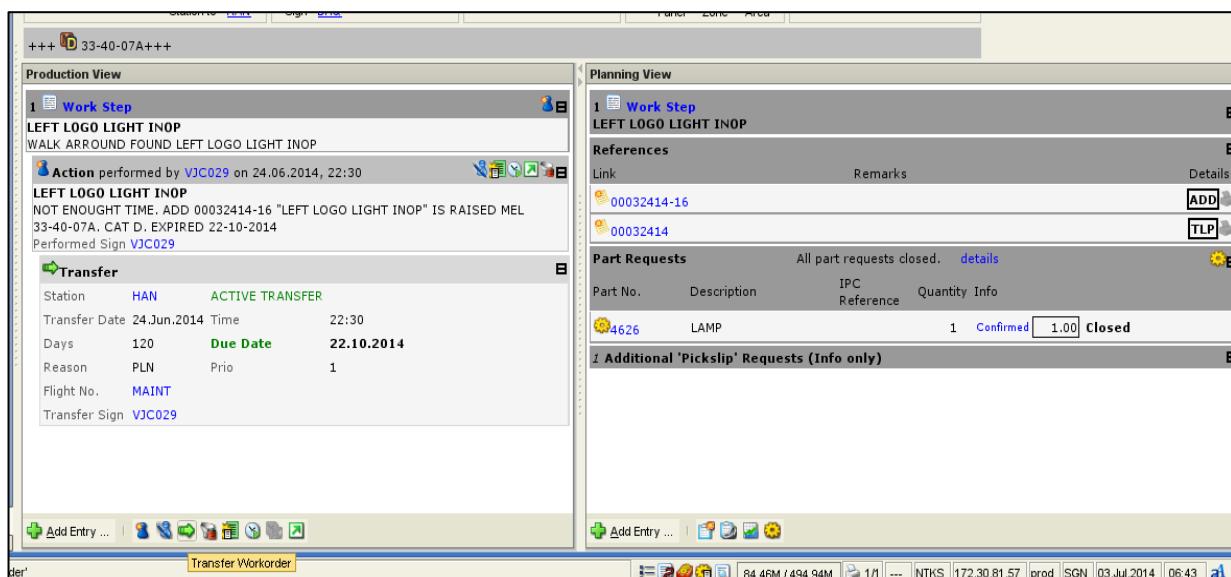
Example: “0003457”

11) Click: “Next” Button

12) Fill Part Request Details: if any



- 13) Click: "Next" Button
- 14) At "WO Performed ?" tag: Click "NO"
- 15) Click: "Next" Button
- 16) Click: "Transfer Workorder" Button



4.3.4 NON-AIRWORTHINESS ADD

a) Access to AMOS system

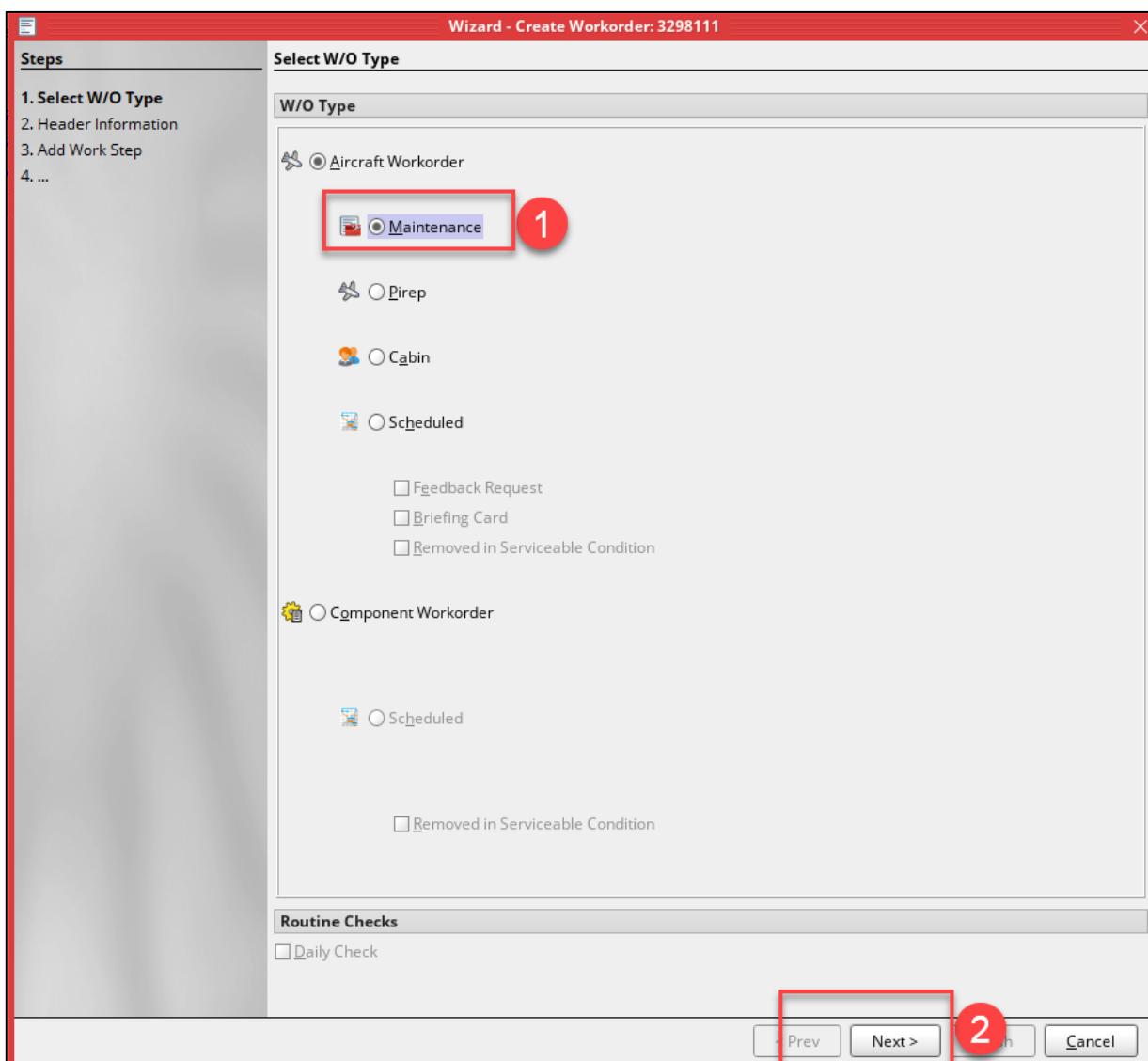
b) Access to APN: 1418

1) Click: "New System WO" Button



i. Select W/O type

ii. Select "Maintenance" cycle



iii. Click "Next"

- iv. At “Header Information” tag: Fill all required information: A/C Registration, A/C Type, ATA-Chapter (ATA REF), Date, Time, Sign, Station, Flights No, Station from, Station to

Wizard - Create Workorder: 3298111

Steps	Header Information
1. Select W/O Type	Aircraft Information
2. Header Information	A/C Reg. A520 MSN 08906 NEO ACF A/C Type A321FL AIRBUS 321 FLEET ATA Chapter 74-31 IGNITION STARTING AND CONTINUOUS RELIGHT
3. Add Work Step	Position Panel Zone Area Special
4. ...	

Issue Information

Select Leg Create Flight Log Unlink Leg

Flight No. VJ772 Station from CXR Station to HAN
Date 25.Nov.2020 Time 16:00
Sign VJC1138 Than Van Dong VJC.CRS.128
Type/Origin [empty]

Project

Inherited Project No. [empty]
Project No. for this particular Workorder, overwrites the inherited Project No. from the W/P
Project No. [empty]
Customer [empty]

Task References/Remarks

No References/Links
No Remarks

< Prev Next > Cancel

- 2) Click: “Next” Button
- 3) Create Work Step action: The system will use “Description text” of “last work step” to display in the ADD SHEET. (See in the NOTE 1 & NOTE 2)

Wizard - Action for Maint. W/O 3298112 A/C Reg. VN-A520 ATA Chapter 25

No. 3298112 Type MAINT Workpackage No. Fst. MHR 00:00

A/C Reg. VN-A520 Flight Log No. VJC118 Issue Station SGN Due Date 26.Nov.2020

A/C Type A321FL Station from HAN Date 26.Nov.2020 Sign VJC118

+++ Prior: 1 +++
Production View
1. Work Step
WATER BOILER AT AFT GALLEY INOP
WATER BOILER AT AFT GALLEY INOP

Steps

1. Task Classifications
No. 3298112 A/C Reg. VN-A520 A/C Type A321FL
Type MAINT ATA Chapter 25

2. Action
3. Action Details

Task Classifications

- Administration/Service Task
- AOG Risk
- Defect Classification **N**
- Occurrence Report
- OPS Consequence
- Structural Damage
- Line/Heavy

Task Statistics

- Accident
- Incident
- Not Contracted

Task Requests

- Engine Change
- Other
- Special Equipment
- Special Equipment 2
- Structural Repair Item
- Weight & Balance

Table of Defect Classifications:

Content System Description

All Columns: 1 / 9

Code	Description
A	AIRWORTHINESS
C	Cabin defect
E	Event tracking to handover
H	HANDICAPPED - The discrepancy must...
I	IMPORTANT - The discrepancy does not...
L	STRUCTURE DAMAGE > 750FH/750CY/4M...
M	MINOR - The discrepancy does not affe...
N	NON-AIRWORTHINESS
T	Structure Damage > 750FH/750CY/4M ...

View/Edit Action

1 Work Step
WATER BOILER AT AFT GALLEY INOP
WATER BOILER AT AFT GALLEY INOP

Action

Performed Date 26.Nov.2020 Time 01:00

Headline
WATER BOILER AT AFT GALLEY INOP

Action Text
"WATER BOILER AT AFT GALLEY INOP" ADD 00771830-06 RAISED IAW NON-AIRWORTHINESS. EXP : 25.MAY.2021

Remarks

ORIGINAL CONTENT:
DURING TRANSIT CHECK FOUND . THE WATER BOILER AT AFT GALLEY INOP IAW CABIN LOG. CHECK & ADD RAISED NON-AIRWORTHINESS. EXP : 25-05-2021

Work on step completed -> Close work step

Performed Sign VJC1138 Than Van Dong VJC.CRS.128

Save Cancel

NOTE 1

The screenshot shows the AMOS software interface. On the left, a workorder details window is open, showing a workpackage number (3202824), type (MAINT), due date (11 Sep 2020), and other project details. On the right, a 'Planning View' window displays a task classification for a 'WATER BOILER AT AFT GALLEY FAULT'. Below it, an 'ADD Requests' section shows a single request for a 'HEATER-WATER' part (part number 4521-2121-00). A red box highlights the 'Description' field in the ADD Requests table, which contains the text 'Number ADD not changed But the content of ADD was changed'.

NON AIRWORTHINESS RELATED ACCEPTABLE DEFERRED DEFECTS
24.Nov.2020 PRINTED Page 1 / 7 ENGPLAN

A/C REG: VN-A541

SEQ	ADD RAISED	DEFECT INFORMATION	ADD CLEARANCE
1	MEL / CDL #: 00754161-06 MEL SIGN: AUTH. NO: VJC-CR0.035 DATE: 14 May 2020 STATION: DAD	DEFECT DESCRIPTION: WATER BOILER AT AFT GALLEY FAULT RESET RETSM 25-35-00-B10-B12A REV 01/05/20. NOT SUCCESSFUL. FOUND WATER HEATER INOP. SPARE REQ MADE Performed Sign: VC1584	TLP #: 00754161-06 WP #: NRC#:

- The description of last workstep was displayed in ADD SHEET (Đã lấy thông tin của last workstep)

NOTE 2

The screenshot shows a list of acceptable deferred defects for aircraft A/C REG: VN-A532. The table has columns for SEQ, ADD RAISED, DEFECT INFORMATION, and ADD CLEARANCE. Several rows are highlighted with red boxes and circled in red ink. A large green box with the text 'RULE : AFTER THE COMMA NEED TO SPACE' is overlaid on the table. Another green box with the text 'Not display full content of defect. Due to missing "space" after comma' is also overlaid. A red arrow points from the word 'BEFORE' to the first highlighted row.

SEQ	ADD RAISED	DEFECT INFORMATION	ADD CLEARANCE
7	MEL / CDL #: 00771830-06 MEL SIGN: AUTH. NO: 26C, 27E DATE: STATION:	DEFECT DESCRIPTION: REPETITIVE MAINT. N ABC, 15BD, 16C, 17ACD, 18ABCDEF, 19BD, 21F, 24ACE, 29ACD, 30CD, 31C, 32CD, 35C, 36B, 37C NOT RETURN	DEFERRAL LIMIT TLP #: MEL CAT: D WP #: NRC#: DUE TAH (Hrs) SIGN: DUE TAC (Cycles) DUE DATE: Oct 8 2020 MAINT PROC: Y AUTH. NO: DPS PROC: N DATE: DPS LIMIT: N STATION:
8	MEL / CDL #: 00771830-06 MEL SIGN: AUTH. NO: 26C, 27E DATE: STATION:	DEFECT DESCRIPTION: REPETITIVE MAINT. N ABC, 15BD, 16C, 17ACD, 18ABCDEF, 19BD, 21F, 24ACE, 29ACD, 30CD, 31C, 32CD, 35C, 36B, 37C NOT RETURN	DEFERRAL LIMIT TLP #: MEL CAT: D WP #: NRC#: DUE TAH (Hrs) SIGN: DUE TAC (Cycles) DUE DATE: Oct 29 2020 MAINT PROC: N AUTH. NO: DPS PROC: N DATE: DPS LIMIT: N STATION:
9	MEL / CDL #: 00814085-04 MEL SIGN: AUTH. NO: 26C, 27E DATE: STATION:	DEFECT DESCRIPTION: BACKREST OF SEAT BD,16C,17ABCD,18ABCDEF,19BD,21AF,24ACE,26C,27BCF,29ACD,30C,31C INOP	DEFERRAL LIMIT TLP #: MEL CAT: D WP #: NRC#: DUE TAH (Hrs) SIGN: DUE TAC (Cycles) DUE DATE: Nov 22 2020 MAINT PROC: Y AUTH. NO: DPS PROC: N DATE: DPS LIMIT: N STATION:

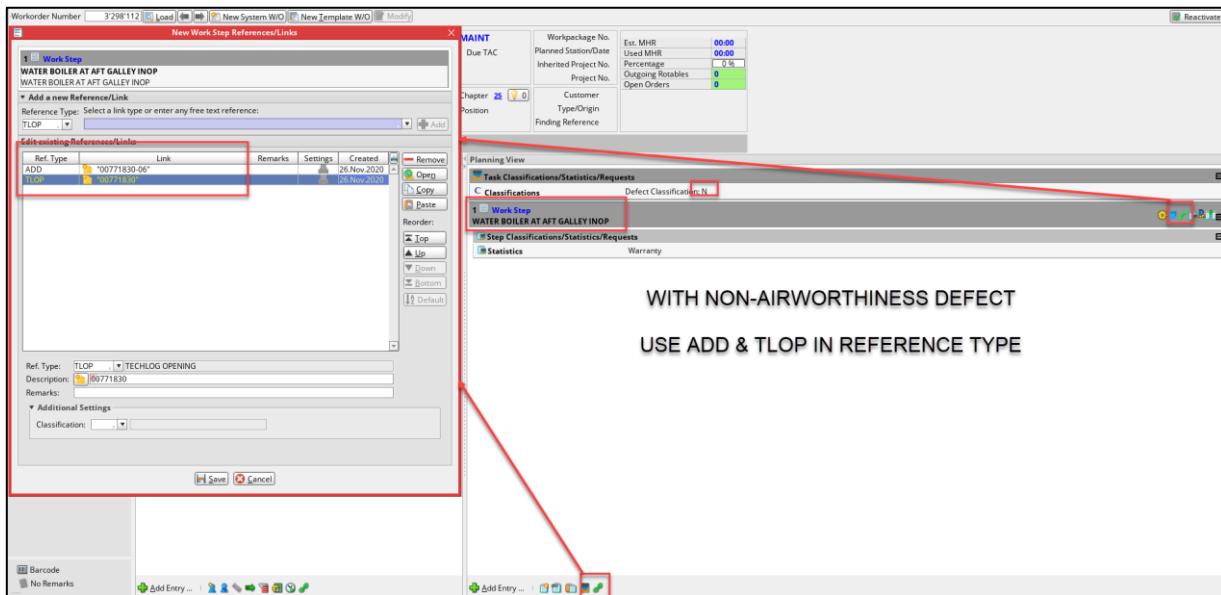
This form is updated every weekly check produced by AMOS www.swiss-as.com

SEQ	ADD RAISED	DEFECT INFORMATION WO3273587				ADD CLEARANCE
8	MEL / CDL #: MEL 23-72-01A	ADD 00623677-02	TLOP 00623677	DOC REF	DEFERRAL LIMIT MEL CAT: D	TLP #: WP #: NRC#:
	REPETITIVE MAINT: N				DUE TAH (Hrs)	SIGN:
	SIGN:	DEFECT DESCRIPTION:			DUE TAC (Cycles)	
	AUTH. NO:				DUE DATE Oct 29 2020	
9	DATE:				MAINT PROC: N	AUTH. NO:
	STATION:				OPS PROC: N	DATE:
				CAMERA 3 INOP	OPS LIMIT: N	STATION:
SEQ	ADD RAISED	DEFECT INFORMATION WO3293273				ADD CLEARANCE
9	MEL / CDL #: MEL 25-20-02A	ADD 00814085-04	TLOP 00814085	DOC REF AMM 25-21-00-040-801A	DEFERRAL LIMIT MEL CAT: D	TLP #: WP #: NRC#:
	REPETITIVE MAINT: N				DUE TAH (Hrs)	SIGN:
	SIGN:	DEFECT DESCRIPTION:			DUE TAC (Cycles)	
	AFTER				DUE DATE Nov 22 2020	
9	DATE:				MAINT PROC: Y	AUTH. NO:
	STATION:				OPS PROC: N	DATE:
					OPS LIMIT: N	STATION:

NOTE 2

4) Transfer workorder to defer defect

5) Task reference & link in zone "Planing View"



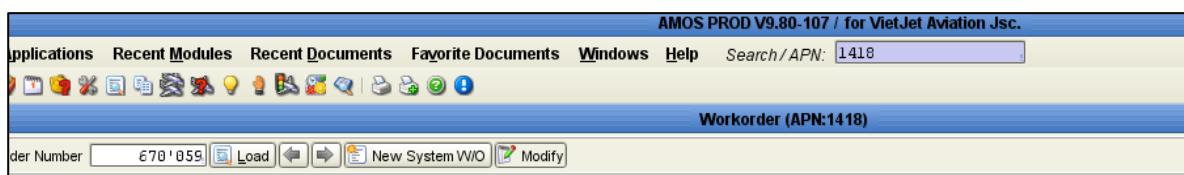
WITH NON-AIRWORTHINESS DEFECT

USE ADD & TLOP IN REFERENCE TYPE

4.3.5 CLOSING DEFECT

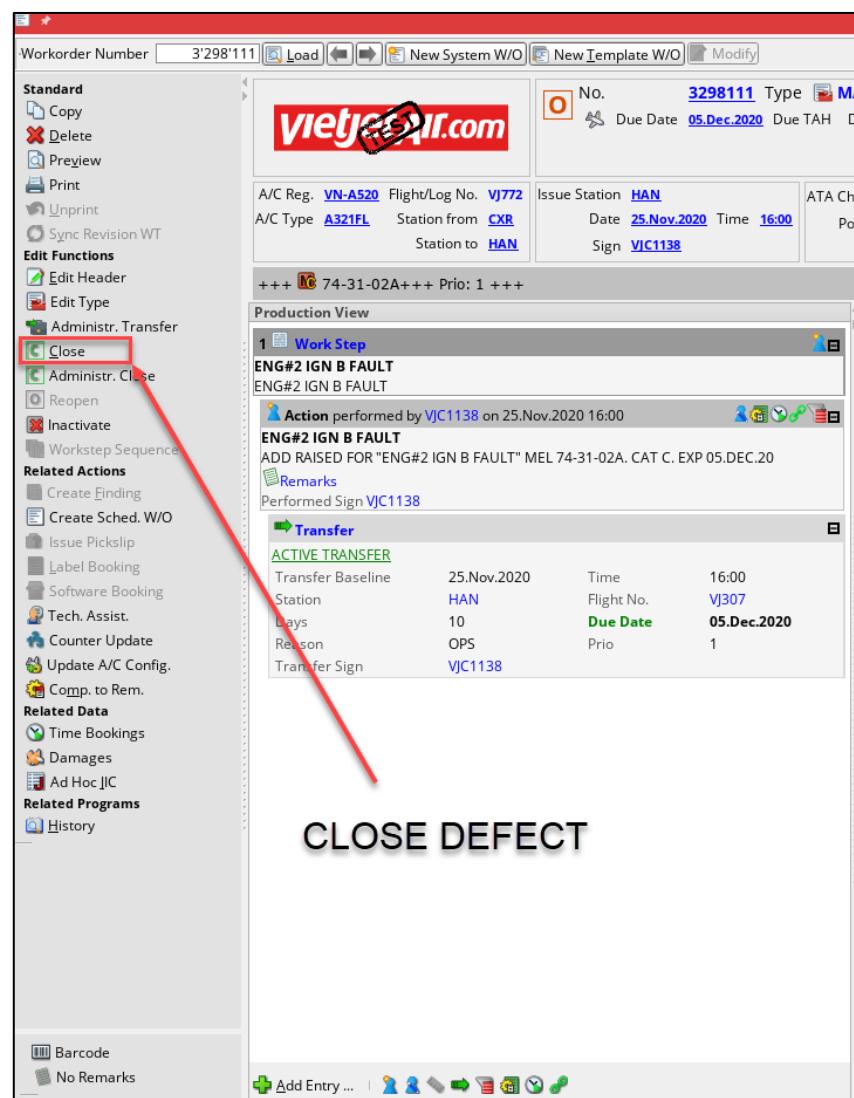
- a) Access to AMOS System
- b) Access to APN: 1418

1) At "Workorder Number": base on number of defects was raised



2) At left hand bar: Click "Close" Wo

i. Step 1 :



ii. Step 2 :

Wizard - Close for Maint. W/O 3298111 A/C Reg. VN-A520 ATA Chapter 74-31

Steps	Task Classifications
1. Task Classifications	No. 3298111 A/C Reg. VN-A520 A/C Type A321FL
2. Action	Type MAINT ATA Chapter 74-31
3. Action Details	
4. Close W/O	

Task Classifications

Administration/Service Task
 AOG Risk
Defect Classification

Occurrence Report
 OPS Consequence
 Structural Damage
Line/Heavy

Task Statistics

Accident
 Incident
 Not Contracted

Task Requests

Engine Change
Other
Special Equipment
Special Equipment 2
 Structural Repair Item
 Weight & Balance

Click NEXT to input the action for closing defect

 **Next >** **< Prev** **Finish** **Cancel**

iii. Step 3 :

WHEN

WHAT

WHO

The screenshot shows the 'Wizard - Close for Maint. W/O' window with the following details:

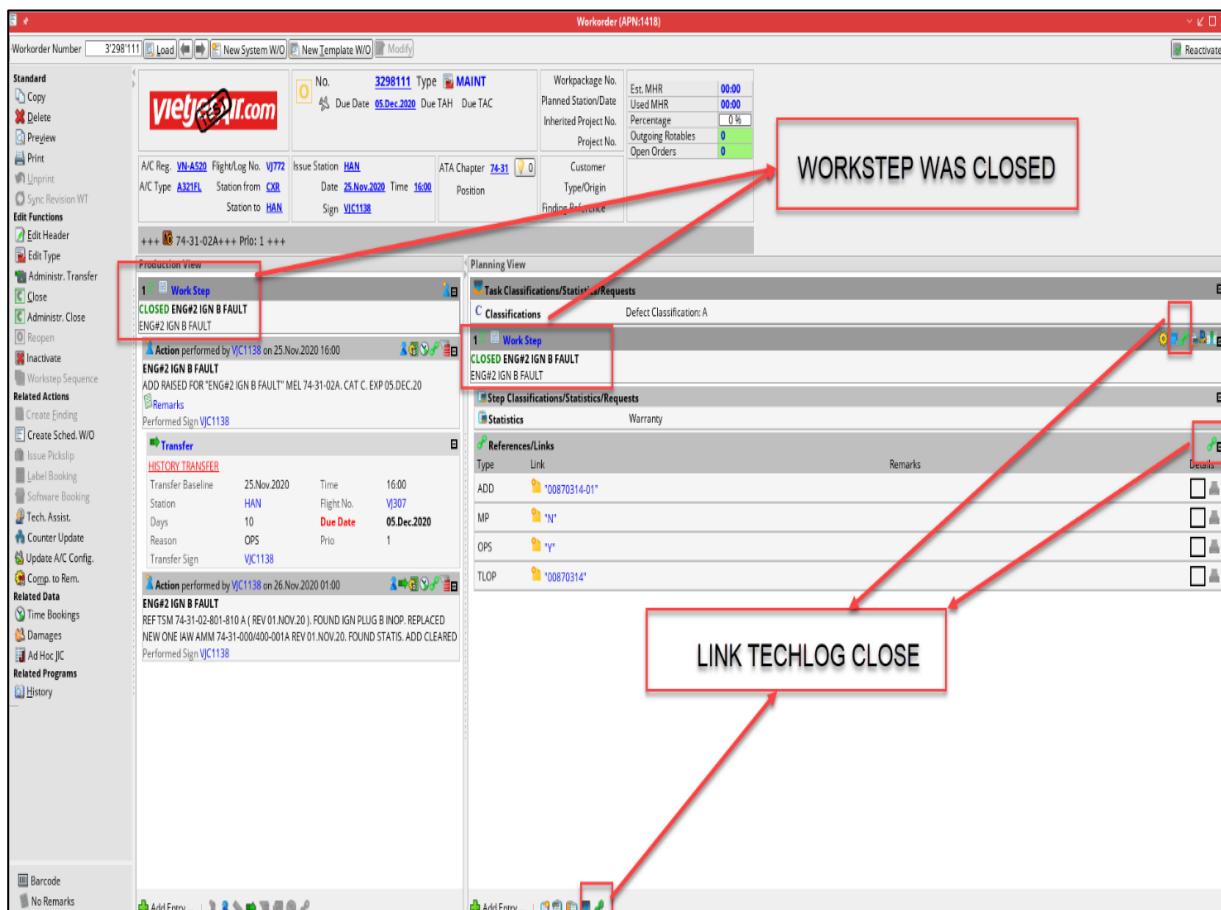
- Action** (Step 1):
 - Work Step: ENG#2 IGN B FAULT
 - Performed Date: 26.Nov.2020
 - Time: 01:00
 - Headline: ENG#2 IGN B FAULT
- Action Text** (Step 2):

REF TSM 74-31-02-801-810 A (REV 01.NOV.20). FOUND IGN PLUG B INOP. REPLACED NEW ONE IAW AMM 74-31-000/400-001A REV 01.NOV.20. FOUND STATIS. ADD CLEARED
- Remarks** (Step 3):

Work on step completed -> Close work step
- Performed Sign** (Step 3):

VJC1138 Than Van Dong VJC.CRS.128
- Buttons** (Step 4):
 - < Prev
 - Next >
 - Finish (highlighted with a red circle)
 - Cancel

iv. Step 4 :



v.Step 5 :

Workorder Number 3'298'111

Standard	No. 3298111 Type MAINT Due Date 05.Dec.2020 Due TAH Due TAC	Workpackage No. Planned Station/Date Inherited Project No. Project No.
Copy Delete Preview Print Unprint Sync Revision WT	A/C Reg. VN-A520 Flight/Log No. VJ772 A/C Type A321FL Station from CXR Station to HAN Issue Station HAN Date 25.Nov.2020 Time 16:00 Sign VIC1138 ATA Chapter 74-31 Position 0	Customer Type/Origin Finding Reference
Edit Header Edit Type Administr. Transfer Close Administr. Close Reopen Inactivate Workstep Sequence	Production View 1 Work Step CLOSED ENG#2 IGN B FAULT ENG#2 IGN B FAULT Action performed by VIC1138 on 25.Nov.2020 16:00 ENG#2 IGN B FAULT ADD RAISED FOR "ENG#2 IGN B FAULT" MEL 74-31-02A. CAT C. EXP 05.DEC.20 Remarks Performed Sign VIC1138 Transfer HISTORY TRANSFER Transfer Baseline 25.Nov.2020 Time 16:00 Station HAN Flight No. VJ307 Days 10 Due Date 05.Dec.2020 Reason OPS Prio 1 Transfer Sign VIC1138 Action performed by VIC1138 on 26.Nov.2020 01:00 ENG#2 IGN B FAULT REF TSM 74-31-02-801-810 A (REV 01.NOV.20). FOUND IGN PLUG B INOP. REPLACED NEW ONE IAW AMM 74-31-000/400-001A REV 01.NOV.20. FOUND STATIS. ADD CLEARED Performed Sign VIC1138	Planning View Task Classifications/Statistics/Request Classifications 1 Work Step CLOSED ENG#2 IGN B FAULT Step Classifications/Statistics/Request References/Links Type Link ADD "00870314-01" MP "N" OPS "Y" TLCL "00870315" TLOP "00870314"

CLICK CLOSE AGAIN

vi. Step 6 :

No. 3298111 Type MAINT
Due Date 05.Dec.2020 Due TAH Due TAC

Workpackage No. Planned Station/Date Inherited Project No.
Fcr MHR nn-nn

Wizard - Close for Maint. W/O 3298111 A/C Reg. VN-A520 ATA Chapter 74-31

Steps

1. Close W/O

Close W/O

No. 3298111 A/C Reg. VN-A520 A/C Type A321FL
Type MAINT ATA Chapter 74-31
Closure
Closing Station SGN
Closing Date 26.Nov.2020 Closing Time 01:00 Select a flight leg
Flight/Log No. VJ307 Arr. Date 31.Jul.2020 12:11 Dep. Airport HUI Arr. Airport SGN
Closing TAH 2234:33
Closing TAC 1'222
Approval No. VAR PART 5
Closing Sign VJC1138 Than Van Dong VJC.CRS.128

Approval No. Authority approval number as defined in **Organisation Approval Management**. A default can be set for your company in **Form Configuration**.

Closing Sign Personal code of the person closing the workorder.

- » If the approval type is *M* or empty, meaning the approval number is hardcoded, you can only enter known names.
- » If the approval type is *M_E* (external), you can also enter unknown names.
- » If E-Signature is enabled you can only enter known names in both cases.

< Prev | Next > | Finish | Cancel

 <p>A/C Reg. VN-A520 Flight/Log No. VJ772 A/C Type A321FL Station from CXR Station to HAN</p> <p>Issue Station HAN Date 25.Nov.2020 Time 16:00 Sign VIC1138</p> <p>+++  74-31-02A+++ Prio: 1 +++</p> <p>Production View</p> <p>1 C Work Step CLOSED ENG#2 IGN B FAULT ENG#2 IGN B FAULT</p> <p>Action performed by VIC1138 on 25.Nov.2020 16:00</p> <p>ENG#2 IGN B FAULT ADD RAISED FOR "ENG#2 IGN B FAULT" MEL 74-31-02A. CAT C. EXP 05.DEC.20</p> <p>Remarks Performed Sign VIC1138</p> <p>Transfer ACTIVE TRANSFER</p> <table border="0"> <tr> <td>Transfer Baseline</td> <td>25.Nov.2020</td> <td>Time</td> <td>16:00</td> </tr> <tr> <td>Station</td> <td>HAN</td> <td>Flight No.</td> <td>VJ307</td> </tr> <tr> <td>Days</td> <td>10</td> <td>Due Date</td> <td>05.Dec.2020</td> </tr> <tr> <td>Reason</td> <td>OPS</td> <td>Prio</td> <td>1</td> </tr> <tr> <td>Transfer Sign</td> <td>VIC1138</td> <td colspan="2"></td> </tr> </table> <p>Action performed by VIC1138 on 26.Nov.2020 01:00</p> <p>ENG#2 IGN B FAULT REF TSM 74-31-02-801-810 A (REV 01.NOV.20). FOUND IGN PLUG B INOP. REPLACED NEW ONE IAW AMM 74-31-000/400-001A REV 01.NOV.20. FOUND STATIS. ADD CLEARED Performed Sign VIC1138</p> <p>Workorder closed on 26.Nov.2020</p> <table border="0"> <tr> <td>Closing Station</td> <td>SGN</td> </tr> <tr> <td>Closing Date</td> <td>26.Nov.2020</td> <td>Closing Time</td> <td>01:00</td> </tr> <tr> <td>Closing TAH</td> <td>2234:33</td> <td>Closing TAC</td> <td>1222</td> </tr> <tr> <td>Flight No.</td> <td>VJ307</td> </tr> <tr> <td>Approval No.</td> <td>VAR PART 5</td> </tr> <tr> <td>Closing Sign</td> <td>VIC1138</td> </tr> </table>	Transfer Baseline	25.Nov.2020	Time	16:00	Station	HAN	Flight No.	VJ307	Days	10	Due Date	05.Dec.2020	Reason	OPS	Prio	1	Transfer Sign	VIC1138			Closing Station	SGN	Closing Date	26.Nov.2020	Closing Time	01:00	Closing TAH	2234:33	Closing TAC	1222	Flight No.	VJ307	Approval No.	VAR PART 5	Closing Sign	VIC1138	<p>No. 3298111 Type  </p> <p> Due Date 05.Dec.2020 Due TAH 05.Dec.2020</p> <p>Issue Station HAN Date 25.Nov.2020 Time 16:00 Sign VIC1138</p>
Transfer Baseline	25.Nov.2020	Time	16:00																																		
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Flight No.	VJ307																																				
Approval No.	VAR PART 5																																				
Closing Sign	VIC1138																																				

4.3.6 PART RETURN PROCEDURE

- a) Parts return to store with serviceable condition (unused consumable or Rotable)
 - 1) Check history parts was issued: WO Number? Pick-slip Number? Aircraft?
 - 2) Access to AMOS system
 - 3) Access to APN: 375
 - i. At “Pick-slip Number”: keen Number of Pick-slip was requested.
 - ii. Click “Preview” button

Pickslipno	Station From	Store From	Station To	Store To	Mech	Receiver	Project	WO	Planned	Issued	Time Iss...	Booked	Time Bo...	Status
11948SGN	MAIN	SGN	MAIN	HTMP	A668		573221	04.07.2014	04.07.2014	07:15				Issued

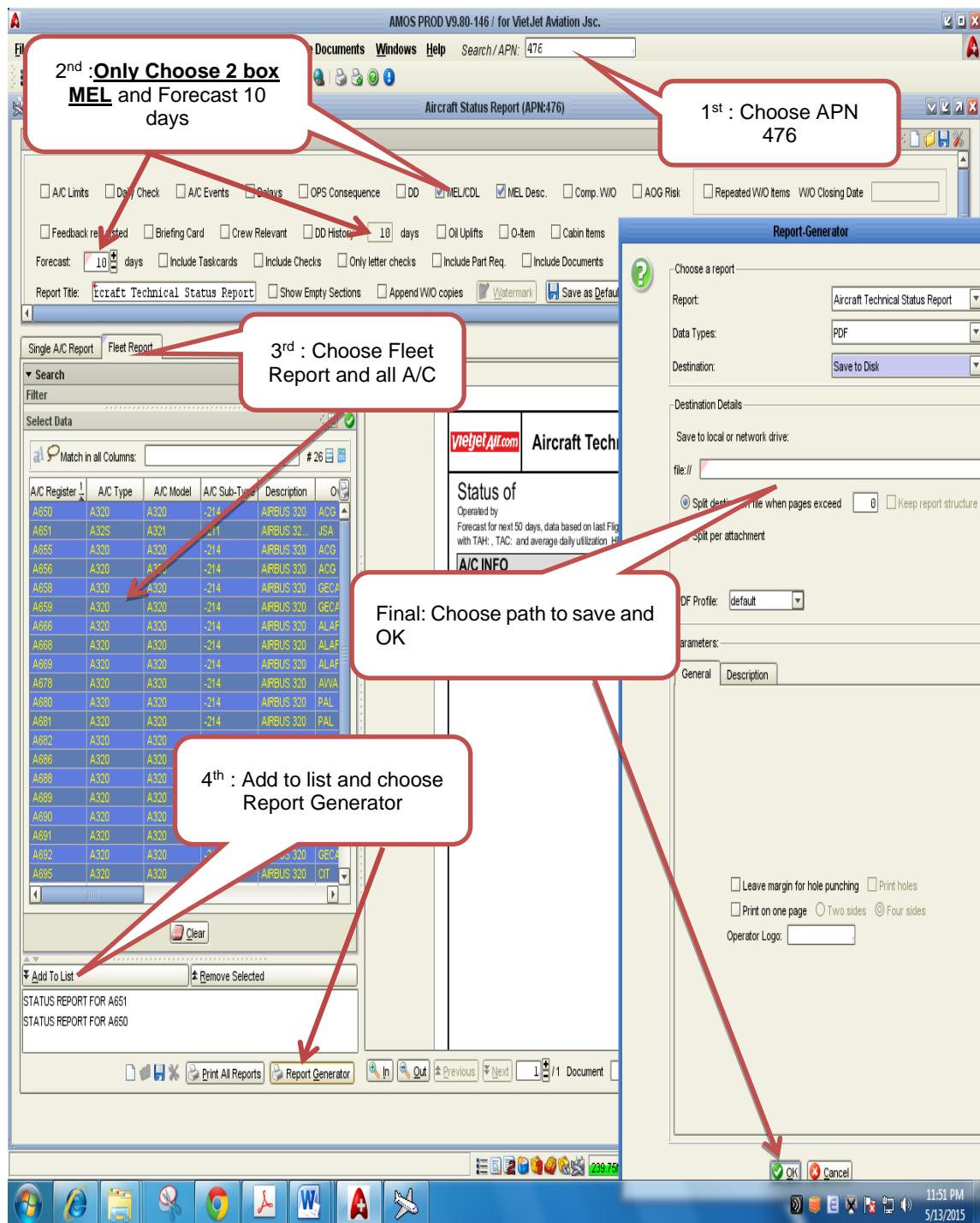
- iii. At “Report Generator” tap: chose “Return Slip” then click ok

- 4) Print out report of Return slip, requested CERTIFYING STAFF sign & attached to serviceable part,
- 5) Record part return details to “Item Hand Over to Store” – FORM MXF243 sheet.
- 6) Send Serviceable parts back to store & requested Store man duty sign at “Receiver”.

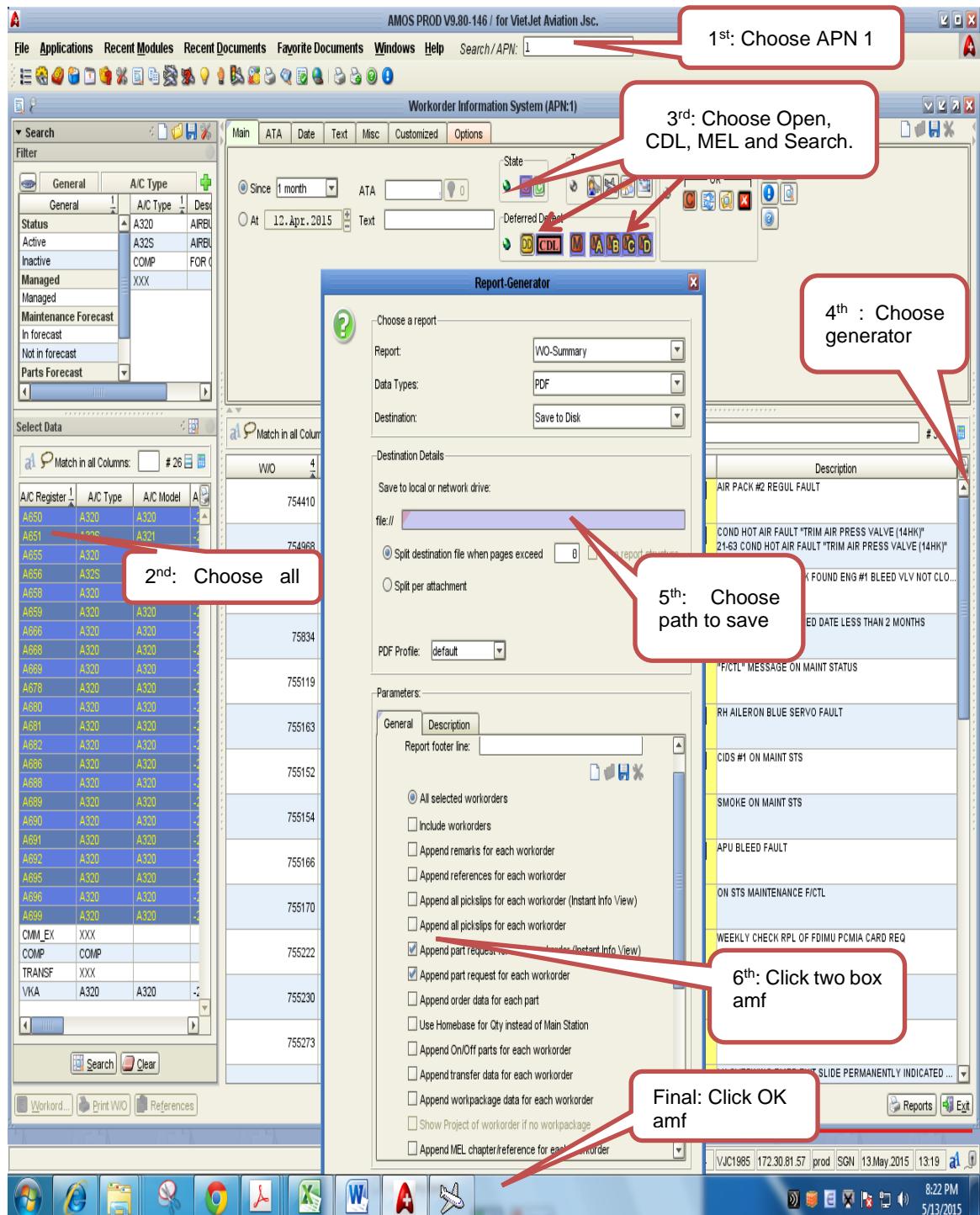
vietjetAir.com	APPENDIX	VJC-AMO-SOP-001
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- 7) Save “Item Hand Over to Store” – FORM MXF243 sheet to Serviceable Return Part Folder.
- b) Parts return with Unserviceable condition (only applied for Rotable Part)
- 1) After done “Component changed” (label booking)
 - 2) Print out “Unserviceable” tag from AMOS.
 - 3) Copy Serviceable/Unserviceable tag
 - 4) Send back original Serviceable/Unserviceable tag back to head office.
 - 5) Attached these Papers to unserviceable parts:
 - i. Unserviceable tag print from AMOS (Copy)
 - ii. Serviceable/Unserviceable tag (Copy)
 - iii. Technical Log indicated parts changed (Copy)
 - 6) Record part return details to “Item Hand Over To Store” – FORM MXF243
 - 7) Send Unserviceable parts back to store & requested Store man duty sign at “Receiver”.
 - 8) Save “Item Hand Over To Store” – FORM MXF243 to Unserviceable Return Part Folder.

4.4 GENERATE AIRCRAFT STATUS REPORT



4.5 GENERATE MATERIAL STATUS REPORT



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4.6 GUIDANCE FOR PERFORMING AND FILLING PARAMETERS OF REFUELING PARAMETERS

4.6.1 PURPOSE

- a) This rule only guides to fill parameters – Not affect the implementation of the current approved and applied fueling procedure.
- b) This process of filling parameters aims enhancing the efficiency of the control of fuel supply discrepancy.

4.6.2 SCOPE

This procedure is applicable to Organizations and/or Personnel involved in fuel supply for VIETJET's aircraft.

4.6.3 RESPONSIBILITY

- a) The authorized staff for fuel supply at line stations is responsible for the specified procedures.
- b) PIC (Pilot in Command) is responsible for re-fueling if there is no qualified personnel available.

4.6.4 PROCEDURE OF RE-FUELING

- a) Abbreviations:
 - 1) VietJet Staff): Staff or Preventative of VietJet, responsible for fuel supply at site).
 - 2) Supplier Staff: (Staff or Preventative of Supplier, responsible for fuel supply at site).
- b) After landing
 - 1) After the aircraft stop and insert the chock, the Pilot waits at least 2 minutes for the Fuel tank of aircraft stabilized, then reads and records aircraft fuel indicator in the technical log page in Kgs.
 - 2) The Pilot calculates and informs the uplift fuel quantity to VietJet Staff in Kgs.
 - 3) The VietJet Staff will inform the fuel remaining (bases on the figure of Techlog) and the uplift fuel quantity to the Supplier Staff in Kgs.
 - i. Before Re-fueling
 - Before fueling Supplier staff must be sure that fuel delivered onto aircraft is:
 - Free of contamination.
 - Is of correct grade and specification for each aircraft type.
 - During refueling, Supplier staff must comply with safety precaution mentioned in related AMM and other requirements that the local airport authority may apply at that particular area/gate or airport.
 - When necessary, the actual quantity of on-board fuel shall be measured, using manual magnetic stick. The maintenance action shall be recorded

and certified in the relevant Technical Log page to confirm the correct fuel quantity on-board for the intended flight.

- 4) The Supplier staff checks and performs the following operations under monitoring of VietJet Staff.
 - i. Fuel tanker/ Bowser must be bonded to the aircraft. Ground the fuel tanker/ Bowser and aircraft correctly.
 - ii. Make sure that the chocks do not touch the tires. The weight of the fuel can lower the aircraft and cause the chocks to catch.
 - iii. Sump drains check sample before refueling: water contamination, temp, specific gravity, correct grade and specification for each aircraft type. Aircraft fuel must have an approved fuel batch number, which must be recorded on the fuel receipt.
 - iv. Check and record original meter of total indicator on fuel tanker/bowser in Fuel receipt in Gallon.
 - v. Check and confirm zero start of meter gauge on fuel tanker, if not, he must reset it to zero.
- 5) The Supplier Staff performs the measurement of specific gravity (in Kgs/Litres) and temperature (in OC) by specialized equipment. In case if the measurement is not performed per flight then the fuel supply staff must do the measurement 3 times a day in the morning, noon and afternoon and records in a book with the signatures of both sides.
- 6) Record all figures and other necessary information in the Fuel receipt of the Fuel Supplier.
- 7) The Supplier Staff open tank cap on wing of aircraft and make the connection with sump drains.
- 8) The VietJet Staff enter the uplift fuel quantity in refuel control panel (in Kgs), The system will automatically interrupt when enough.
- 9) Before refueling an aircraft, VietJet Staff checks the fuel remaining in tank under wing of aircraft, then records this figure into Fuel Control Bill of VietJet with other information. Notes: There may be difference between Techlog and indicator under wing of aircraft because APU still run for some time.

INFORMATION FROM SUPPLIER STAFF

Name of refueler	123456
Registration number of truck in case of fuel supply by truck	BMV-300.20
Name of Supplier Staff	Trần
(Delivered Volume), Gallon	(Density), Kgs/Lít
A	B

INFORMATION FROM VIETJET STAFF

(Name of VietJet Staff)			Nguyễn				
(Aircraft Type)			A320				
(Aircraft Registration)			VN-695				
(Flight number)			VJ496				
(Route)			BMV-HAN				
(APU ussage), Yes or No			Yes <input type="checkbox"/>	No <input type="checkbox"/>			
No	(Aircraft indicator in tankers before refuelling), Kgs			(Aircraft indicator in tankers after refuelling), Kgs			
	Left	Center	Right	Left	Center	Right	(Total Refuelling), Kgs
	C	D	E	F	I	J	K
	1.660	80	1.770				

- 10) Before pumping, the Supplier staff checks start time and record in Fuel Receipt of Fuel Supplier, then starts the pump on the bowser.
- 11) VietJet Staff and Supplier Staff check and monitor all figures during this procedure.
- c) During refueling.
During refueling, ensure pump pressure and Nozzle/Hose End Pressure less than 50psi.
 - d) After refueling.
 - 1) After stopping the pump on bowser, the Supplier staff checks and records time in Fuel Receipt of Fuel Supplier.
 - 2) Disconnect fuel supply hose and close fuel coupling.
 - 3) The Fuel supplier's staff close cap of fuel tank on wing under monitoring of VietJet Staff.

- 4) The Fuel supplier's staff shall check and record the meters of Total Indicator and Supplied Volume Indicator on fuel tanker/bowser in Fuel Receipt of Fuel Supplier in Gallon
- 5) VietJet Staff checks these figures.
- 6) VietJet Staff checks the figure of the fuel quantity in tanks as show of aircraft indicator under wing and calculates the discrepancy of refueling between 2 indicators and records in Fuel Control Bill of VietJet.

INFORMATION FROM SUPPLIER

(Name of refueler)	123456
(Registration number of truck in case of fuel supply by truck)	BMV-300.20
(Name of Supplier Staff)	Trần
(Delivered Volume), Gallon	(Density), Kgs/Lít
A	B
1.753	0,786

INFORMATION FROM VIETJET STAFF

Name of VietJet Staff)	Nguyễn						
Aircraft Type)	A320						
(Aircraft Registration)	VN-695						
(Flight number)	VJ496						
(Route)	BMV-HAN						
(APU ussage), Yes or No	Yes <input type="checkbox"/> No <input type="checkbox"/>						
No	Aircraft indicator in tankers before refuelling), Kgs	(Aircraft indicator in tankers after refuelling), Kgs	Total Refuelling), Kgs				
	Left	Center	Right	Left	Center	Right	
	C	D	E	F	I	J	K
	1.660	80	1.770	4.290	80	4.290	5.150

- e) Discrepancy of refueling%: $\text{DELTA} = (A \times 3,7854 \times B - K) / K \times 100 = 1,28$
 - 1) Both of parties check filling parameters together and sign in Fuel Receipt of Fuel Supplier and Fuel Control Bill of VietJet.
 - 2) Fuel Control Bill of VietJet is attached with the Fuel Receipt of Fuel Supplier and will be sent to Supplier and VietJet for the payment.

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- i. If there is a discrepancy greater than 1%, then the representative of each party is responsible for summarizing and informing to his company within one day.
- ii. Finally, the VietJet Staff informs the pilot of the fuel quantity uplifted and completes the technical log before departure.
- iii. The Pilot checks all figures and confirm in the technical log page.

4.6.5 DEFUELING

- a) During operations if de-fueling is necessary, authorized staff shall be communicated by flight crew on the quantity to be de-fueled. Communication with flight crew is unnecessary in cases when the de-fuel tasks is just to avoid water in fuel tanks.
- b) The authorized staff shall communicate with the VietJet Staff and Contracted Fuel Service Company for the vessel/tanker to de-fuel to.
- c) VietJet Staff and Supplier Staff shall perform the defueling task in accordance with the relevant AMM tasks, other safety precautions and all additional precautions that the local airport authority may have at that area/gate/airport.
- d) Make sure to complete all necessary paperwork (Technical log entry for the task) after the defuel task have been performed.

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4.7 COMMUNICATION MATRIX

The communication matrixes are subject to be changed depending on selection of contracted AMO. MCC shall keep all current contact information of contracted AMO.

4.8 PPC DAILY TASKS

a) For line maintenance planning:

- 1) Aircraft Night Stop Request:
 - i. Phase check/CMR physical check: PPC staff coordinate with Planning department to issue A/C night stop schedule for one whole month. Send schedule to Maintenance Watch by 20th of each month.
 - ii. 72 Hours request night stop: PPC staff prepare A/C night stop schedule within 72 Hours ahead from the date of issuance. This schedule only emphasizes A/Cs that need big ground time for special maintenance tasks (engines borescope inspection, replace big hard time components, lubricate fan blades, sterilization of potable water, washing engines gas paths, defects troubleshooting and rectification etc...) and reminds schedule for Phase check/CMR physical check.
 - iii. Daily request night stop: PPC staff prepare A/C night stop schedule for next day. This schedule includes all A/Cs that need ground time at specific maintenance location for maintenance activities on the next day. The schedule will be sent to MCC duty staff before 12:00 am.
- 2) Manage the remaining times before due date of the maintenance scheduled tasks for optimization.
- 3) Monitor and issue Work Orders to request Line Maintenance staff to perform: weekly checks, update of Navigation database, aircraft exterior cleaning, cabin deep cleaning, disinfection, replace IPRAM disks to upload music/PA voice, prepare for new coming Aircraft iaw form MXF260, defect troubleshooting and rectification.
- 4) Monitor and control ADDs of the aircraft fleet, place on-time troubleshooting advice and spare requests for defect rectification. In case the ADDs cannot be cleared before the given due date, cooperate with TSE team for OEM recommendation or raise SQA/CAAV concessions if any.
- 5) Liaise with Planning Section to monitor and issue Work Order/ Work-pack to perform Parking/Storage and Periodical checks of the Aircrafts upon receiving requests from Maintenance Watch.
- 6) Ensure that all issued Work Orders performed by Line Maintenance have been completed on time and not overdue. In case that Work Orders cannot be performed on time due to various reasons, refer to the following table for appropriate actions:

Types of Work Orders	Controlled by	Action
Scheduled Work orders from Planning Section	PLANNING / TSE	Must perform before deadline. Inform Planning Team/TSE Team for variation or extension if possible.
Navigation Database Update	PPC	Inform LMD to raise ADD if unable to perform. Adjust the due date of WO using EXTEND EVENT function in AMOS.
Adhoc JIC for ADD	PPC	Must perform before deadline.
Other WOs (aircraft exterior cleaning, cabin deep cleaning, disinsection, replace IPRAM disks..)	PPC	Adjust the due date of WO using CHANGE NEXT DUE function in AMOS.

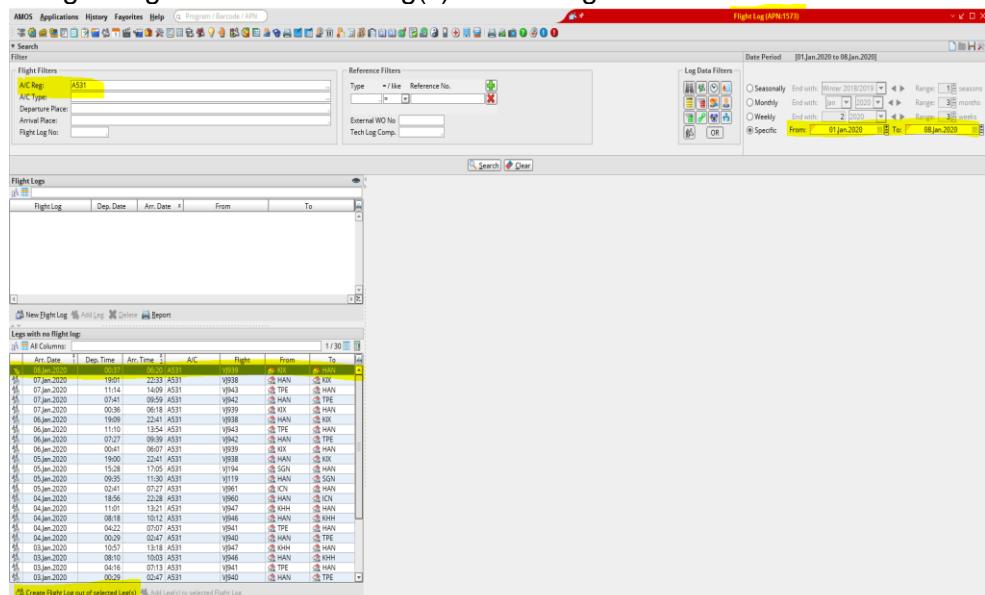
Note: when using “EXTEND EVENT” function in AMOS, the deadline of the reported-back WO will be calculated in accordance with the original due date of WO, while using the “Change Next Due” function, the deadline will be calculated iaw the adjusted due date of WO.

- 7) Collect and check the finished work order from line maintenance with correct content and signature from authorized staff.
- 8) Perform closing, reporting back Work-order and label booking for rotatable components removal and installation I.A.W the WO requirements. In case the label booking cannot be performed, contact Planning team/Technical Record team for compliance.
- 9) Feedback to Planning Department about any discrepancies found during performance of scheduled WO (including the content, material, tool/equipment and manpower).
- 10) Handover the performed WO to Tech record Section/Planning Department using the form EPF179 for monitoring.

- b) For scheduled maintenance check:
- 1) Point of contact for coordination between the Planning Department and MCC during Phase check performed by VJC.
 - 2) Review the Work-pack received from Planning Department and check into AMOS APN#221 to ensure that all items shown on the list of preload tool and material, included in the Phase Check Work-pack, will be available at the time to perform Phase check.
 - 3) Review all job cards/ worksheets to determine any special requirements such as: critical tasks, duplicate inspection required tasks, required inspection items etc. (Refer to form EPF123 & EPF110 in Phase check Work-package) and stamps on the job cards/ worksheets as “CRITICAL”, “DUP INSP”, “RII” accordingly.
 - 4) Highlight any critical tasks including ADs and Mandatory Service Bulletins and all other additional special inspections on SBs or other publications to the on-duty Foreman during the pre-input meeting before the Phase check.
 - 5) Verify the required skills, tool/equipment, material for special works, manpower and confirm with contracted MRO for proper capability if required.
 - 6) Feedback to the Planning Department if found any discrepancies related to the content of WP (including material, tool/equipment and manpower).
 - 7) Print out all relevant documents for WP (such as AMM, EO, ER...).
 - 8) Distribute the task cards to the authorized staff and collect from the CRS all the completed task cards throughout the Phase check.
 - 9) Issue WO to amend Flight hour and Flight cycle at the time A/C night stops.
 - 10) Join in the Phase check together with the foreman to control, support and monitor the phase check progress.
 - 11) Ensure all of the task cards are completed& signed correctly by authorized staff during the check.
 - 12) Once all task cards are confirmed as duly completed, the Production Planner asks the Foreman to close the Work-package by signing the Certificate of Release to Service –Schedule Maintenance Inspection (CRS-SMI, form TQAF011)
 - 13) Handover the finished Work-pack to the Planning Department.

4.9 ENTRY OF TECHNICAL LOG DATA INTO THE AMOS SYSTEM (Data Entry)

- a) Encode only defects (MAREP and PIREP) and respective maintenance actions by checking WOs issued by the certifying staff and closing the related WOs if defects are rectified. This encoding includes doing the label-booking for all rotatable components.
- b) Swap components to reflect the current position of the related components in AMOS.
- c) Inform any data discrepancies which might cause the uncompleted label-booking with the pictures of P/N & S/N of the component to CRS/AMOS key users (Store, Supply, Tech Record, Tech Service, MCC duty)/AMOS admin for support.
- d) Inform certifying staff, Station Manager, MCC Manager about mismatched information. After certifying staff corrects the information with his/her signature and stamp, Data Entry will continue to enter with the corrected information.
- e) Update FH, FC, and fuel quantity uplifted in flightlog application.
 - 1) Once an aircraft is landed, flight number (VJxxx) & Departure station & Arrival station & Departure date/hour & Arrival date/hour & cycle leg number are transferred to AMOS from AIMS automatically, the automatic transfer duration is set at every 30 minutes.
 - 2) Data Entry at maintenance stations (SGN, HAN, DAD, CXR, HPH and VCA) is responsible for making entry of Tech-log page number of each flight leg into AMOS Flight Log application, doing cross-check, and amending flight data based on Tech-log page of relevant flight leg.
 - 3) The cross-check & amendment process is described as below:
 - i. Choose the flight leg that is already existed in AMOS Flight Log (result of automatic transfer from AIMS to AMOS)
 - Go to Flight Log (APN 1573) and choose the A/C Reg. Within the time frame, choose the existed flight leg e.g. VJ939 KIX-HAN and create Flight Log out of selected Leg(s) for that leg.



- In case that the flight leg has not appeared in AMOS flight log compared with tech-log page, create the “New Flight Log” and make entry for all flight data of that flight leg based on tech-log page.

The screenshot shows the AMOS software interface. On the left, there's a list of flight logs for aircraft A531. One specific log entry for 08.Jan.2020 is highlighted. On the right, a 'Create Flight Log' dialog box is open, overlaid on the main window. The dialog box contains fields for 'A/C Registration' and 'Flight Log Number'. It also lists various steps for creating a flight log, such as 'Enter Leg', 'Enter Approach', 'Enter Flight Inspection', etc. The main window shows a table of flight logs with columns for Date, Time, A/C, and Flight number. The flight log for 08.Jan.2020 is selected.

ii. Make entry for tech-log page number into AMOS flight log leg.

The screenshot shows the 'Create Flight Log(s) for Leg(s)' dialog box. It includes an 'Options' section with checkboxes for 'Set the same flight log number for sequenced legs having the same flight number', 'Automatically update following flight log numbers on edit', and 'Automatically update following flight log numbers on remove'. Below this is a 'New Flight Logs' section for aircraft A531. It shows a flight log entry with flight log number 9009111450, route KIX - HAN, date 08.Jan.2020, and time 00:37 to 06:20. A warning message at the bottom states: 'By using this flight log Number you will start a new series from 900911450 to 900911500 for A/C A531.'

- iii. Cross check / amend flight date and time (Take-off, Landing); Fill in / Amend block date and time (Offblock, Onblock)

The screenshot shows a software interface for managing flight details. The main sections include:

- Departure:** Place: KANSAI INTERNATIONAL AIRPORT (KIX). Offblock: 00:37. Takeoff: 00:37. Both entries show a red highlight.
- Arrival:** Place: HAN STATION (HAN). Landing: 06:20. Onblock: 06:20. Both entries show a red highlight.
- Additional Flight Information:** Service Type: SCHEDULED FLIGHT, PASSENGER, NORMAL SERVICE. Flight: VJ939. Flight Rule: Please choose. NVG: (checkbox). ETOPS: Rating: (dropdown). RVSM: (checkbox).
- Calculations:** Block Time: 05:43. Flight Time: 05:43. Taxi Out: 00:00. Taxi In: 00:00. IFR Time: n/a. VFR Time: n/a.
- Landings:** Day: 1. Night: 0.
- Remarks:** A large text area for notes.
- Status Bar:** A yellow bar at the bottom left contains a warning icon and the text "Counters values of this leg might be affected by changes." It also has a checkbox "Adapt counter values automatically when saving" and a "Preview Changes" button.
- Buttons:** Save and Cancel.

- iv. Fill in the remaining technical data from techlog page into AMOS flight log as usual: fuel, oil, hydraulic, etc.
- v. In case that red highlight of more than 2 consecutive rows is appeared but not due to flight data inconsistency: this is due to missing flight from AIMS at the time and there is inconsistency of system sequence number between manual entry & auto transfer from AIMS, this inconsistency does not affect TAH/TAC as well as existing flight data of the aircraft. Action: contact AMOS Admin for final fix of leg sequence number, the final fix should be attempted within 01 day (24hours).
 - Auto fix: the missing flight shall be re-appeared in AIMS (after from 30 min to 24 hour) and auto loaded into AMOS, the system sequence number will be fixed automatically, all the manual entries previously made shall not be overwritten.
 - Manual fix by AMOS Admin: AMOS Admin is to create .xml file of the missing flight and manual import into AMOS, the system sequence number will be fixed, all the manual entries previously made shall not be overwritten.
- f) For a/c with night-stop, Data Entry shall create W/O to perform Daily Check (A320/321)/ Stayover Check (A330) in AMOS to:

- 1) Update engine oil, APU oil, hydraulic fluid uplifted based on TLP
 - 2) Update APU hours, APU cycles based on TLP.
 - 3) Update a/c flight hours and a/c flight cycles (if required) based on TLP.
- g) For aircraft with night-stop at out station without data entry staff, station manager shall assign the staff to create the W/O to perform Daily Check (A320/321)/ Stayover Check (A330) in AMOS to:
- 1) Update engine oil, APU oil, hydraulic fluid uplifted based on TLP.
 - 2) Update APU hours, APU cycles based on TLP.
 - 3) Update a/c flight hours and a/c flight cycles (if required) based on TLP.

4.10 ACCEPTABLE DEFERRED DEFECTS (ADDS) NOTICE

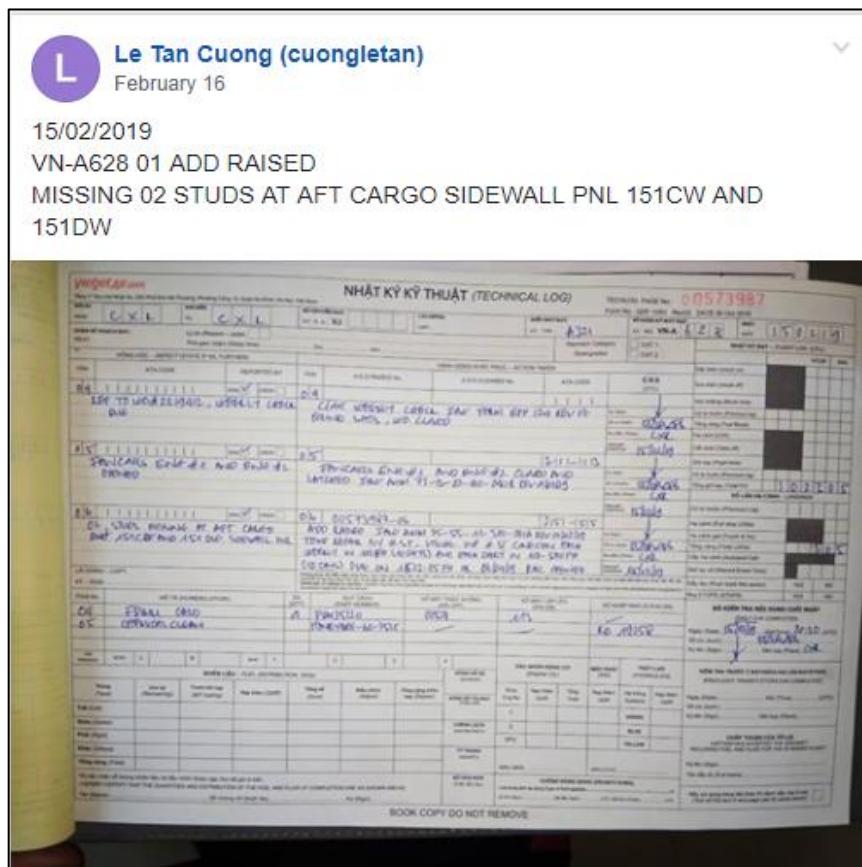
- a) Within VJC maintenance stations, the certifying staff who performed maintenance, must post (right after aircraft dispatch but not later than next arrival) Tech-log page (full page with all information), ADD sheet (pink or blue), PFR message, picture of physical damage (structure damages, cabin defects,...) on the Workplace ADD Notice Group that has been assigned to their station with the post title is "Date / Aircraft / ADD number / Defect summary".
- b) With structure defects, certifying staff employed by Vietjet is responsible to post the photos of TLP, SDR, SRO, Dent & Buckle Chart and related ADDs information (if any) to the Workplace ADD Notice Group that has been assigned to their station, whenever the Dent & Buckle Chart has a new item made or its existed items updated, after a temporary or a permanent repair is carried out. The post title is "Date / Aircraft / SDR number / SRO Number / Defect summary".
- c) In case that a defect has operational limits or required maintenance procedures to be carried out before each flight, the certifying staff shall:
 - 1) Inform MCC right after deferring the defect by phone call so that MCC can work immediately with Maint Watch to reschedule the aircraft with proper flight routes to meet the operation limits including but not limited to reduction of cargo capacity of the aircraft, restriction of cargo categories can be carried on board, limitation of numbers of passenger can be onboard, APU inoperative and it requires the destination airport having adequate ground support equipment, etc.
 - 2) Record detailed operation limits and/or maintenance procedures required before each flight in Technical Log book and ADD sheets.
- d) For the deferred defects with maintenance procedures required before each flight, MCC will coordinate with Maint Watch and make sure that the destination airport has suitable certifying staff or send FE on board to perform maintenance procedure.
- e) In case that a defect has operational limits (O) or required maintenance procedures (M) to be carried out before each flight, MCC Controller and/or MCC Executive must prioritize and ensure the defect be entered into AMOS within 30 minutes from the time that MCC receives the information from the certifying staff.
- f) Admin MCC who is assigned by MCC Manager shall monitor the ADD Notice groups.
- g) Admin MCC creates the ADD Notice groups of VJC maintenance stations in Workplace application. Example: "ADD Notice SGN", "ADD Notice HAN", "ADD Notice DAD", "ADD Notice CXR" and "ADD Notice HPH", ...
- h) Based on latest roster list issued by MQA, Admin MCC shall add new authorized certifying staff to group ADD Notice.

Example:

15/02/2019

VN-A628

ADD 00573987-06 RAISED: "MISSING 02 STUDS AT AFT CARGO SIDEWALL PNL 151CW AND 151DW"



- i) MCC Controller and MCC duty staff who have AMOS entry functions for ADDS will check the ADD Notice groups in their shift (Morning shift: 05:00 to 17:00 and Night shift: 17:00 to 05:00 (+1)). They must ensure that all of the defects are updated into AMOS and they must make a comment in Facebook Workplace: "NOTED. AMOS UPDATED" below the post of CRS to acknowledge receipt of the information.
 - 1) Note 1: If MCC Controller/authorized MCC duty staff do not make any comment after the post from Certifying staff, it means that the ADD has not updated yet into AMOS.
 - 2) Note 2: In case that wrong information or discrepancies written in the Technical Logbook by certifying staff, MCC Controller shall send an email to the relevant Station Manager and related certifying staff for the request to correct the information immediately.

- j) With structure defects, MCC controller is responsible for structure defects information to be entered correctly into AMOS and send photos/scanned copies of TLP, SDR, SRO, Dent & Buckle Chart and related ADDs to TSE immediately after Work Orders are created in AMOS for related structure defects.

4.11 GUIDELINES FOR ENTRY OF TECHNICAL LOG DATA INTO THE AMOS SYSTEM (Certifying Staff)

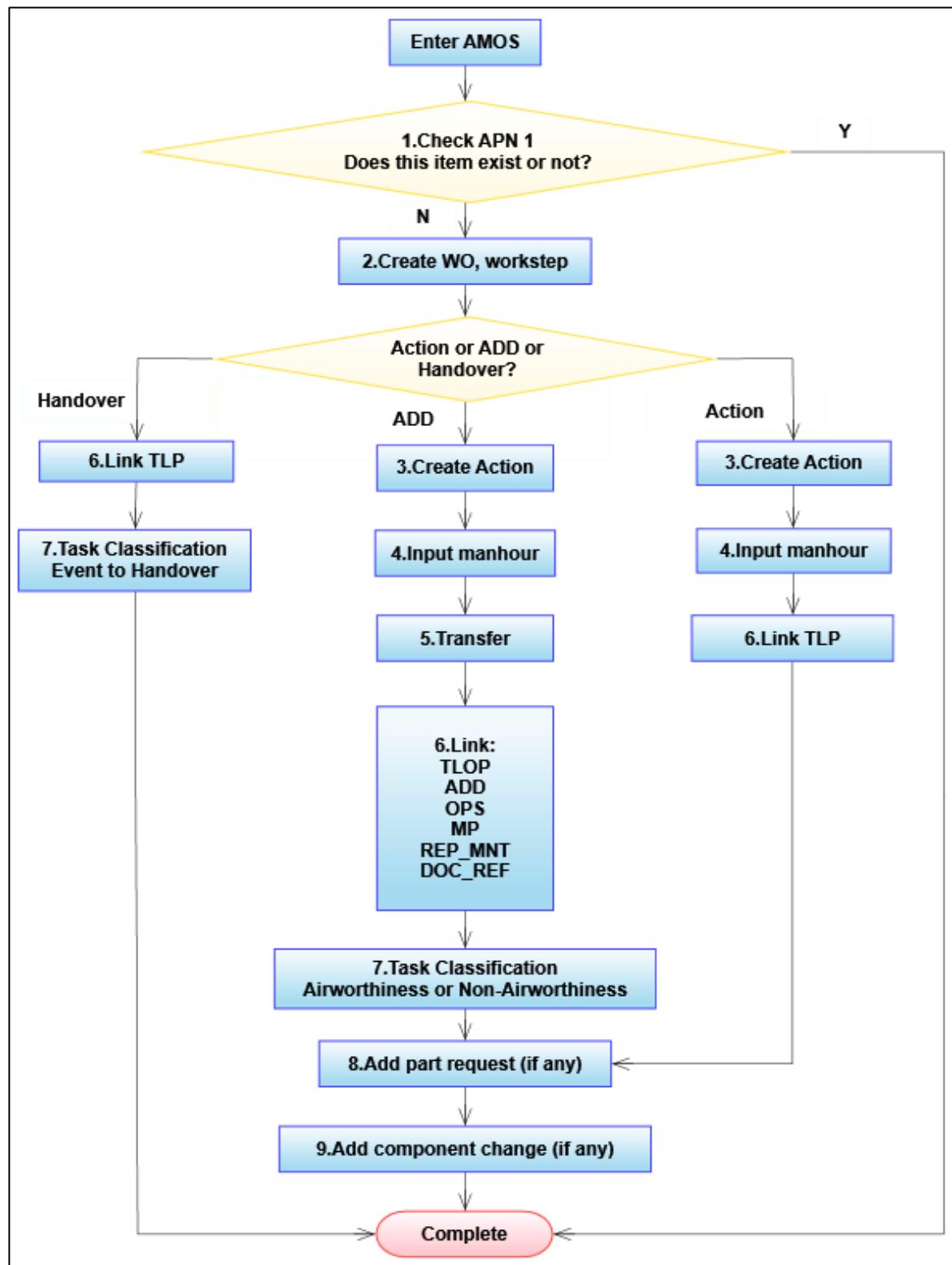


TABLE OF APN

APN	DESCRIPTION	PURPOSE
1	Workorder Information System	Search for WO, ADD
1418	Workorder	Load, create WO Print WO
221	Stock Information	Search for spare part in Store
375	Pickslip Viewer	View pickslip Print pickslip request, return slip
147	Rotable Administration	
188	Part Tracking	
10011	Airworthiness Deferred Defect Status List	Print Airworthiness ADD Sheet
10012	Non-Airworthiness Deferred Defect Status List	Print Non-Airworthiness ADD Sheet
10025	Repetitive Inspection Requirement Control Sheet	Print Repetitive Inspection Requirement Control Sheet
10026	Scheduled Check Monitoring Form	Print Scheduled Check Monitoring Form
786	Structural Damage	View Dent & Buckle Chart
617	Maintenance Coordination Module	View status of opened WO, ADD, scheduled maintenance checks of each A/C
1844	Maintenance Forecast	View scheduled WO Print scheduled WO
1299	Daily Check (A320/321)/ Stayover Check (A330) Control	View due date of Daily Check (A320/321)/ Stayover Check (A330) of each A/C
206	Aircraft Utilization	View FH, FC
1573	Flight Log	View Flight Log
146	Staff Management	View staff personal information

APN	DESCRIPTION	PURPOSE
		View staff training record View staff experience log book

STEP 1: CHECK APN 1

1.1. APN 1

Search by TL, ADD No.

1.2. Choose a/c

1.3. Select tag “Main” → Set time period.

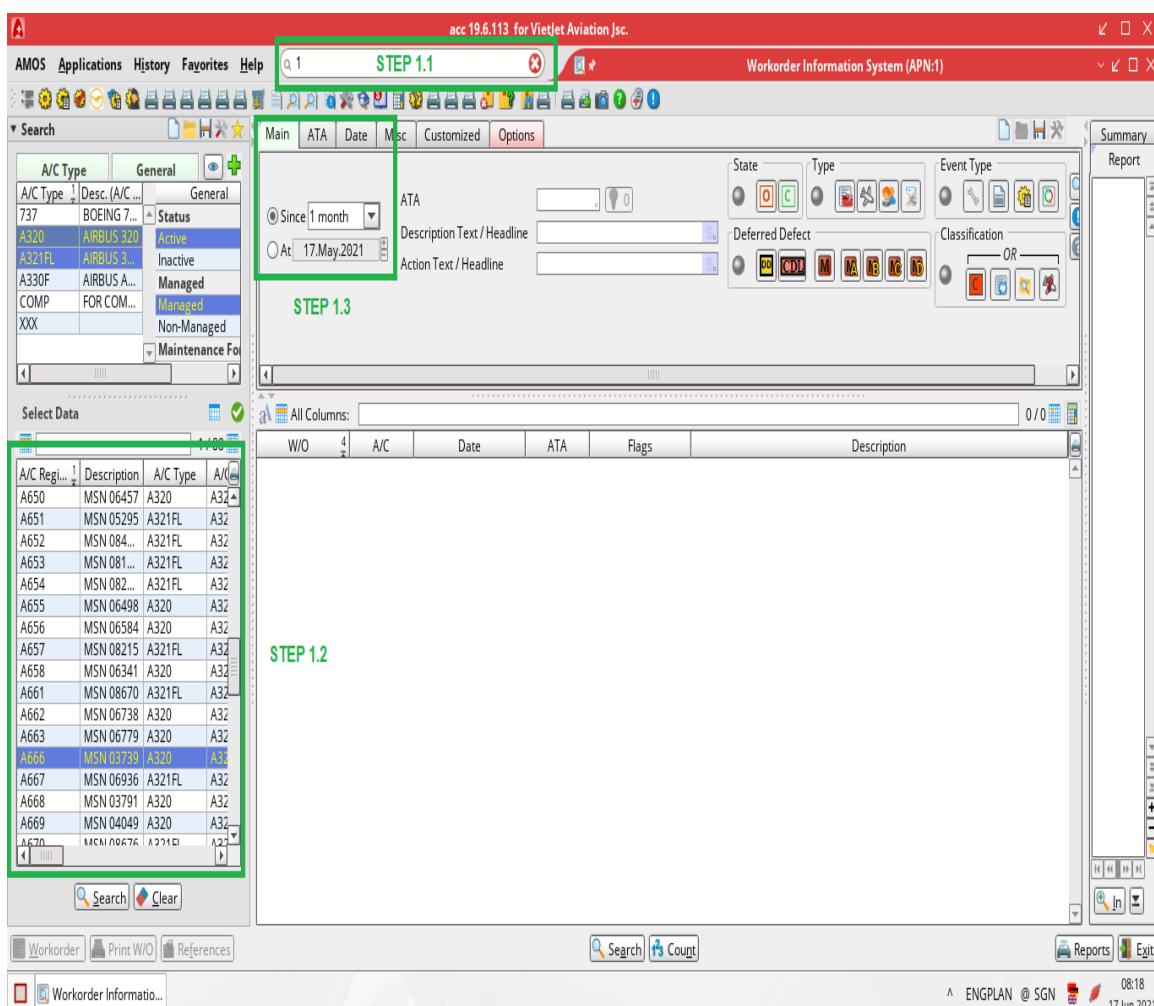
1.4. Select tag “Misc” → “Reference” → “Like” → enter reference no. (TLP or ADD, ...) → “Search”.

Search by keyword

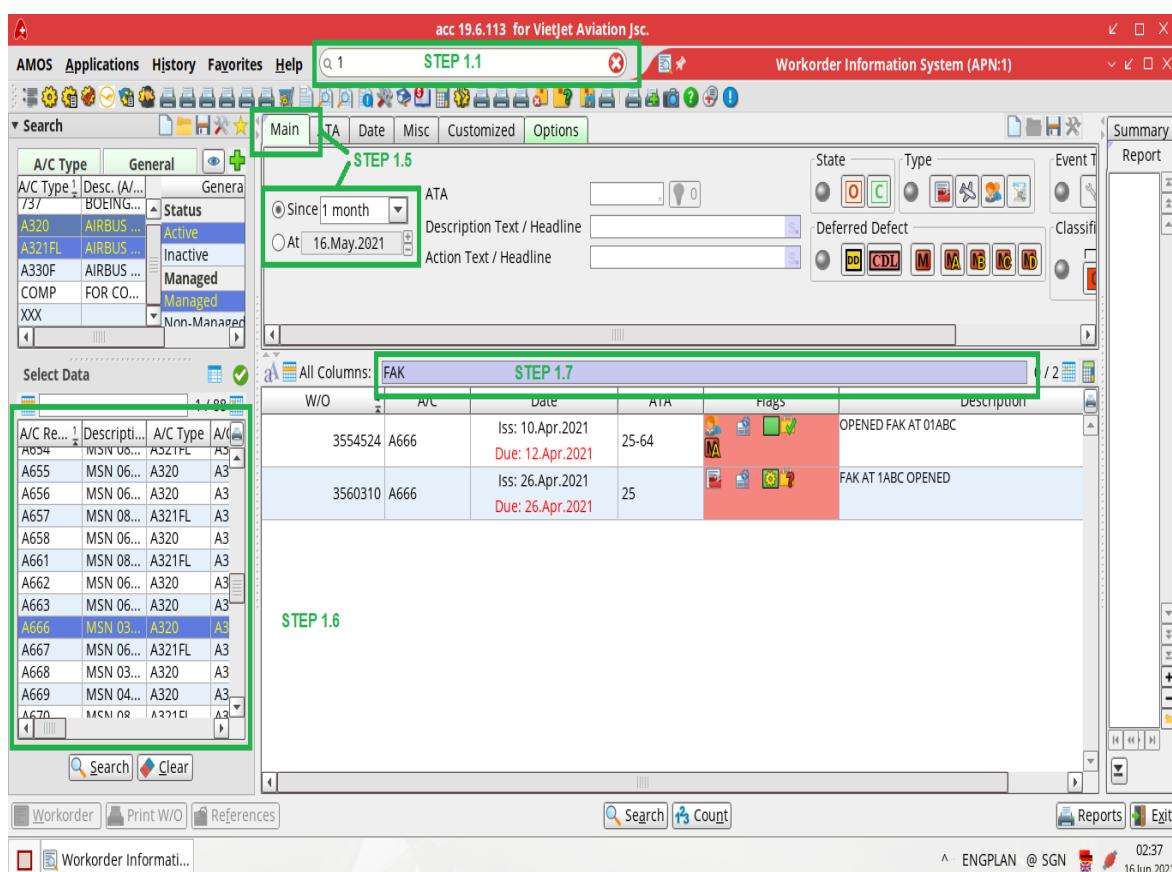
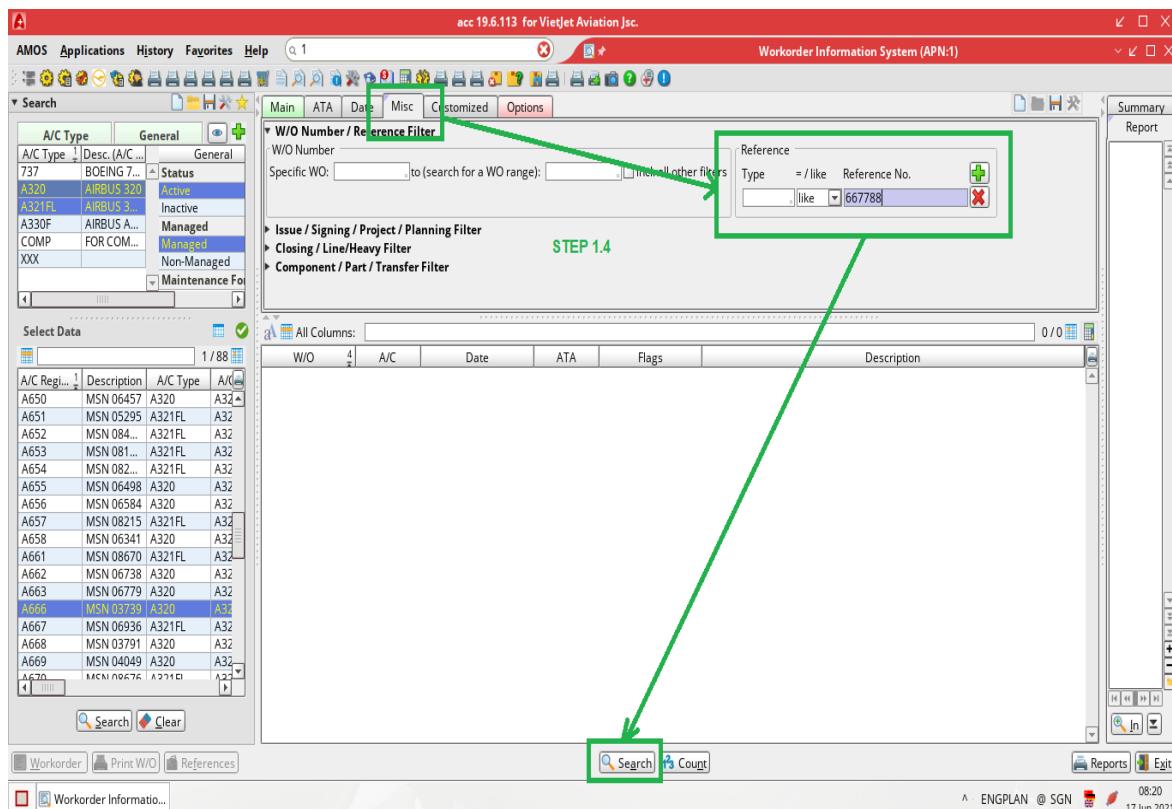
1.5. Select tag “Main” → Set time period.

1.6. Choose a/c by double click → Load all work orders.

1.7. Enter keyword to search.



APPENDIX
GUIDELINES FOR ENTRY OF TECHNICAL
LOG DATA INTO THE AMOS SYSTEM
(Certifying Staff)



STEP 2: CREATE WO, WORKSTEP

2.1. APN 1418

2.2. "New System W/O"

2.3. "Maintenance" (defect reported by CRS) or "Pirep" (defect reported by Pilot) → "Next".

2.4. Input a/c information & Issue information → "Next"

2.5. Input "Headline" & "Description text"

Insert the pre-fix by pressing F1 before inputting content.

[OPS]	Operation limit
[MP]	Maint Proc
[RE-OPEN]	Re-open defect
[CABIN]	Cabin defect

For [OPS] and [MP] defect, in "Description text":

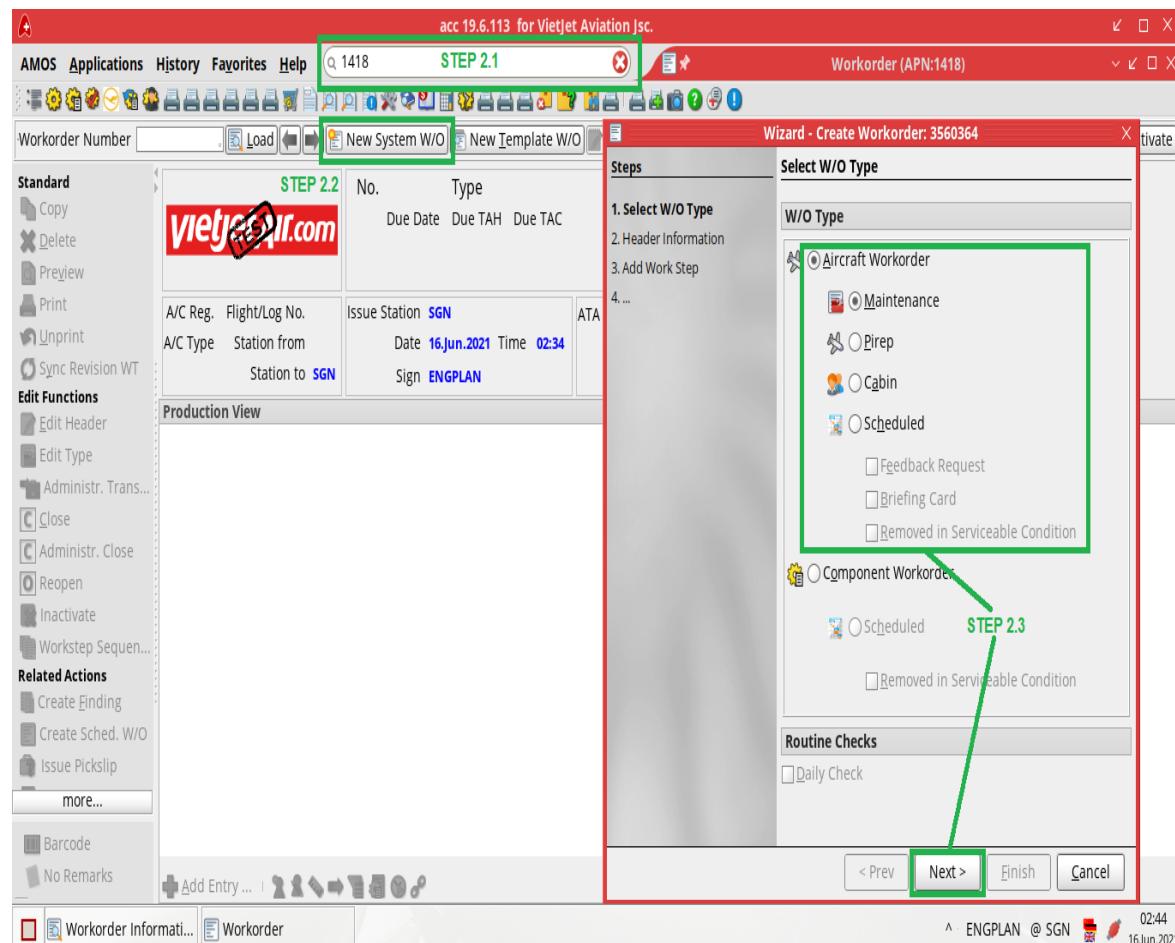
- Input the operation limit or maintenance procedure in a new line

- insert pre-fix [OPS] or [MP] before the operation limit or maintenance procedure.

2.6. Choose "Finish"

Note:

When inputting Description Text, remember to make a space after each dot (.) or comma (,)



acc 19.6.113 for VietJet Aviation Jsc.

AMOS Applications History Favorites Help Workorder (APN:1418)

Workorder Number Wizard - Create Workorder: 3560364

STEP 2.4

Header Information

Aircraft Information

A/C Reg. A666 MSN 03739
A/C Type A320 AIRBUS 320
ATA Chapter 25-64 FIRST AID EQUIPMENT

Position
Panel
Zone
Area
Special

Issue Information

Select Leg Create Flight Log Unlink Leg
Flight No. VJ123 Station from HAN Station to SGN
Date 16.Jun.2021 Time 01:00 (UTC TIME)
Sign ENGPLAN FOR TEST ENGPLAN
Type/Origin (PERSON) CREATE WO

Project

Inherited Project No.

< Prev Next > Finish Cancel

Reactivate

00:00 00:00 0 %
0 0

Workorder Information Workorder

ENGPLAN @ SGN 02:48 16Jun.2021

acc 19.6.113 for VietJet Aviation Jsc.

AMOS Applications History Favorites Help Program / Barcode / APN Workorder (APN:1418)

Workorder Number Wizard - Create Workorder: 3560364

STEP 2.5

Add Work Step

No. A/C Reg. VN-A666 A/C Type A320
Type MAINT ATA Chapter 25-64

Work Step Creation Options

Individual Repository
 Import Link

Work Step Description

Headline FAK AT OVHB 1ABC OPENED (SUMMARY OF DEFECT)
Description Text FAK AT OVHB 1ABC OPENED
(DESCRIPTION OF DEFECT AS IN TECHLOG)

Independent Inspection (DI) required

STEP 2.6

< Prev Next > Finish Cancel

Reactivate

00:00 00:00 0 %
0 0

Workorder Information Workorder

ENGPLAN @ SGN 02:56 16Jun.2021

APPENDIX

GUIDELINES FOR ENTRY OF TECHNICAL LOG DATA INTO THE AMOS SYSTEM (Certifying Staff)

VJC-AMO-SOP-001

Iss 04 / Rev 00

30 Oct 2022

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Work Step Production View

Work Step
[OPS] LH WING KINK SEAL WITH CUTS
[OPS] LH WING KINK SEAL WITH CUTS

Action performed by VP 13900 on 20 Feb 2021 20:00
(OPS) LH WING ADD 0089383-0

Work Step Description

Headline: [OPS] LH WING KINK SEAL WITH CUTS

Description Text:
LH WING KINK SEAL WITH CUTS
[OPS] PENALTIES ARE APPLICABLE
- TAKEOFF PERFORMANCE LIMITING WEIGHT IS REDUCED BY 71 KG (157 LB) PER
MISSING SEAL
- EN ROUTE PERFORMANCE LIMITING WEIGHT IS REDUCED BY 92 KG (203 LB) PER
MISSING SEAL

Content of action requirement:

Independent Inspection (DI) required

A/C Configuration

FP	FP Description	Part Number	Part Description	Installed

Ops Consequences

W/O	Date	DD	MEL	ATA	Description
359244	Iss.: 14.05.2021 Due.: 10.11.2021	N	CDL	27	1 WORKSTEP [OPS] LH WING - KINK SEAL WITH CUT [OPS] PENALTIES ARE APPLICABLE - TAKEOFF PERFORMANCE LIMITING WEIGHT IS REDUCED BY 71 KG (157 LB) PER MISSING SEAL - EN ROUTE PERFORMANCE LIMITING WEIGHT IS REDUCED BY 92 KG (203 LB) PER MISSING SEAL
3479742	Iss.: 29.01.2021 Due.: 28.07.2021	N	CDL	53-25	1 WORKSTEP [OPS] IMP/CMR FINDING-LEFT WING ROOT FILLET FAIRING WITH CUT

In description text:
Use format:
[content of defect] [Press Enter to down line]
[OPS] [content of action requirement]

Work Step Creation Options

No. MAINT A/C Reg. DUMMY A/C Type COMP

Type Individual Repository
 Import Link

Work Step Description

Headline: [OPS] APU AUTO SHUT DOWN

Description Text:
APU AUTO SHUT DOWN
[OPS] REQUEST ACU/GSU...
[OPS] REQUEST ACU/GSU...

Wizard - Create Workorder: 3621617

Steps

1. Select W/O Type
2. Header Information
- 3. Add Work Step**
4. Work Step Ref./Class.
5. Part Requests/Phase
6. Work performed?
7. ...

Add Work Step

No. MAINT A/C Reg. DUMMY A/C Type COMP

Type Individual Repository
 Import Link

Work Step Creation Options

Work Step Description

Headline: CREW OXYGEN LOW PRESSURE [SUMMARY OF DEFECT]

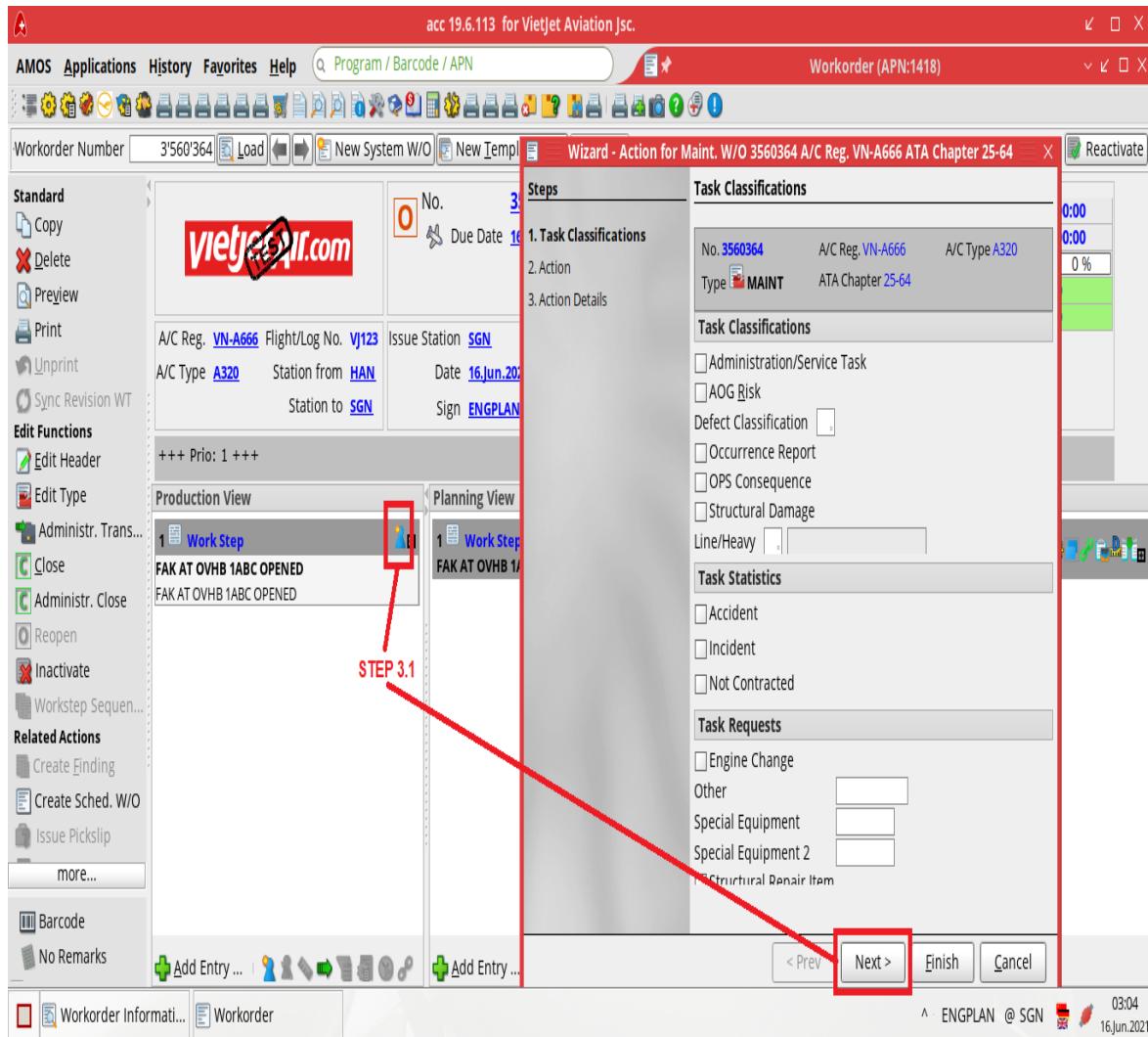
Description Text:
CREW OXYGEN LOW PRESSURE [SUMMARY OF DEFECT]
[OPS] MAXIMUM 3 CREW MEMBERS ONLY [OPS LIMIT/ MAIN PROC]
[DESCRIPTION OF DEFECT AS IN TECHLOG]

Independent Inspection (DI) required

< Prev **Next >** **Finish** **Cancel** **Activate!**

STEP 3: CREATE ACTION

- 3.1. Click icon  on the related “Work Step” → “Next”.
- 3.2. Input Date, time, action & performed sign → “Finish”.



acc 19.6.113 for Vietjet Aviation Jsc.

AMOS Applications History Favorites Help Program / Barcode / APN Workorder (APN:1418) Reactivate

Workorder Number 3560364 Load

Wizard - Action for Maint. W/O 3560364 A/C Reg. VN-A666 ATA Chapter 25-64

Standard Steps

1. Task Classifications
2. Action
3. Action Details

A/C Reg. VN-A666
A/C Type A320
+++ Prio: 1 +++
Production View
Work Step
FAK AT OVHB 1ABC
FAK AT OVHB 1ABC

STEP 3.2

Action

1 Work Step
FAK AT OVHB 1ABC OPENED
FAK AT OVHB 1ABC OPENED

Action
Performed Date 16.Jun.2021 Time 01:15
Headline
FAK AT OVHB 1ABC OPENED
Action Text
REPLACE NEW FAK.
**(ACTION TAKEN AS IN TECHLOG, DO NOT ENTER UNNECESSARY PHRASE LIKE:
"DUE TO NIL TIME", "DUE TO NIL SPARE", "DUE TO NIL MAN POWER" ...)**

Remarks
 Work on step completed -> Close work step

Performed Sign VJC0760 Cao Dang Huy VJC.CRS.077

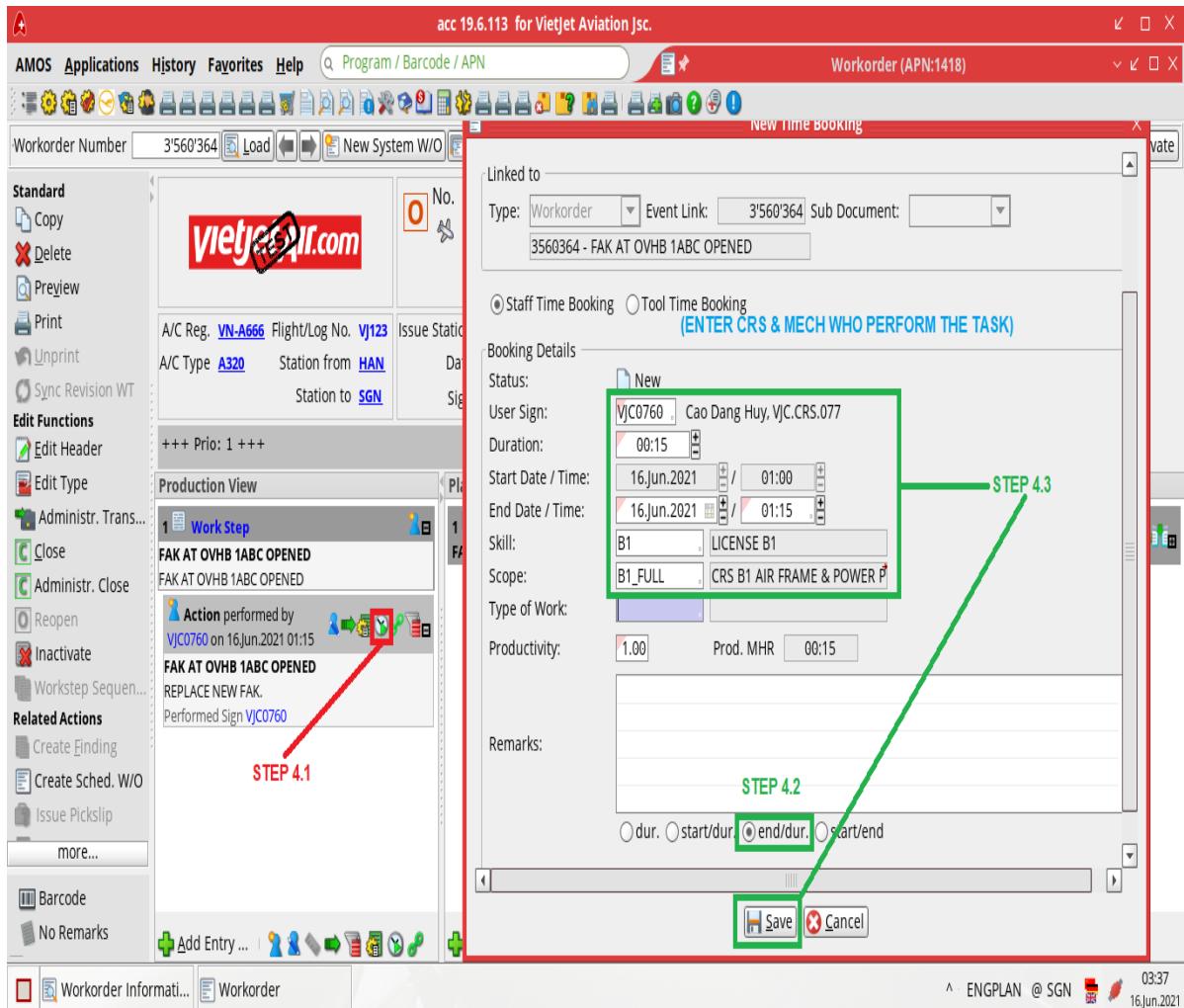
< Prev Next > **Finish** Cancel

ENGPLAN @ SGN 03:30 16.Jun.2021

Add Entry... Workorder Information Workorder

STEP 4: INPUT MANHOUR

- 4.1. Click icon  on the related “Action”.
- 4.2. Choose “end/dur”.
- 4.3. Input user sign, duration, end date/time, skill, scope → “save”.



STEP 5: TRANSFER

5.1. Click icon ➡ on the related “Action”.

5.2. Choose

DD	Not CDL, MEL
CDL	CDL item
MEL	MEL item

If choose CDL or MEL, input “Ref”.

5.3. Input transfer information

5.4. Choose “First/Later”

Later	Whichever comes later (FC/FH/Day)
-------	--------------------------------------

5.5. Choose “Input type”

To go	Repair interval
Due	Due FC/FH/Date

5.6. Input interval/due FH, FC, date, reason & transfer sign → “Finish”

Note: See example 5 for applying concession.

First	Whichever comes first (FC/FH/Day)
-------	--------------------------------------

STEP 6: LINK REFERENCE

For ADD & Event to Handover

6.1. Click icon  on the bottom of “Planning View”.

6.2. Choose “Reference Type”

TLP	Techlog Page
TLOP	Techlog Open ADD
ADD	ADD no.
OPS	Operation Procedure (Y/N)
MP	Maintenance Procedure (Y/N)
REP_MNT	Repetitive maintenance (Y/N & Description)

DOC_REF	Document reference
TLCL	Techlog Close ADD

6.3. Choose “link type” for “reference type”.

- a. TLP, TLOP, ADD: input directly.
- b. OPS, MP, REP_MNT, DOC_REF: choose “Notes (HTML)” → input description → “OK”.

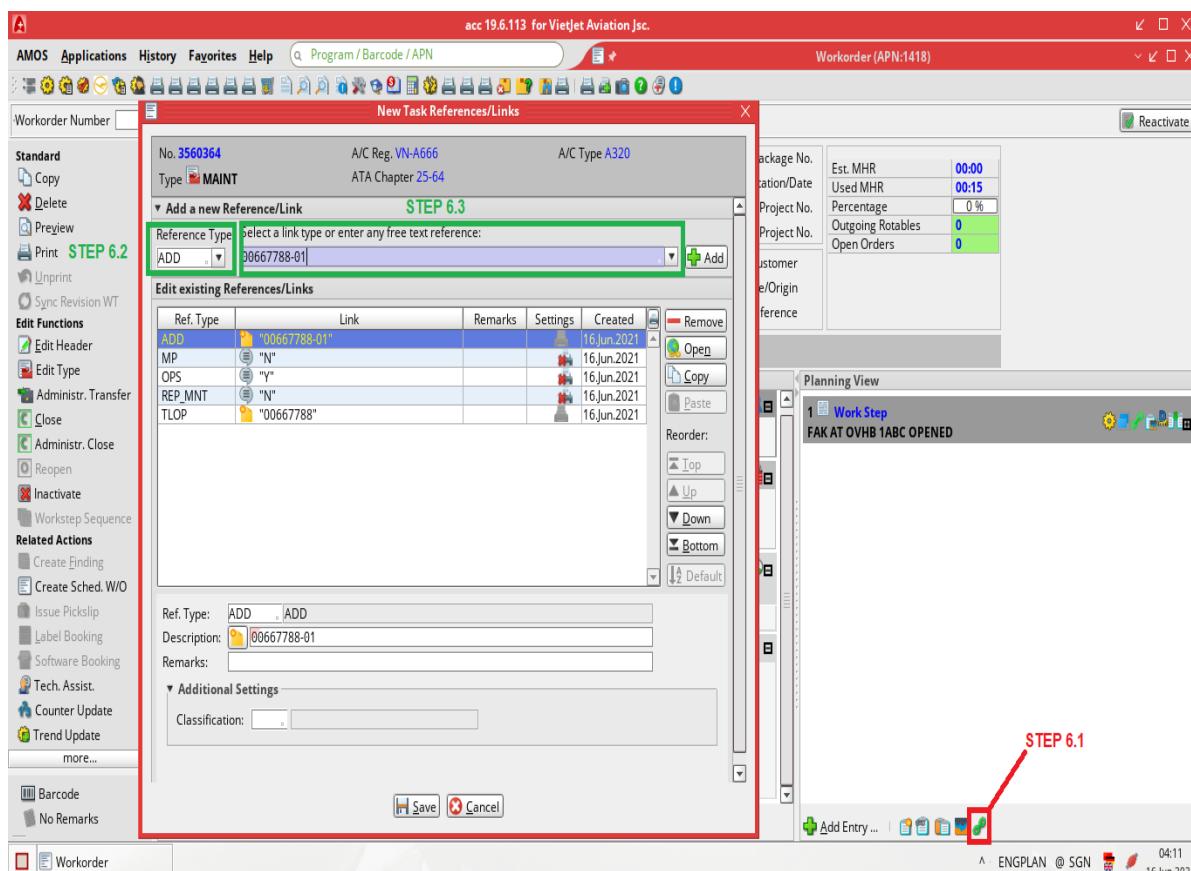
For each action

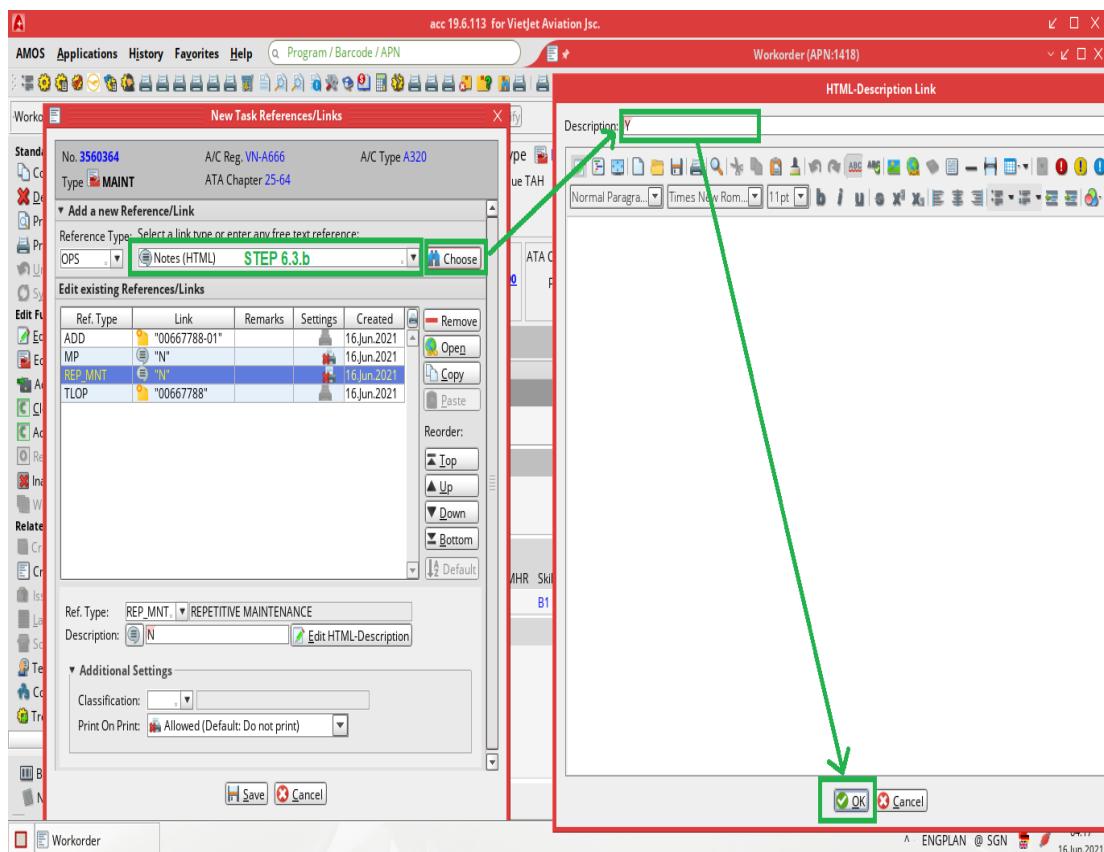
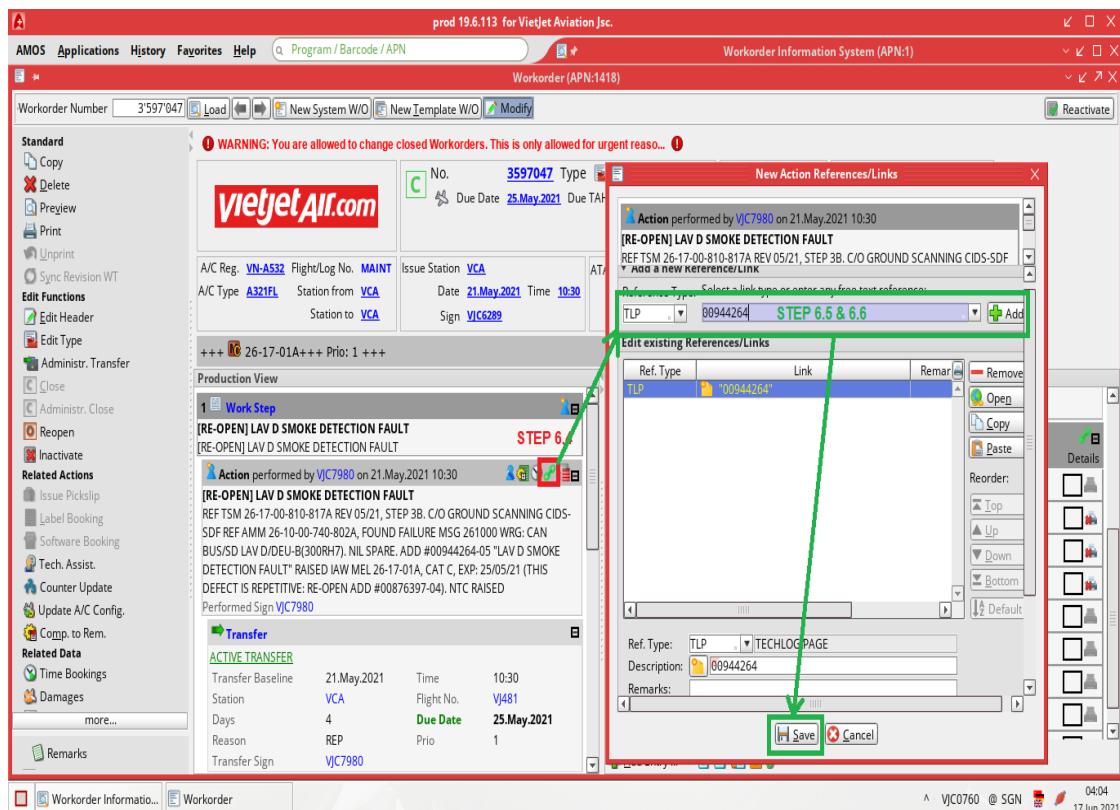
6.4. Click icon  of related “Action”.

6.5. Choose the “Reference Type”

TLP	Techlog Page
-----	--------------

6.6. Input TLP number on the link type → “Save”.





The screenshot shows the AMOS software interface for Vietjet Air. The main window displays a workorder for flight VN-A666, registration VJ123, at station SGN on 16.Jun.2021. The 'Planning View' on the right shows a task named 'FAK AT OVHB 1ABC OPENED' with various links and references. A green box highlights the 'References/Links' section. The bottom right corner shows the date 16.Jun.2021 and time 04:20.

STEP 7: TASK CLASSIFICATION

7.1. Click icon 

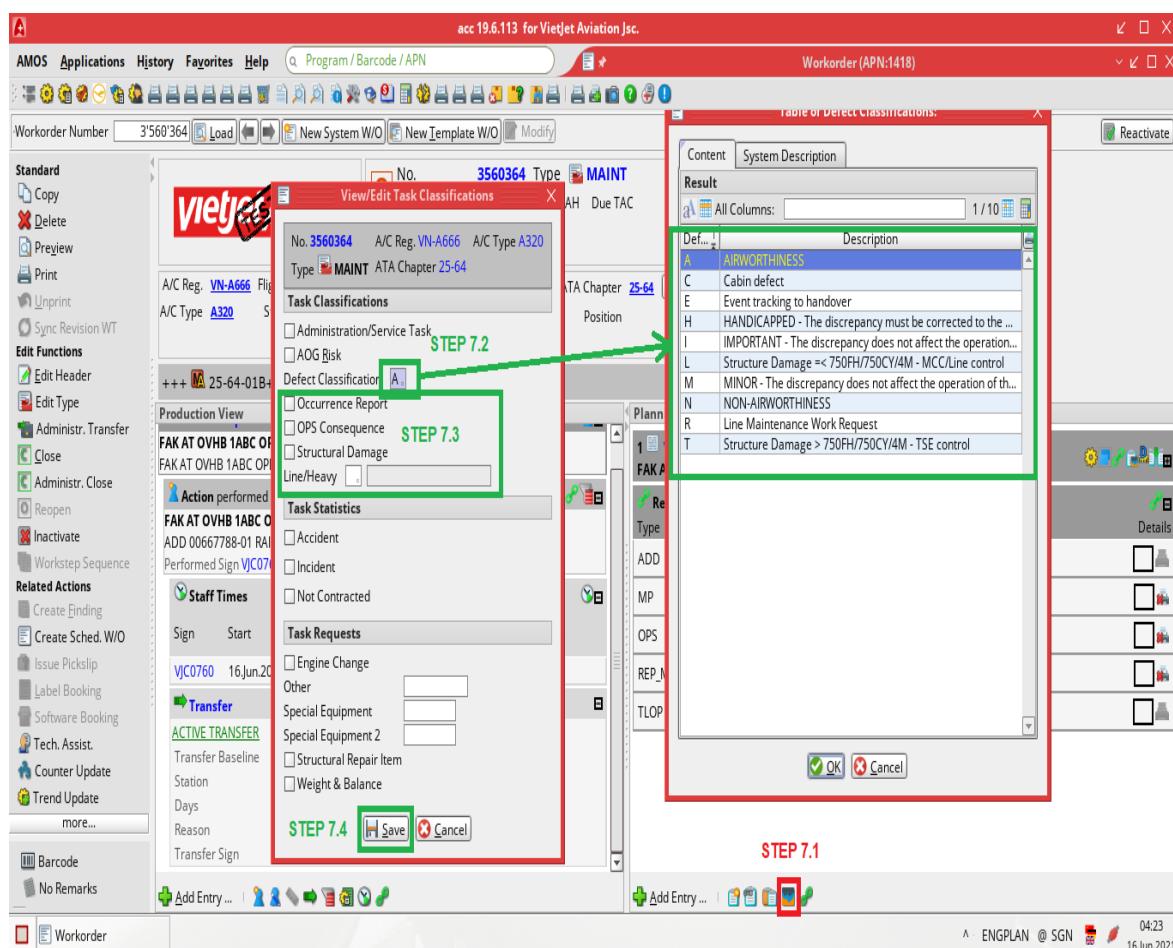
7.2. Defect classifications

A	Airworthiness Defect
N	Non-Airworthiness Defect
E	Event tracking to handover

Occurrence Report	If related to MOR, TOR, OSR
OPS Consequence	If related to OPS limit
Structural Damage	If related to structural defect

7.3. Choose

7.4. "Save".



STEP 8: SPARE PART**Add part request.**

8.1. Click icon

8.2. Choose “Add...” → Input “Part Number” & “Qty” → “Ok”.

Repeat 8.2 for more parts.

8.3. Push “Save” → If do not want to make the spare part, choose “No Pick-slip”; otherwise choose “Issue Pick-slip”.

Issue Pick-slip

8.4. Click icon or double click on “Part Request” area

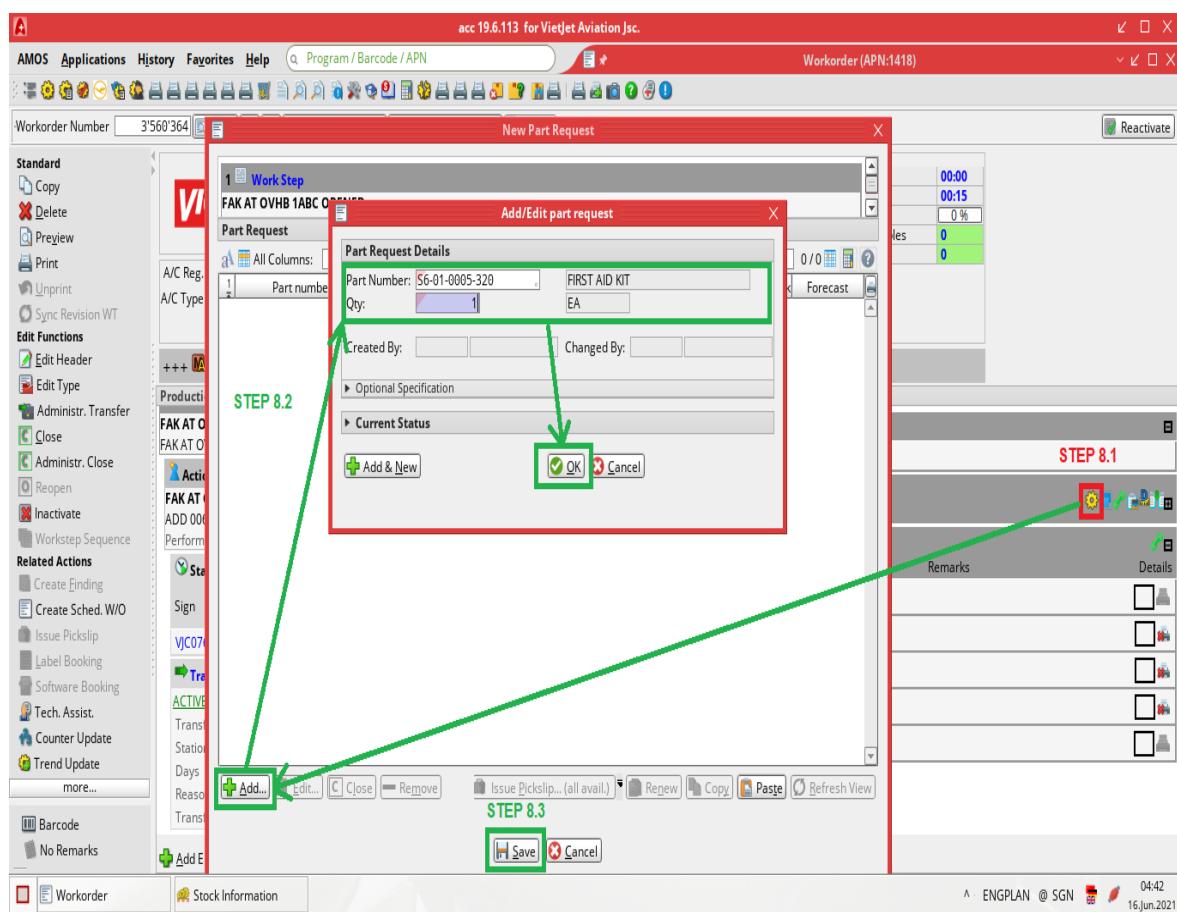
8.5. Click icon → choose “Issue Pick-slip...(selected)”

8.6. Select the part(s) to be issued → Push “Issue Pick-slip...(selected)” → Push “Issue Pick-slip”.

8.7. Un-select check box → Make sure “Get From” & “Need On” is the same → Check information: Mech sign, Receiver, Date

8.8. You can select the S/N to be issued: click on “Part number” → Input the “Requested S/N”.

8.9. Push “Send” to issue Pick-slip, note the Pick-slip number.



Planning View

Task Classifications/Statistics/Requests

C Classifications Defect Classification: A

1 Work Step
FAK AT OVHB 1ABC OPENED

Part Requests Stock 0 1 Forecast 0 0 0 0 Picklist 0 **details** **gear icon**

Part No.	Description	IPC Ref.	Mat. Class	Qty	%	Info
S6-01-0005-320	FIRST AID KIT			1		Confirmed 0.00 Stock 0.00 Forecast N

References/Links

Type	Link	Remarks	Details
ADD	"00667788-01"		
MP	"N"		
OPS	"Y"		

Add Entry ...

Issue a Picklist

Picklist Data

Picklist:	TEMPORARY	Status:	New	<input type="checkbox"/> Reservation	
Mech. Sign:	ENGPLAN	Get From:	SGN MAIN	Needed On:	SGN MAIN
Receiver:	A666	Aircraft:	MSN 03739		
W/O-Number:	3'560'364				
Project:					
Remarks:	Planned Start: 16Jun.2021 Planned End: 16Jun.2021				

Parts **Text**

Part Number	Qty Req	Requested S/N	GN/MAI...	Description	MC	Rep.	UM	Average Price	Total
1 S6-01-0005-320	1		1 0	FIRST AID KIT	R	Y	EA	204.78	
2									
3									
4									
5									
6									
7									
8									
9									
10									

Send **Cancel**

STEP 8.7 **STEP 8.8** **STEP 8.9**

STEP 9: ADD COMPONENT CHANGE

9.1. Click the icon

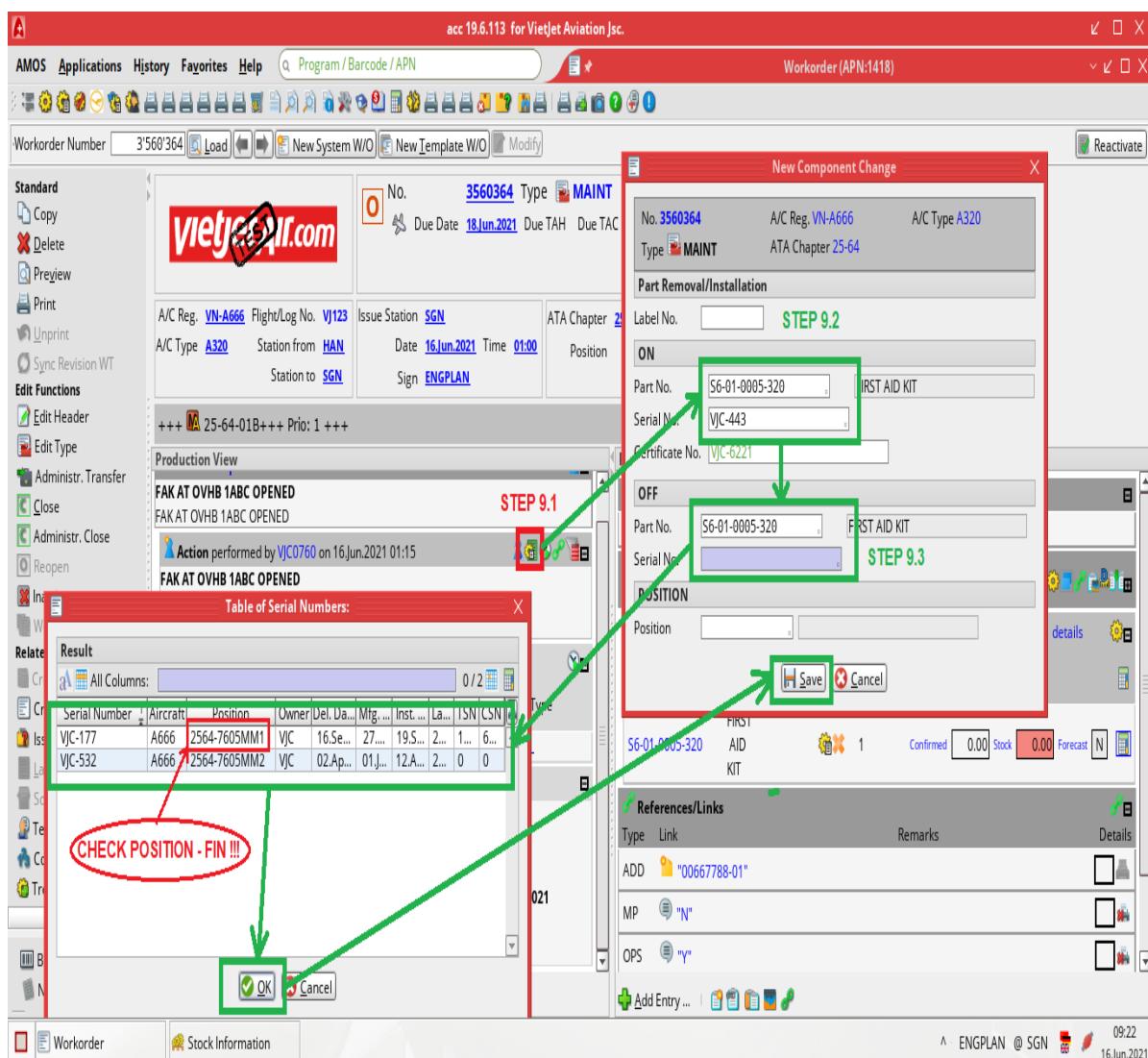
9.2. Input information of ON part

9.3. Input “part no.” of OFF part → double click on “serial no.” → choose the OFF serial number → “OK” → “Save”

9.4. Select “Cancel” & “Exit” for all dialog box appear later on. It should show not “NOT BOOKED”

Note:

Carefully check the component position – FIN, if any discrepancy is found, use “Tech Assist” to inform MCC Controller for further process.



Action performed by VJC0760 on 16.Jun.2021 01:15

FAK AT OVHB 1ABC OPENED

ADD 00667788-01 RAISED REF MEL 25-64-01B, CAT A, DUE DATE: 18 JUN 21.

Performed Sign VJC0760

Staff Times

Sign	Start	End	Prod. MHR	Skill	Scope	Type
VJC0760	16 Jun 2021 01:00	01:15	00:15	B1	B1	FULL

Component Changes

Label No.	Part No.	Serial No.	Position
NOT BOOKED	ON: S6-01-0005-320 OFF: S6-01-0005-320	VJC-443 VJC-177	

Transfer

STEP 10 TECH. ASSIST.

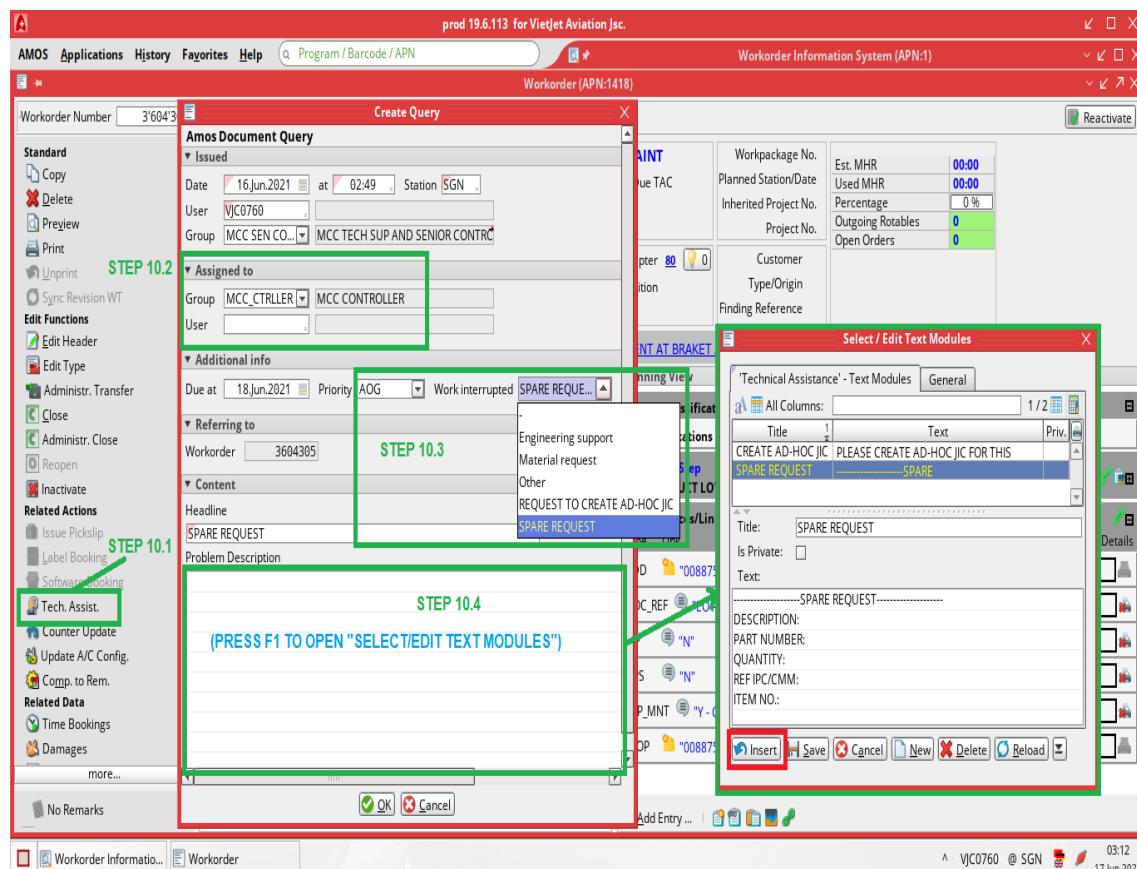
CRS should use this function to send information to MCC Controller:

- Create JIC
 - Spare Request
 - Close ADD
 - Other requests
- 10.1. Choose “Tech. Assist.” → “Create Workorder query”.

10.2. “Assigned to” → Choose “MCC_CTRLRER”.

10.3. Input “Due at” → Choose “AOG/HIGH/LOW” (depends on due date) → Choose “Work interrupted” (Spare request/Ad Hoc JIC/Other)

10.4. Input “Content”, you can press F1 to load the template → “OK”.



EXAMPLE

1) Airworthiness ADD raised by MEL with operation limit

No. **3602562** Type **MAINT**
 Due Date **26.Sep.2021** Due TAH Due TAC
 Workpackage No.
 Planned Station/Date
 Inherited Project No.
 Project No.
 Est. MHR **00:00**
 Used MHR **00:00**
 Percentage **0 %**
 Outgoing Rotables **0**
 Open Orders **0**

A/C Reg. **VN-A531** Flight/Log No. **MAINT**
 A/C Type **A321FL** Station from **SGN**
 Station to **SGN**
 Issue Station **SGN**
 Date **29.May.2021** Time **20:00**
 ATA Chapter **52** Position **0**
 Customer Type/Origin
 Finding Reference
 Sign **VJC277**

+++ **52-30-07A+++ Prio: 1 +++**

Production View

- Work Step**
[OPS] AFT CARGO DOOR OPEN/LOCKED INDICATOR LIGHT INOP
[OPS] AFT CARGO DOOR OPEN/LOCKED INDICATOR LIGHT INOP
Action performed by VJC2910 on 29.May.2021 20:00
[OPS] AFT CARGO DOOR OPEN/LOCKED INDICATOR LIGHT INOP
ADD 00884487-08 RAISED AS PER MEL 52-30-07A CAT D EXPIRE DATE: 26SEP21
Performed Sign **VJC2910**
- Transfer**
ACTIVE TRANSFER
Transfer Baseline 29.May.2021 Time 20:00
Station SGN Flight No. VJ377
Days 120 Due Date **26.Sep.2021**
Reason OPS Prio 1
Transfer Sign **VJC2910**
Action performed by VJC1226 on 02.Jun.2021 19:24
[OPS] AFT CARGO DOOR OPEN/LOCKED INDICATOR LIGHT INOP
REF TSM 52-35-00-810-801-A (REV 05/2021). C/O CLEAN CONTACTOR AND SELF-TEST OF LAMP. FOUND SATIS. ADD CLEARED
Performed Sign **VJC1226**

Planning View

- Task Classifications/Statistics/Requests**
- Classifications** Defect Classification: A
- Work Step**
[OPS] AFT CARGO DOOR OPEN/LOCKED INDICATOR LIGHT INOP
- Part Requests** All part requests closed. **details**
- References/Links**

Type	Link	Remarks	Details
ADD	"00884487-08"		
MP	"N"		
OPS	"Y"		
REP_MNT	"N"		
TLCL	"00912161"		
TLOP	"00884487"		

Add Entry ... | **Print** **Print Preview** **Print All** **Print All Preview** **Print All All** **Print All All Preview**

2) Airworthiness ADD raised by AMM with repetitive inspection required

No. **3009302** Type **MAINT**
 Due Date **23.Aug.2022** Due TAH Due TAC
 Workpackage No.
 Planned Station/Date
 Inherited Project No.
 Project No.
 Est. MHR **00:00**
 Used MHR **00:00**
 Percentage **0 %**
 Outgoing Rotables **0**
 Open Orders **0**

A/C Reg. **VN-A535** Flight/Log No. **MAINT**
 A/C Type **A321FL** Station from **SGN**
 Station to **SGN**
 Issue Station **SGN**
 Date **06.Mar.2020** Time **00:30**
 ATA Chapter **56** Position **0**
 Customer Type/Origin
 Finding Reference
 Sign **VJC6289**

+++ **52-35-00-810-801-A Ad-hoc JIC: JIC: CAPT SIDE SLIDING WINDOW WITH SCRATCHES +++**

Production View

- Work Step**
CAPT SIDE SLIDING WINDOW WITH SCRATCHES
CAPT SIDE SLIDING WINDOW WITH SCRATCHES
Action performed by VJC5527 on 06.Mar.2020 00:30
CAPT SIDE SLIDING WINDOW WITH SCRATCHES
C/OUT AMM 56-10-00-200-004-A01 REV 01FEB2020 WITHIN LIMIT RAISED ADD
MONITOR EVERY 8 DAYS DUE ON 1MM (DIM 0.0035MM) NOTE: SLIDING WINDOW PN:
NH25216-1 TESTER PNSJ210 SN:614721908
Performed Sign **VJC5527**
- Transfer**
ACTIVE TRANSFER
Transfer Baseline 06.Mar.2020 Time 00:30
Station SGN Flight No. MAINT
Days 900 Due Date **23.Aug.2022**
Reason PLN Prio 1
Transfer Sign **VJC5527**

Planning View

- Task Classifications/Statistics/Requests**
- Classifications** Defect Classification: A
- Work Step**
CAPT SIDE SLIDING WINDOW WITH SCRATCHES
- References/Links**

Type	Link	Remarks	Details
ADD	"00788547-15"	DUE ON 1MM	
MP	"N"		
OPS	"Y"		
REP_MNT	"Y-CHK EVERY 8 DAYS"		
TLOP	"00788547"		
DOC_REF	"AMM 56-10-00-200-004-A"		

Add Entry ... | **Print** **Print Preview** **Print All** **Print All Preview** **Print All All** **Print All All Preview**

3) Non-Airworthiness ADD

	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">No.</td> <td style="width: 15%; text-align: center;">3596774</td> <td>Type</td> <td style="width: 15%; text-align: center;">MAINT</td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> </tr> <tr> <td>Due Date</td> <td style="text-align: center;">17.Nov.2021</td> <td>Due TAH</td> <td style="text-align: center;">Due TAC</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td>A/C Reg.</td> <td>VN-A641</td> <td>Flight/Log No.</td> <td>MAINT</td> <td></td> <td></td> </tr> <tr> <td>A/C Type</td> <td>A321FL</td> <td>Station from</td> <td>SGN</td> <td></td> <td></td> </tr> <tr> <td>Station to</td> <td>SGN</td> <td>Date</td> <td>21.May.2021</td> <td>Time</td> <td>04:35</td> </tr> <tr> <td></td> <td></td> <td>Sign</td> <td>VIC7277</td> <td>Position</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Customer</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Type/Origin</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Finding Reference</td> <td></td> </tr> </table>	No.	3596774	Type	MAINT			Due Date	17.Nov.2021	Due TAH	Due TAC	0	0	A/C Reg.	VN-A641	Flight/Log No.	MAINT			A/C Type	A321FL	Station from	SGN			Station to	SGN	Date	21.May.2021	Time	04:35			Sign	VIC7277	Position						Customer						Type/Origin						Finding Reference	
No.	3596774	Type	MAINT																																																				
Due Date	17.Nov.2021	Due TAH	Due TAC	0	0																																																		
A/C Reg.	VN-A641	Flight/Log No.	MAINT																																																				
A/C Type	A321FL	Station from	SGN																																																				
Station to	SGN	Date	21.May.2021	Time	04:35																																																		
		Sign	VIC7277	Position																																																			
				Customer																																																			
				Type/Origin																																																			
				Finding Reference																																																			
+++  +++ Prio: 1 +++																																																							
Production View 1 Work Step OVERHEAD BINS COVERS AT SEAT 34ABC IS BROKEN OVERHEAD BINS COVERS AT SEAT 34ABC IS BROKEN Action performed by VJC6260 on 21.May.2021 04:37 OVERHEAD BINS COVERS AT SEAT 34ABC IS BROKEN OVERHEAD LOCKER AT SEAT 34ABC INOP DUE TO : THE HINGE ASSY-DOOR IS BROKEN ADD NON AW. ADD RAISED. EXP: 17NOV21 Performed Sign VJC6260 Transfer ACTIVE TRANSFER Transfer Baseline 21.May.2021 Time 04:35 Station SGN Flight No. VJ159 Days 180 Due Date 17.Nov.2021 Reason OPS Prio 1 Transfer Sign VJC6260																																																							
Planning View Task Classifications/Statistics/Requests C Classifications Defect Classification: N 1 Work Step OVERHEAD BINS COVERS AT SEAT 34ABC IS BROKEN Step Classifications/Statistics/Requests Statistics Warranty References/Links Type Link Remarks Details ADD  "00681199-02" <input type="checkbox"/> TLOP  "00681199" <input type="checkbox"/> 																																																							
+ Add Entry ...     																																																							

4) Re-opened ADD

- Open new WO with prefix [RE-OPEN]
- Link the WO of previous ADD to the reference link

	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">No.</td> <td style="width: 15%; text-align: center;">3600654</td> <td>Type</td> <td style="width: 15%; text-align: center;">MAINT</td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> </tr> <tr> <td>Due Date</td> <td style="text-align: center;">04.Sep.2021</td> <td>Due TAH</td> <td style="text-align: center;">Due TAC</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td>A/C Reg.</td> <td>VN-A674</td> <td>Flight/Log No.</td> <td>134</td> <td></td> <td></td> </tr> <tr> <td>A/C Type</td> <td>A321FL</td> <td>Station from</td> <td>SGN</td> <td></td> <td></td> </tr> <tr> <td>Station to</td> <td>HAN</td> <td>Date</td> <td>27.May.2021</td> <td>Time</td> <td>05:00</td> </tr> <tr> <td></td> <td></td> <td>Sign</td> <td>VIC6289</td> <td>Position</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Customer</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Type/Origin</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Finding Reference</td> <td></td> </tr> </table>	No.	3600654	Type	MAINT			Due Date	04.Sep.2021	Due TAH	Due TAC	0	0	A/C Reg.	VN-A674	Flight/Log No.	134			A/C Type	A321FL	Station from	SGN			Station to	HAN	Date	27.May.2021	Time	05:00			Sign	VIC6289	Position						Customer						Type/Origin						Finding Reference	
No.	3600654	Type	MAINT																																																				
Due Date	04.Sep.2021	Due TAH	Due TAC	0	0																																																		
A/C Reg.	VN-A674	Flight/Log No.	134																																																				
A/C Type	A321FL	Station from	SGN																																																				
Station to	HAN	Date	27.May.2021	Time	05:00																																																		
		Sign	VIC6289	Position																																																			
				Customer																																																			
				Type/Origin																																																			
				Finding Reference																																																			
+++  49-10-01C+++ Prio: 1 +++																																																							
Production View 1 Work Step [OPS] [RE-OPEN] APU AUTO SHUT DOWN [OPS] [RE-OPEN] APU AUTO SHUT DOWN Action performed by VJC5698 on 27.May.2021 05:00 [OPS] [RE-OPEN] APU AUTO SHUT DOWN ADD RE-OPEN IAW MEL 49-10-01C, CAT D, EXP: 04/09/2021 Performed Sign VJC5698 References/Links Type Link Remarks Details TLP  "00927130-01" <input type="checkbox"/> Transfer ACTIVE TRANSFER Transfer Baseline 27.May.2021 Time 05:00 Station HAN Flight No. VJ134 Days 100 Due Date 04.Sep.2021 Reason OPS Prio 1 Transfer Sign VJC5698																																																							
Planning View 1 Work Step [OPS] [RE-OPEN] APU AUTO SHUT DOWN Step Classifications/Statistics/Requests 24 Part Requests All part requests closed. details References/Links Type Link Remarks Details ADD  "00927148-02" <input type="checkbox"/> MP  "Y" <input type="checkbox"/> OPS  "Y" <input type="checkbox"/> REP_MNT  "N" <input type="checkbox"/> TLCL  "00875109" <input type="checkbox"/> TLOP  "00927148" <input type="checkbox"/> WO  "Workorder:3596140" ADD 00927130-01 <input type="checkbox"/> 																																																							
+ Add Entry ...     																																																							

5) Close ADD

- Add action (see step 3) (Red box)

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- Link techlog close ADD as TLCL (see step 6) (**Red** box)
- Send tech assist to MCC controller to close ADD on AMOS (**Green** box is done by MCC controller)

The screenshot shows the AMOS system interface with several windows open:

- Main Work Order Window:** Shows Workpackage No. 3628008, Type MAINT, Due Date 17.Dec.2021, and various status fields like Est. MHR 00:00, Used MHR 00:00, Percentage 0%, and Outgoing Rotables 0.
- Production View:** Shows a list of work steps, one of which is highlighted with a red border: "ARMCAP SEAT 11D DETACHED". Below it, a note says "Action performed by VJC1663 on 20.Jun.2021 19:00".
- Planning View:** Shows Task Classifications/Statistics/Requests, Step Classifications/Statistics/Requests, and Statistics. A specific part request for "ARM CAP" is shown as closed.
- Transfer Details:** Shows transfer information from VJC1663 to VJC2758 on 08.Jul.2021 14:00. A note says "C/O REINSTALLED ARMCAP IAW CMM 25-22-66 REV09 SATIS. ADD CLR".
- Workorder Closed Window:** Shows closing details: Closing Station SGN, Closing Date 08.Jul.2021, Closing TAH 956841, Closing Time 14:00, Closing TAC 4859.
- References/Links:** Shows links to ADD ("00912520-22"), TLCL ("00912546" - highlighted with a green box), and TLOP ("00912520").

6) APPLY CONCESSION

A629, ADD 00796622-01, raised for “RMP #3 INOP”, on 21 Jul 2021, cat C, due date 31 Jul 2021.

Due to late spare part, 1st concession is applied to extend 5 more days (50% of cat C interval) to 05 Aug 2021.

The steps are:

- Create action to apply concession, link TLP and link concession number as DOC_REF
- Click icon to transfer
- Choose “Adjust of Limits”, then input the “Station” and “Transfer Baseline”
- Input the extended interval (5 days in this example)
- Input “Reason” as “CCS”: Apply Concession and “Transfer sign”
- “Finish”

APPENDIX
GUIDELINES FOR ENTRY OF TECHNICAL
LOG DATA INTO THE AMOS SYSTEM
(Certifying Staff)

1

2

3

4

5

6

1

2

3

4

5

6

4.12 GUIDELINES FOR UPDATING REFUELING DATA TO FLIGHT VIEW

- Log- in into Flight View, choose flight, date, choose Flight Detail, updates data to FUEL frame.
- Key-in data in Technical Log to the Fuel frame
 - Enter density as format x.xx (e.g., 7.69)
 - Flights that are missed data, flights with obvious or unusual mis-recorded data (e.g., adding or subtracting a few zeros), lost technical logs, etc., are allowed to take the average data values of flights with same route to update data to flight view website.

TIRE PRESSURE	NOSE	L	R	MAIN	1	2	3	4	DẦU
NHIÊN LIỆU – FUEL DISTRIBUTION (KGs)									DẦU
Thùng (Tank)	Còn lại (Remaining)	Trước khi nạp (B/F fueling)	Nạp thêm (Uplift)	Tổng số (Sum)	Điều chỉnh (Adjust)	Tổng công trkhí bay (Depart)			DẦU
Trái (Left)	2070	2050	1990	4040					DẦU
Giữa (Center)	0								Dầu
Phải (Right)	2140	2140	1920	4060					Eng No
Khác (Others)									1
Tổng cộng (Total)	4210	4190	3910	8100					2
									CHIẾN LỆCH (DISCREPANCY) 011 KG
									TỶ TRỌNG (DENSITY) 0.780
									SỐ HÓA ĐƠN (FUEL BILL No.) P109700
									Loại dụng cụ Ký tên (Sign).
									REMOVE FOR MCC

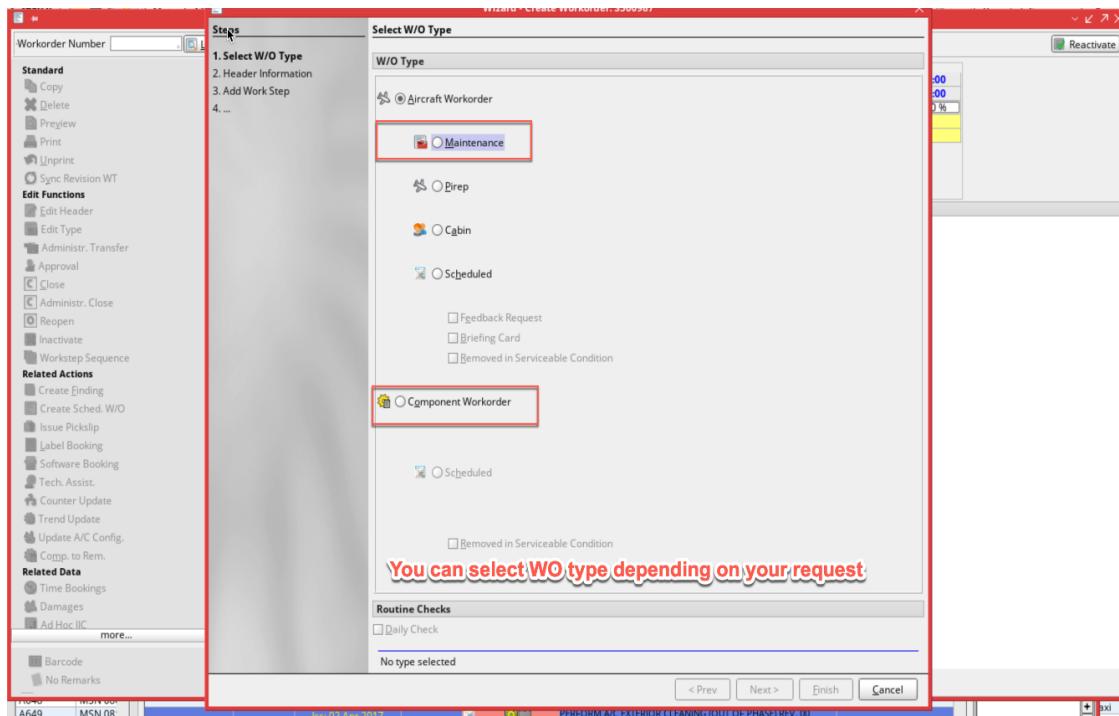
Tôi xác nhận số lượng nhiên liệu và dầu nhớt được nạp như đã ghi ở trên.
I HEREBY CERTIFY THAT THE QUANTITIES AND DISTRIBUTION OF THE FUEL AND FLUID AT COMPLETION ARE AS SHOWN ABOVE
Tên (Name): 1 FORTUNA Số chứng chỉ (Auth No): VJC 97 Ký (Sign): H.S

- Click the icon "SAVE" to record data to Flight View and wait until "Update Fuel successful" notice completed.

4.13 GUIDELINES FOR CREATING WORK ORDER (FOR WORK REQUEST FROM MCC)

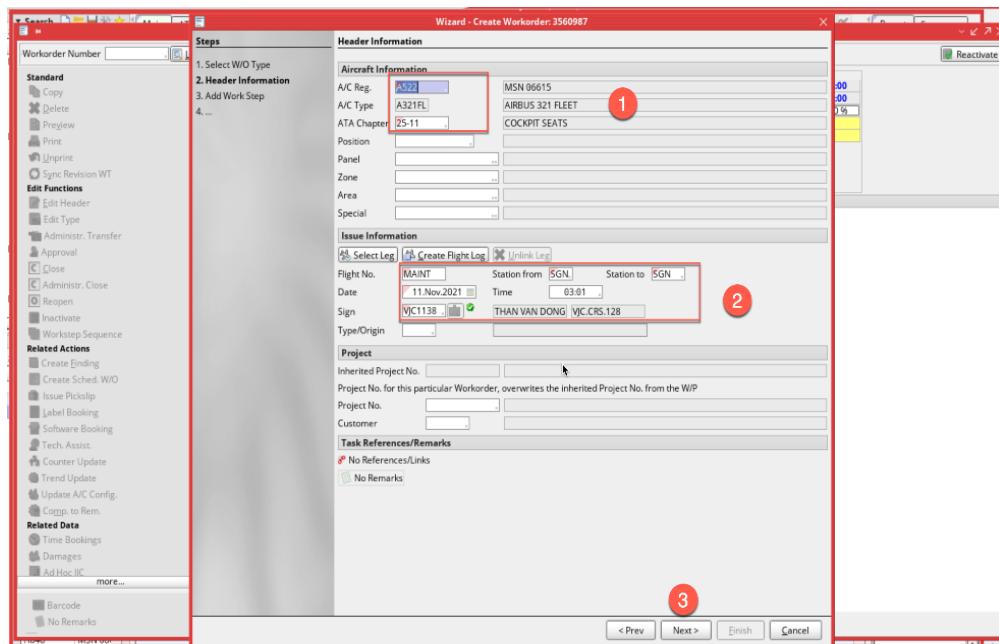
- a) STEP 1: Use APN 1418 to create Workorder.

Select the “*Maintenance*” for works with references of the aircraft (AMM, TSM, IPC, ...) and “*Component Workorder*” for robbing or swapping parts from a NHA component or an engine.

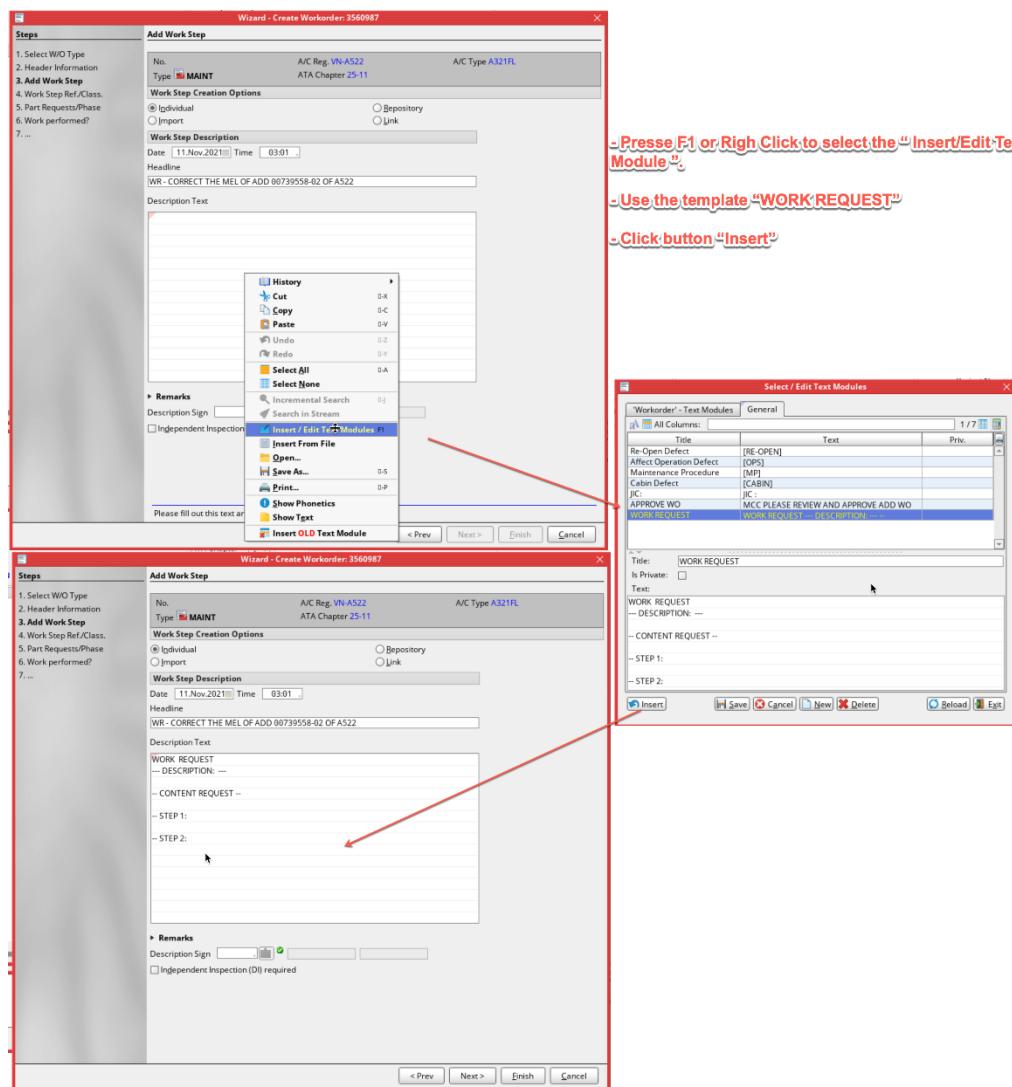


- b) STEP 2: Fulfil the aircraft information, flight, station, date, and time.

APPENDIX
GUIDELINES FOR
CREATING WORK ORDER
(FOR WORK REQUEST FROM MCC)

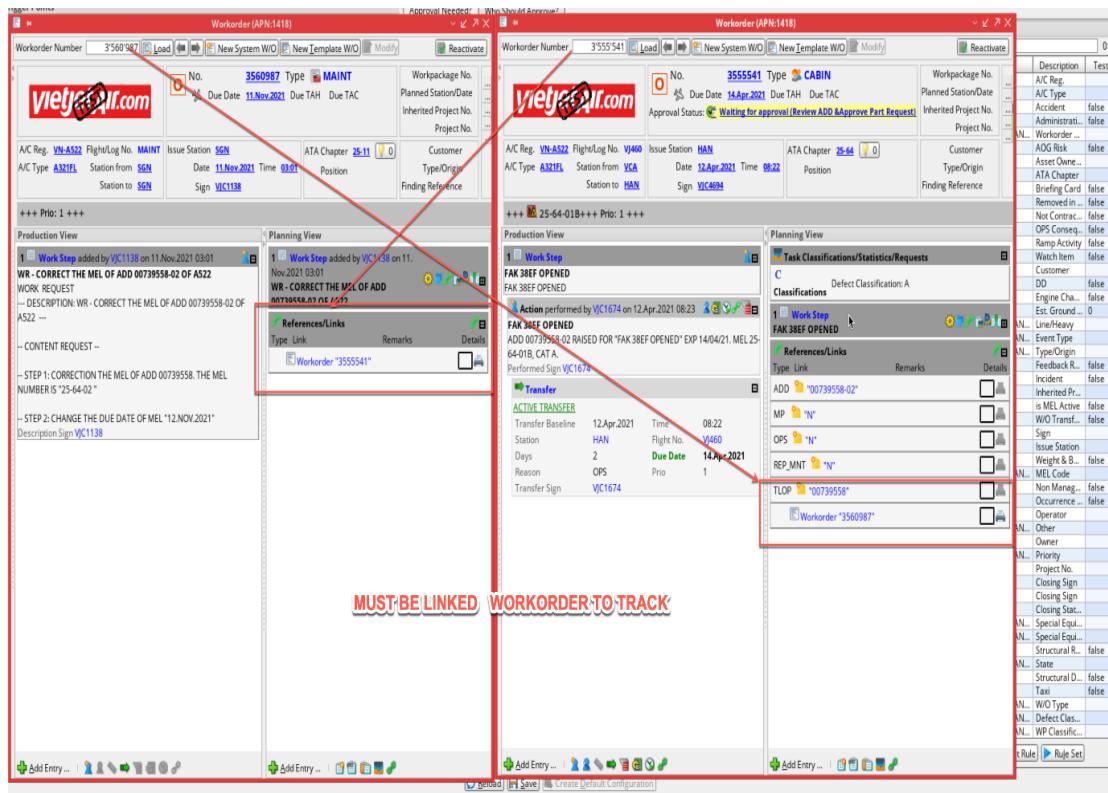


c) STEP 3: Use the template form.

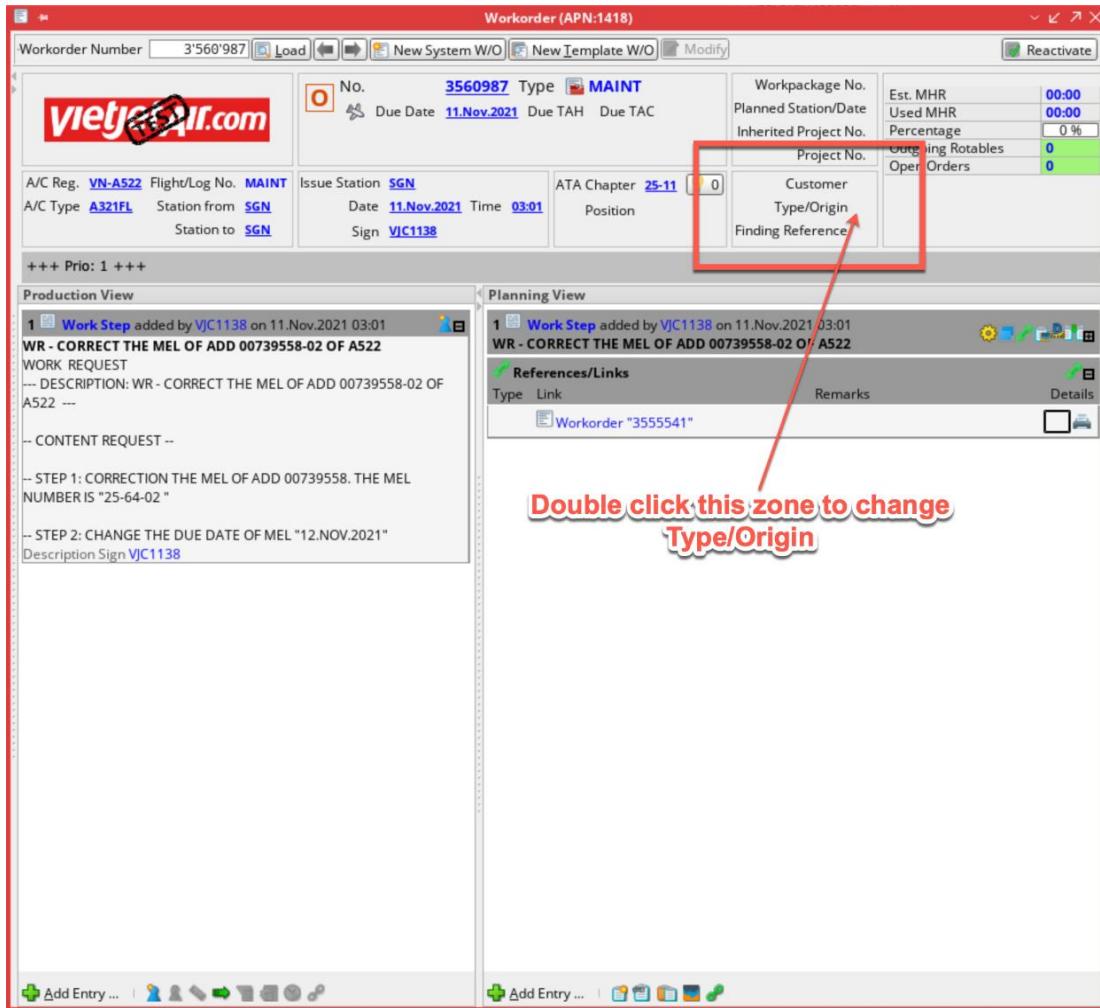


**GUIDELINES FOR
CREATING WORK ORDER
(FOR WORK REQUEST FROM MCC)**

d) STEP 4: Link the WO.

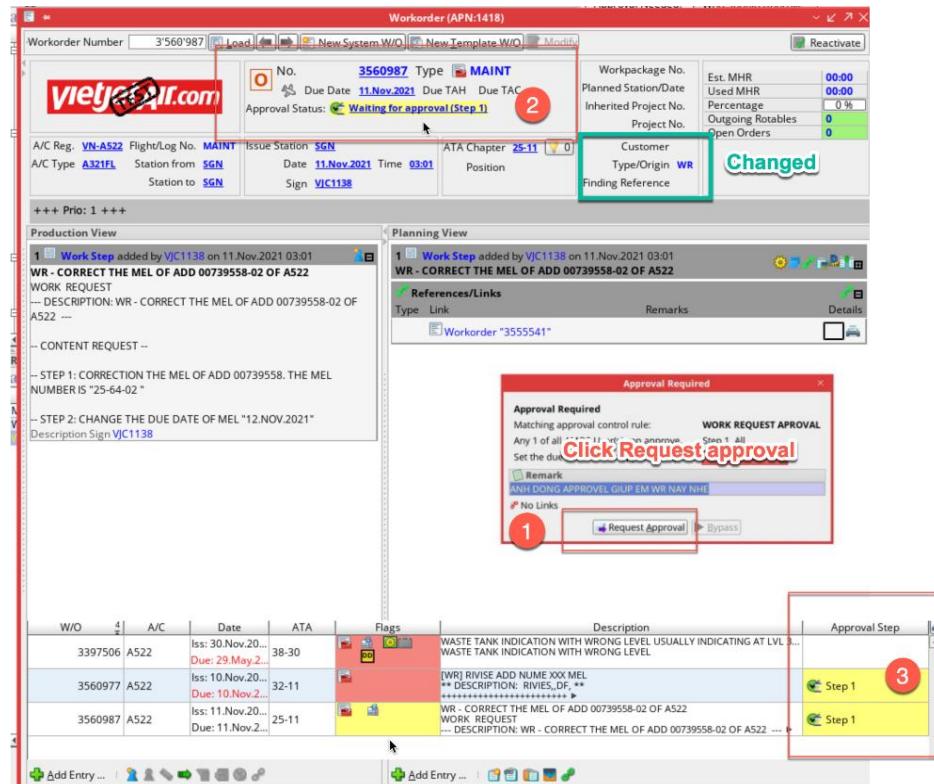


e) STEP 5: Change Type/Origin to send request approval.

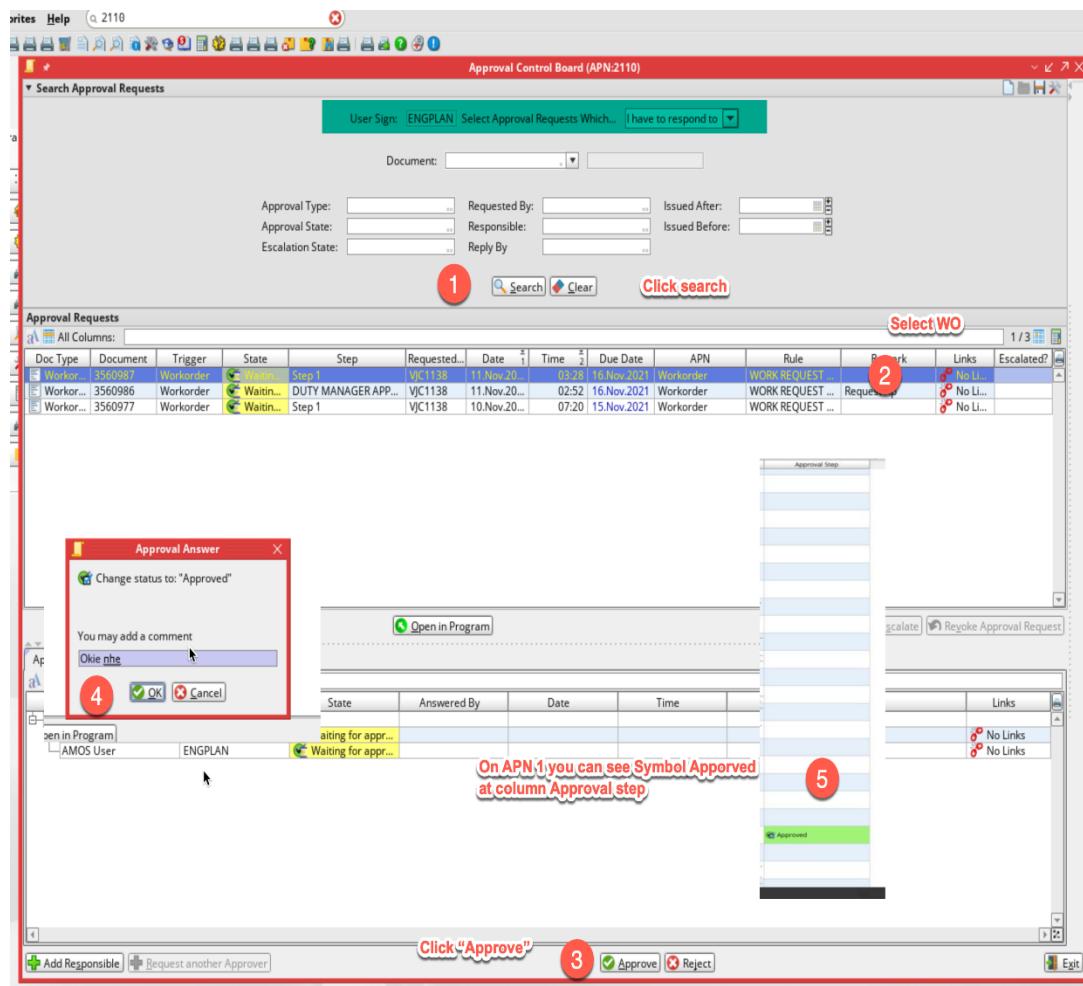


GUIDELINES FOR
CREATING WORK ORDER
(FOR WORK REQUEST FROM MCC)

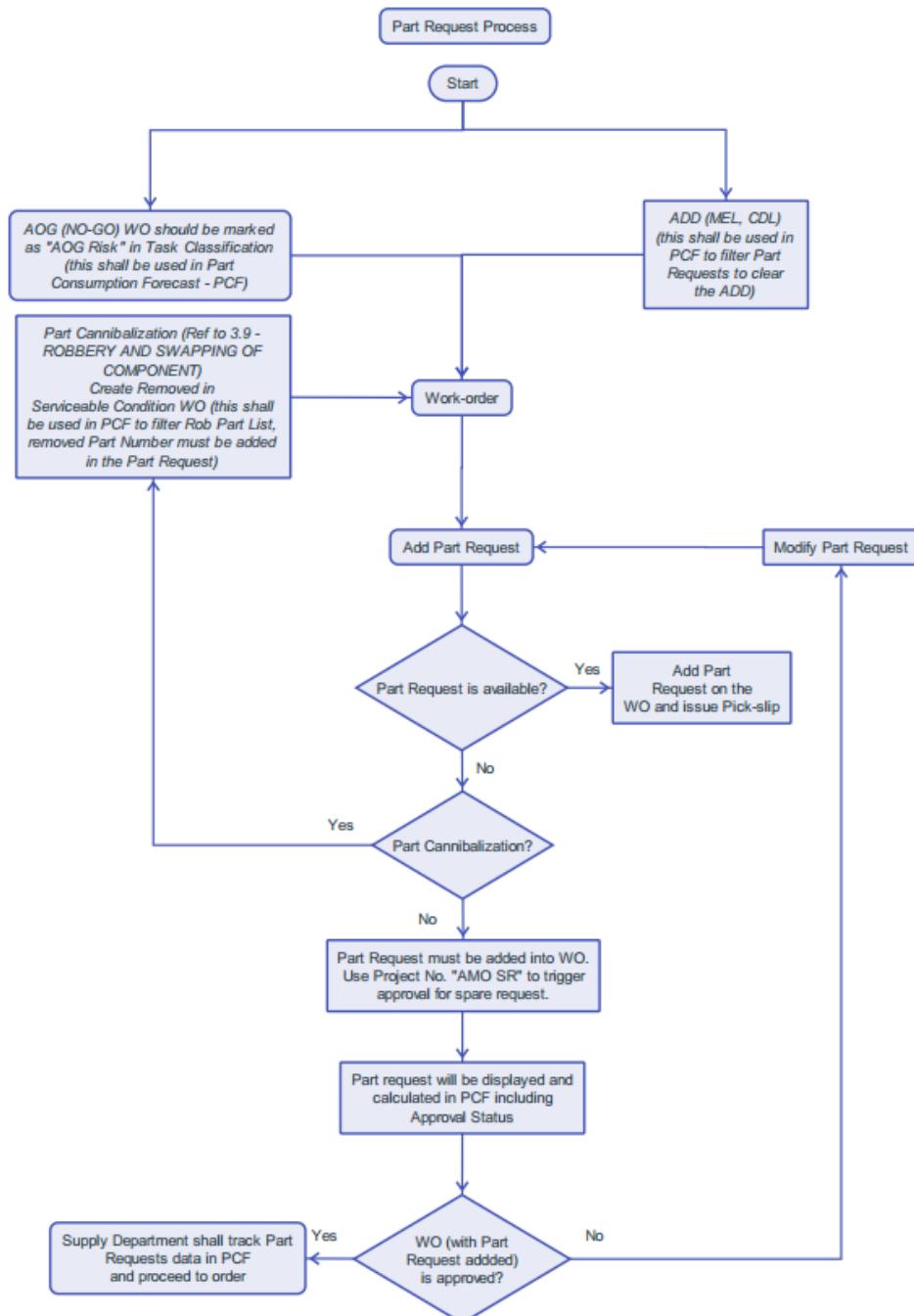
- f) Complete and submit WO to MCC Manager, Deputy MCC Manager or MCC Duty Manager for approval.



- g) MCC Manager, Deputy MCC Manager or MCC Duty Manager uses APN 2110 to check and to make sure that the requested work comply with the maintenance documents/company procedure and approve the Work Order.

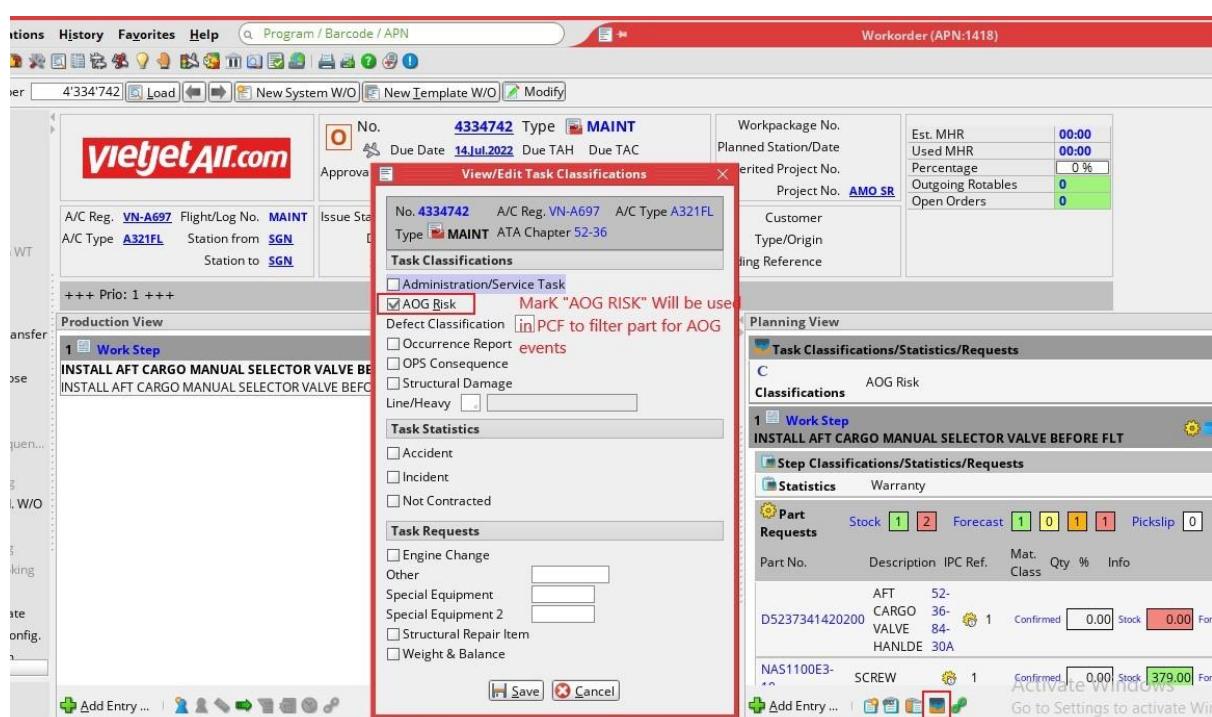
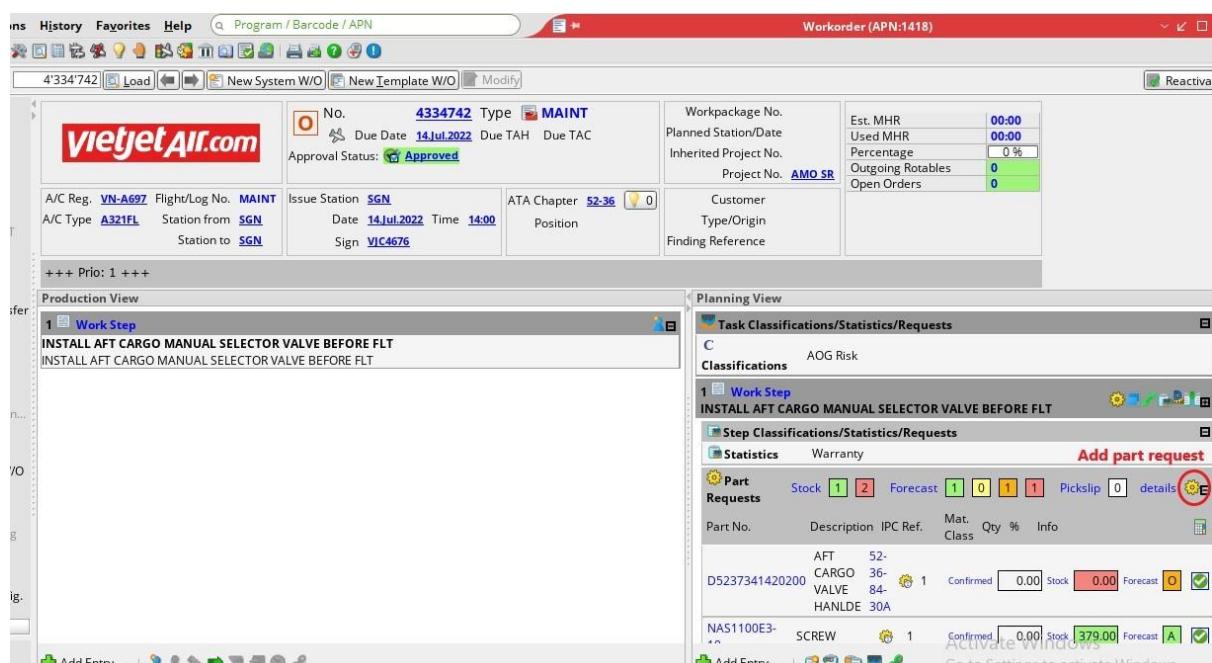


4.14 GUIDELINES FOR RAISING SPARE REQUEST IN THE AMOS

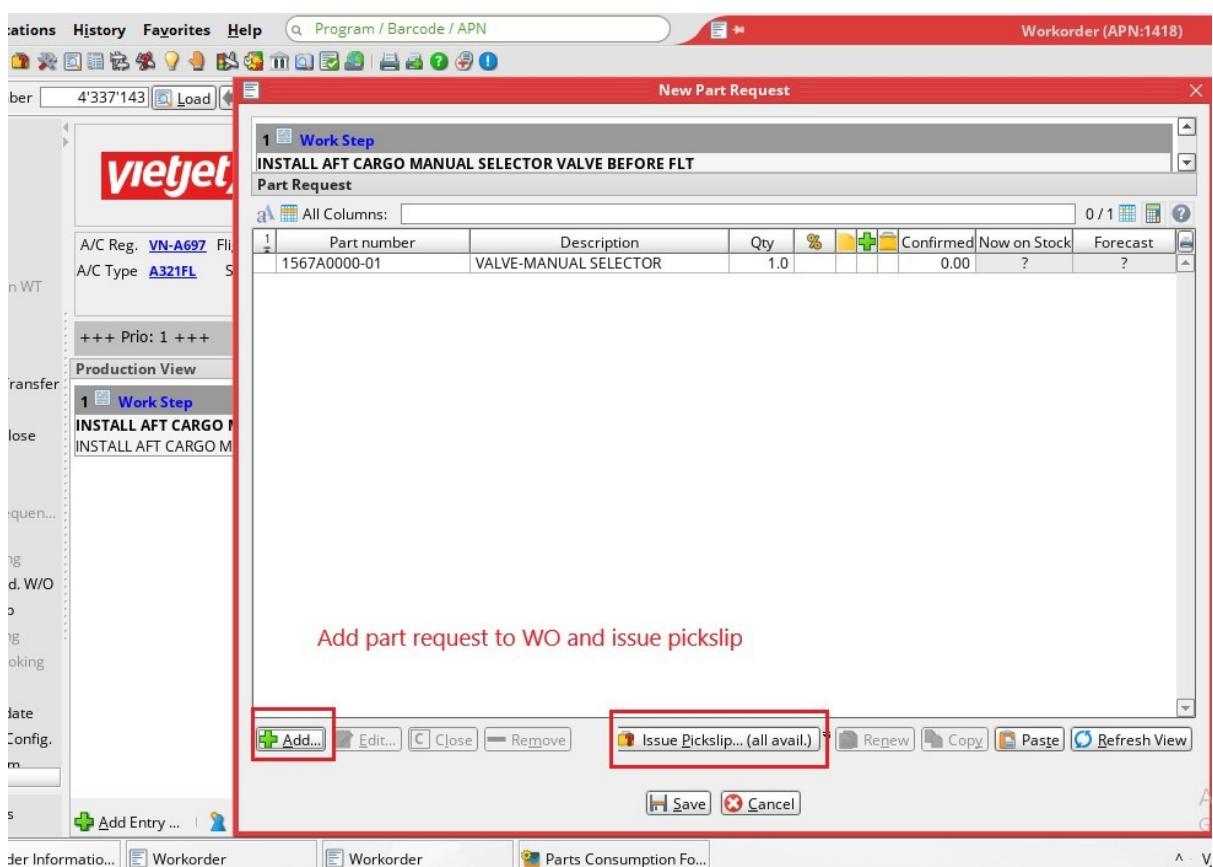
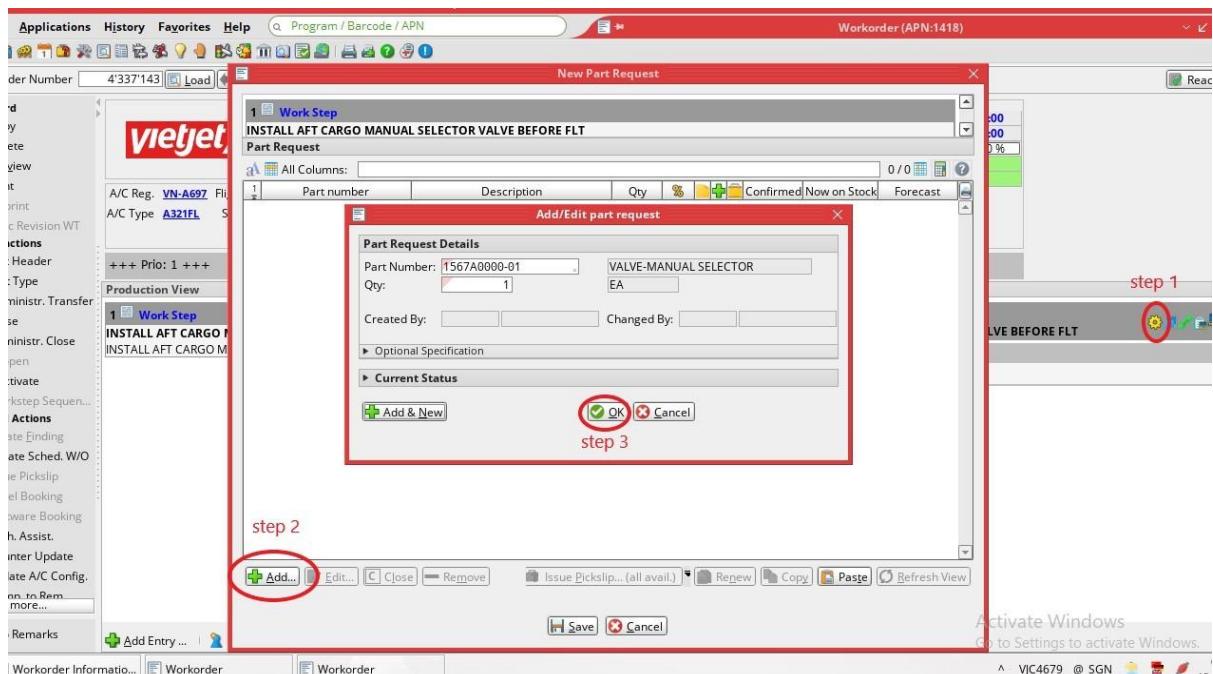


- a) STEP 1: Use APN 1418 to search for related WO (existed ADD) or to create WO for the new defect item.

Choose Task Classification and mark the “AOG Risk”, this shall be used in PCF to filter part for AOG event.

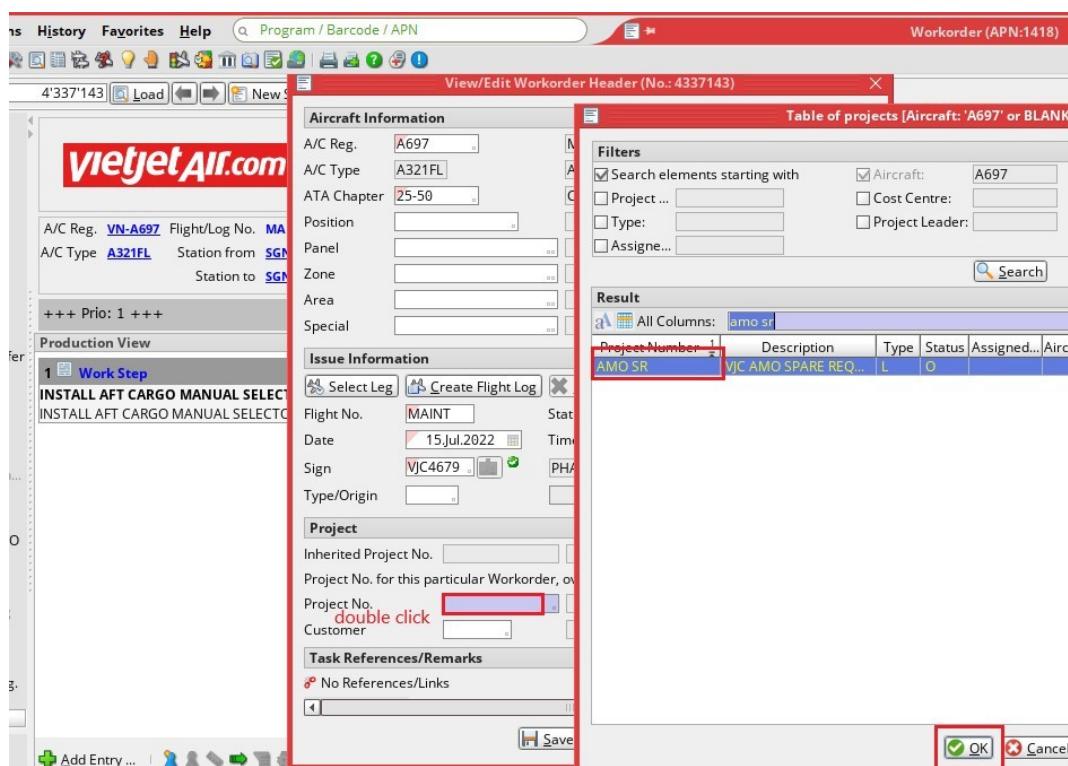
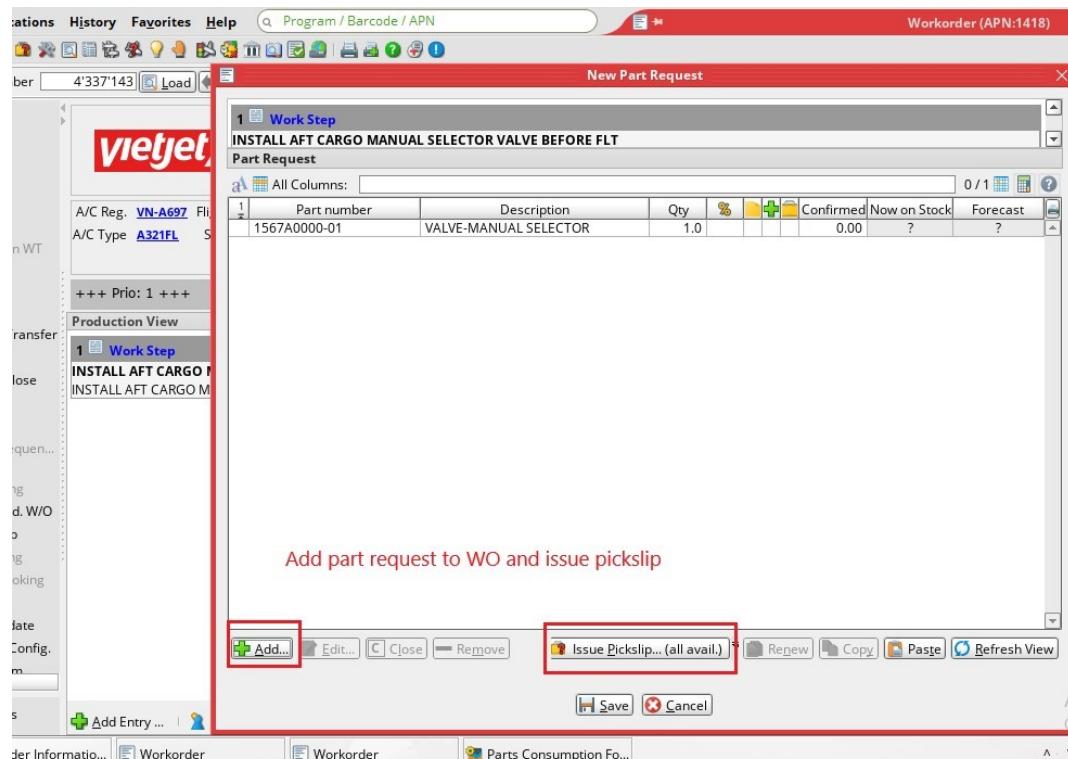


b) STEP 2: Add part request and issue pick-slip.

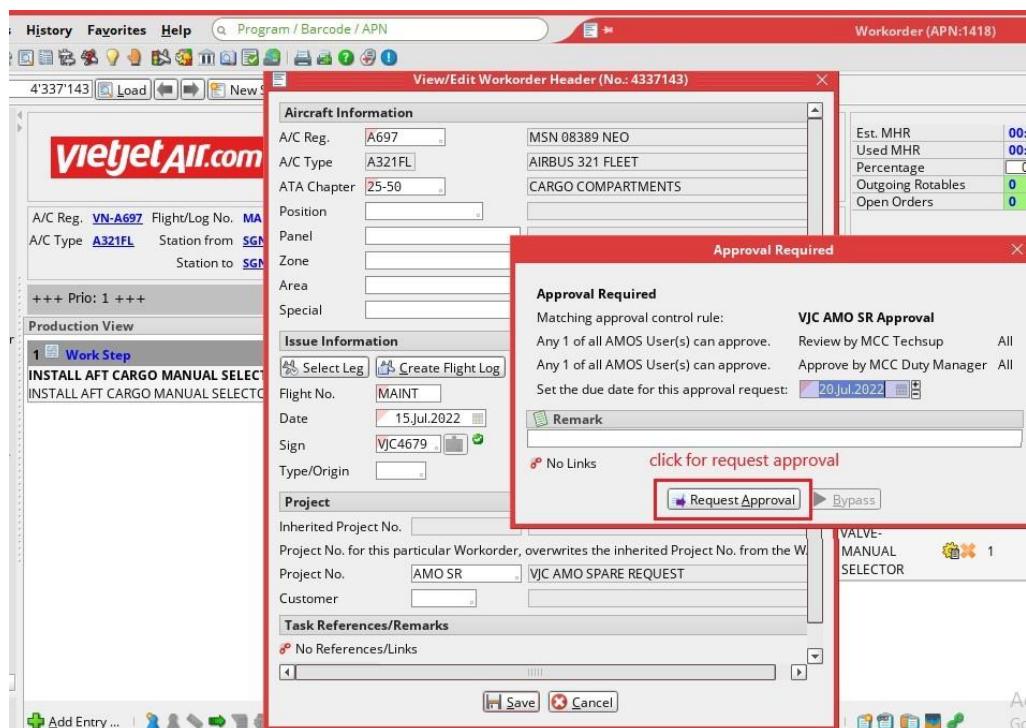


c) STEP 3: Modify part request.

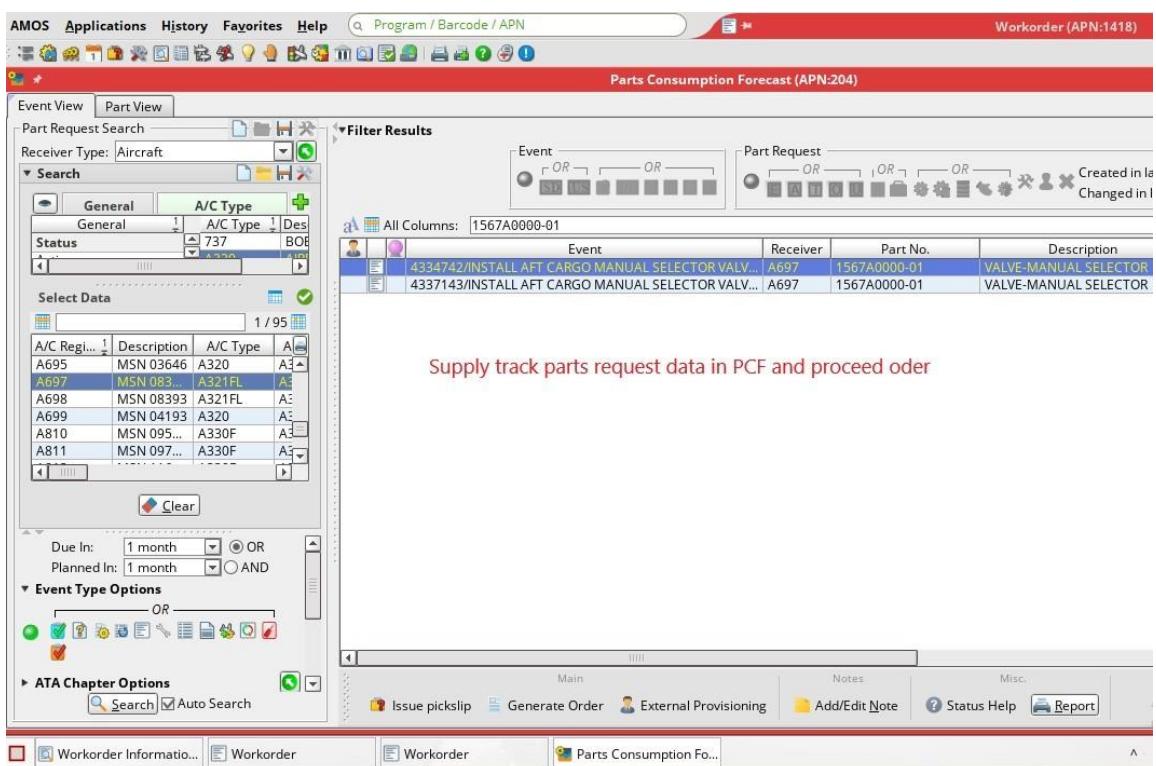
Part Request must be added into WO. Use Project No. "AMO SR" to trigger approval for spare request.



Part request shall be displayed and calculated in PCF including approval status



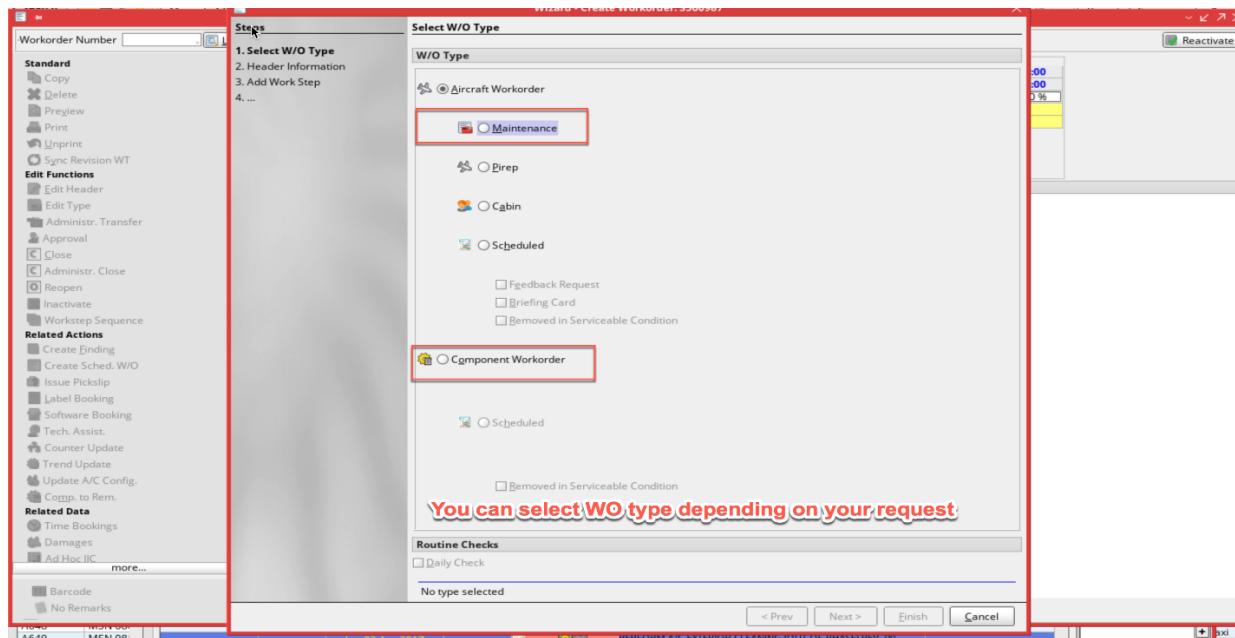
- d) STEP 4: Supply Department shall track Part Requests data in PCF and proceed to order.



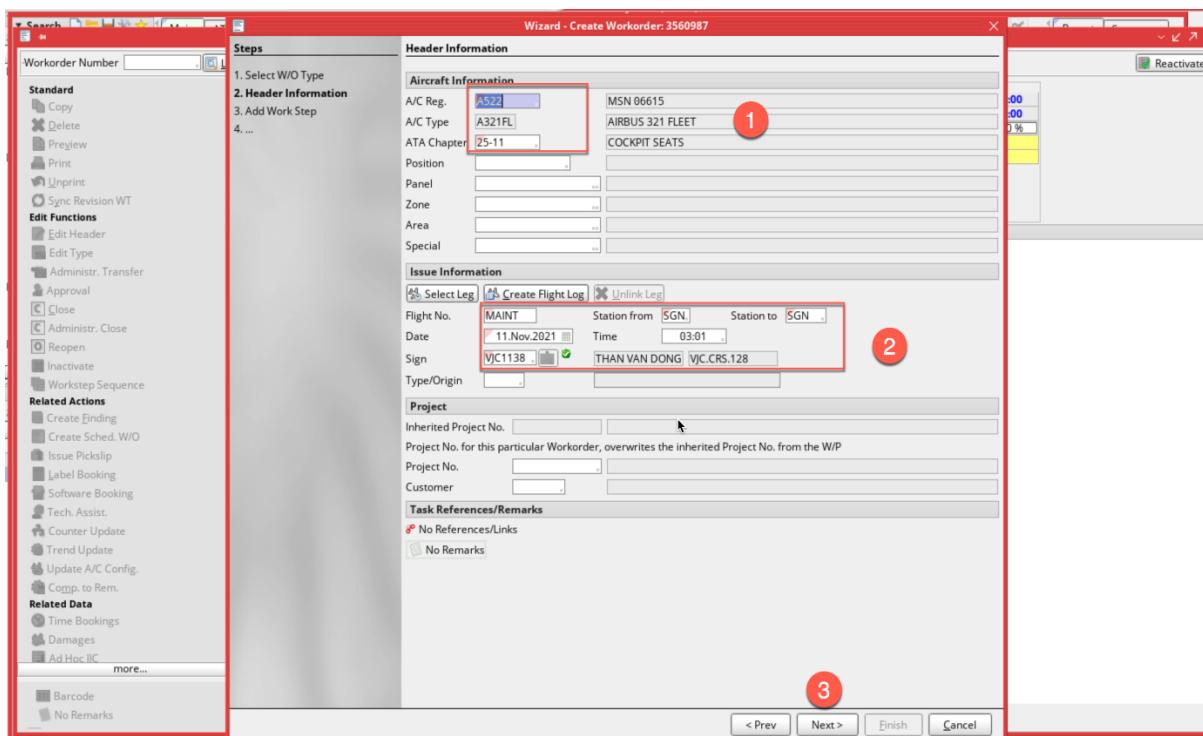
4.15 GUIDELINES FOR APPROVING CANNIBALIZATION WO IN THE AMOS

- a) STEP 1: Use APN 1418 to create Work-order

Choose the *Maintenance* for cannibalizing a component from an aircraft and *Component Workorder* for cannibalizing a component from a NHA.



- b) STEP 2: Fulfil information: aircraft registration, flight, station, date, and time



- c) STEP 3: Use the template form

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Wizard - Create Workorder: 3560987

Steps

1. Select W/O Type
2. Header Information
- 3. Add Work Step**
4. Work Step Ref./Class.
5. Part Requests/Phase
6. Work performed?
7. ...

Add Work Step

No. A/C Reg. VN-A522 A/C Type A321FL

Type **MAINT** ATA Chapter 25-11

Work Step Creation Options

Individual Repository

Import Link

Work Step Description

Date 11.Nov.2021 Time 03:01

Headline WR - CORRECT THE MEL OF ADD 00739558-02 OF A522

Description Text

Please fill out this text area

Remarks

Description Sign

Independent Inspection

Insert / Edit Text Modules

- History
- Cut D-X
- Copy D-C
- Paste D-V
- Undo D-Z
- Redo D-Y
- Select All D-A
- Select None D-J
- Incremental Search D-J
- Search in Stream D-J
- Insert / Edit Text Modules** F1
- Insert From File
- Open...
- Save As... D-S
- Print... D-P
- Show Phonetics
- Show Text
- Insert OLD Text Module

< Prev Next > Finish Cancel

- Press F1 or Right Click to select the "Insert/Edit Text Module".

- Use the template "WORK REQUEST"

- Click button "Insert"

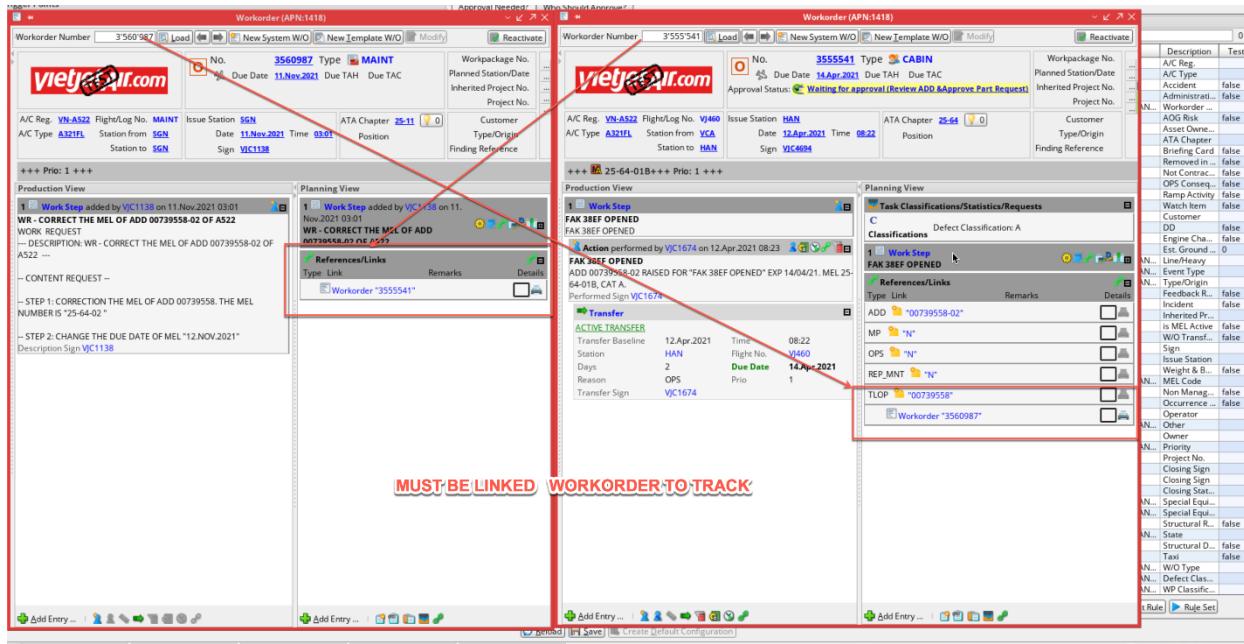
Select / Edit Text Modules

'Workorder' - Text Modules General

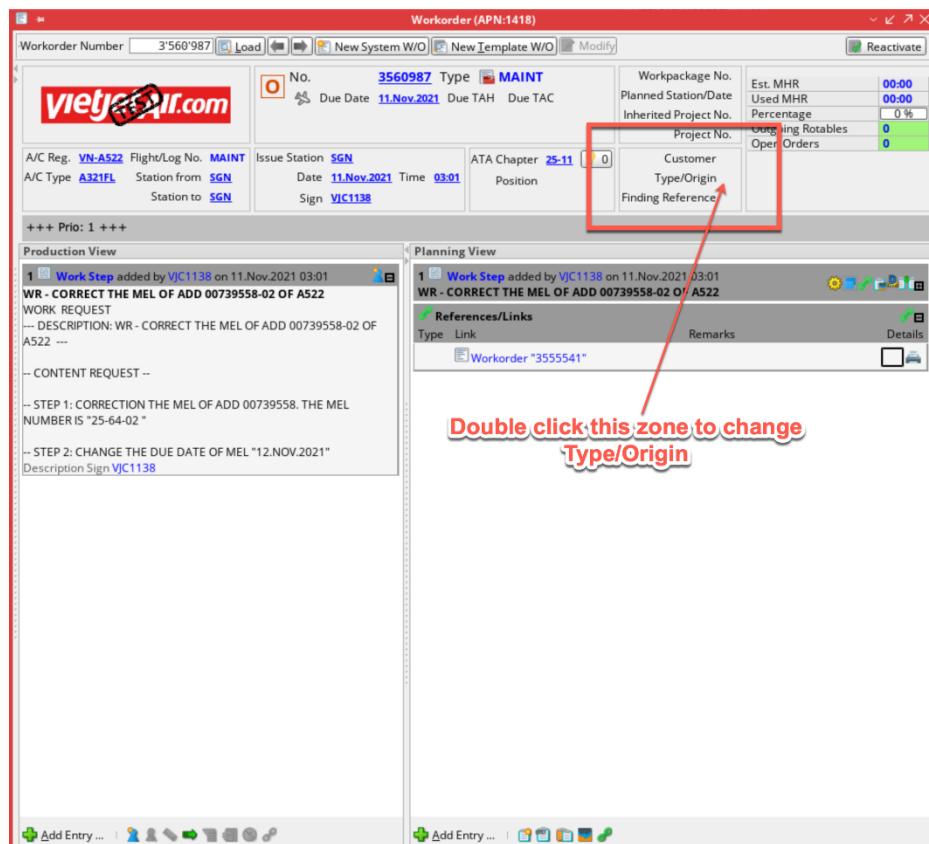
Title	Text	Priv.
Re-Open Defect	[RE-OPEN]	
Affect Operation Defect	[OPS]	
Maintenance Procedure	[MP]	
Cabin Defect	[CABIN]	
JIC:		
APPROVE WO	MCC PLEASE REVIEW AND APPROVE ADD WO	
WORK REQUEST	WORK REQUEST -- DESCRIPTION --	

Title: WORK REQUEST
Is Private:
Text:
WORK REQUEST
-- DESCRIPTION: ---
-- CONTENT REQUEST --
-- STEP 1:
-- STEP 2:
Insert Save Cancel New Delete Reload Exit

d) STEP 4: Link the WO



e) STEP 5: Change Type/Origin to send the request for approval



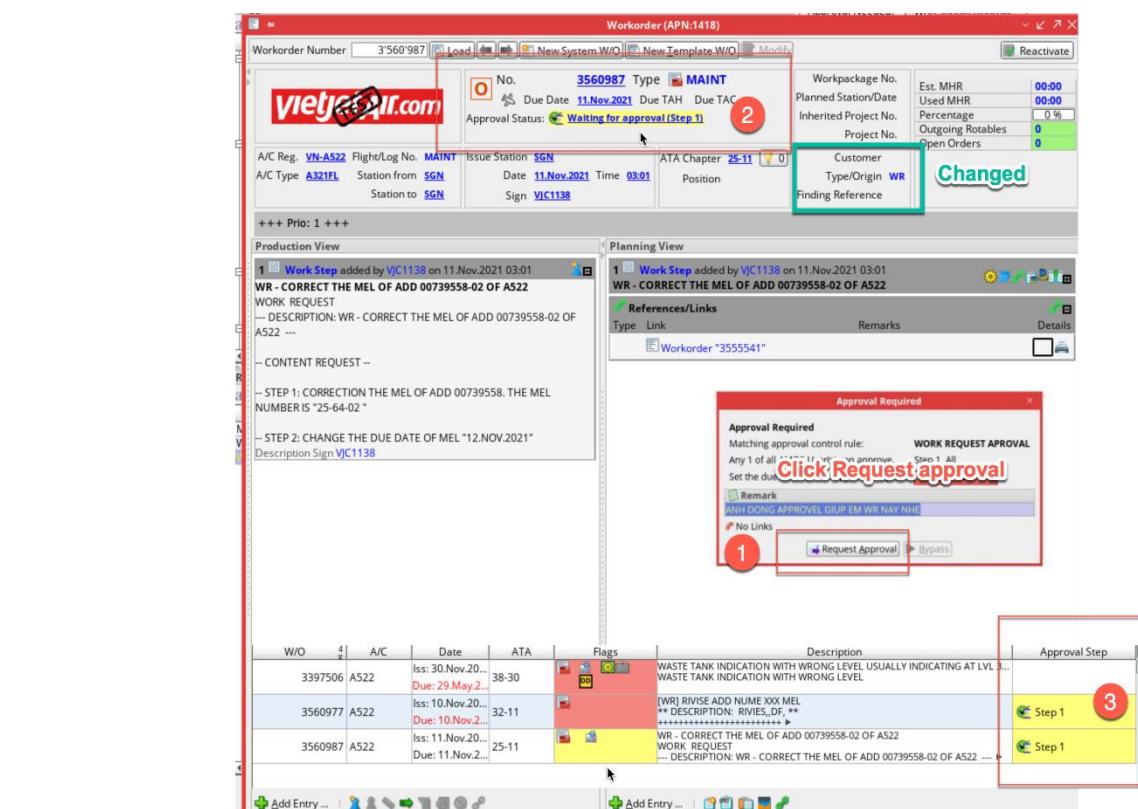
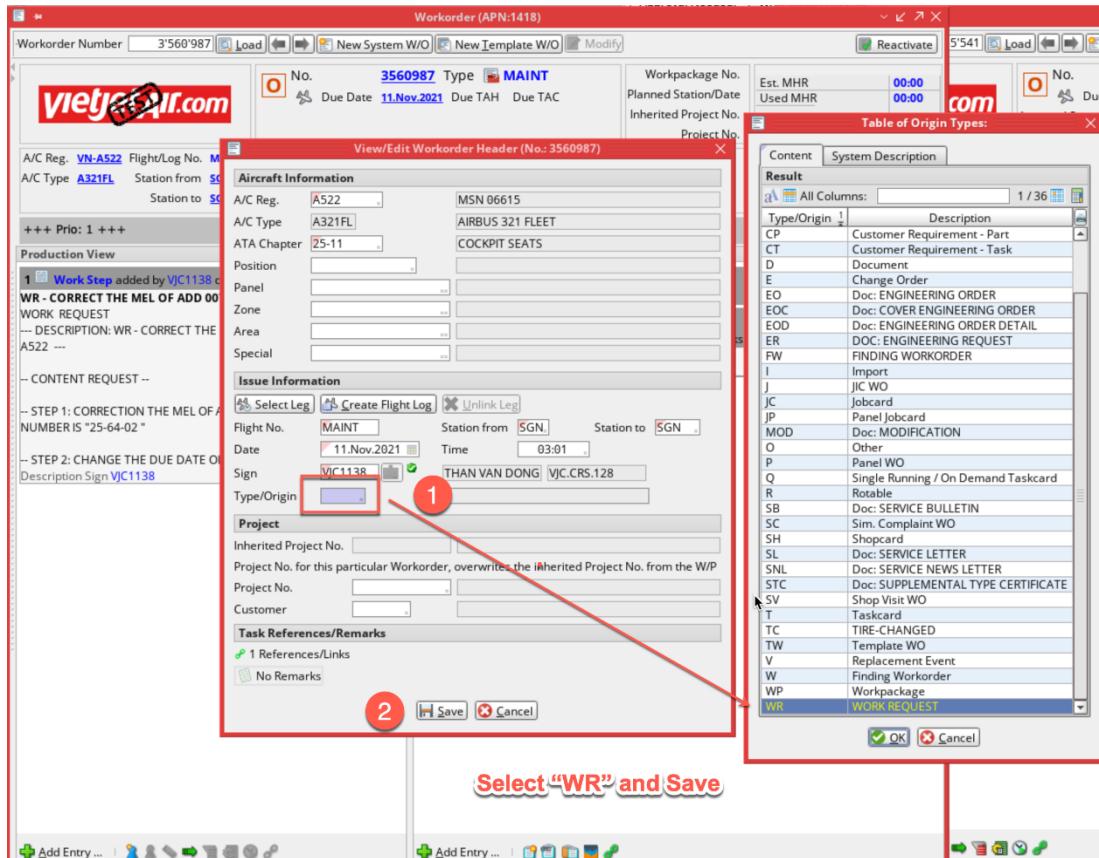
GUIDELINES FOR APPROVING
CANNIBALIZATION WO IN THE AMOS

VJC-AMO-SOP-001

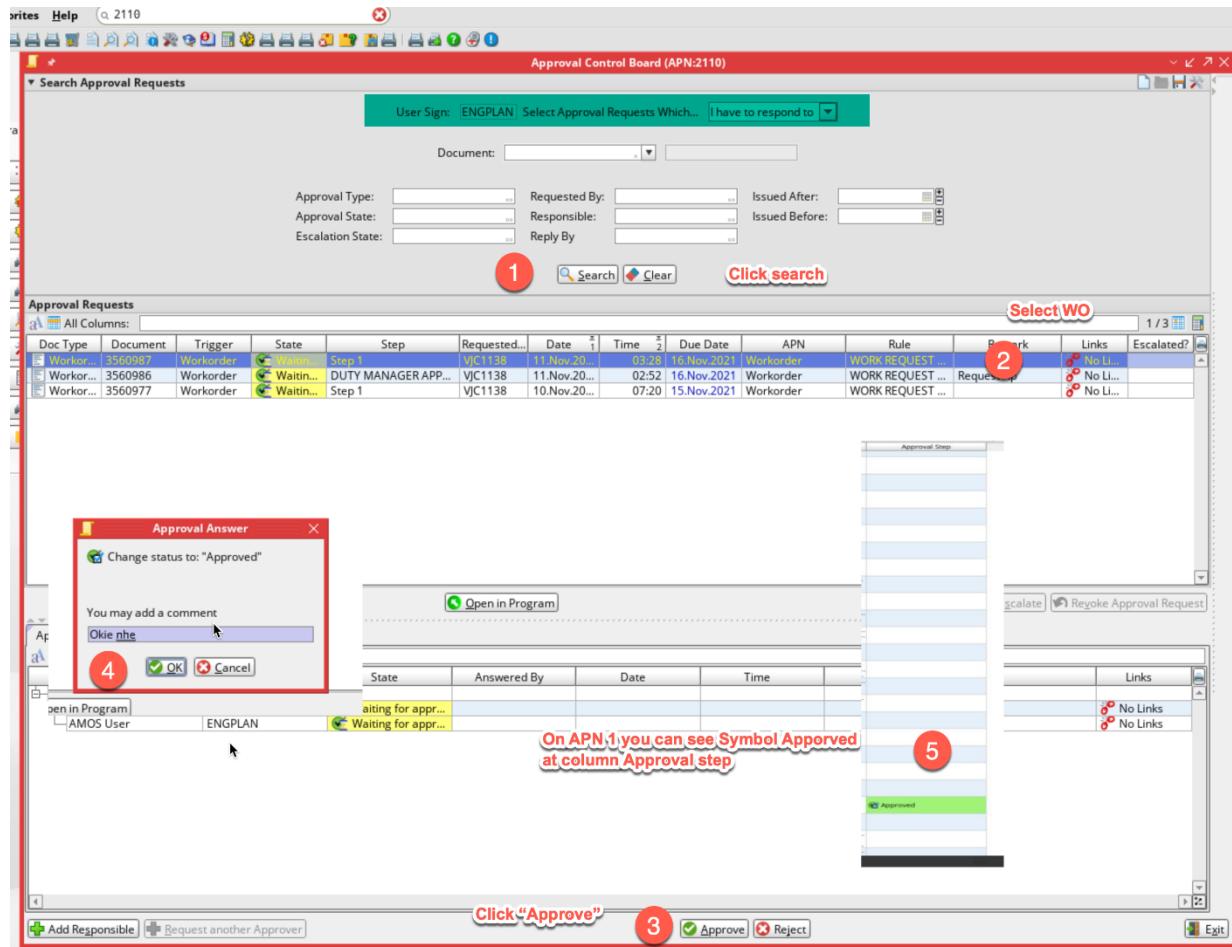
Iss 04 / Rev 00

30 Oct 2022

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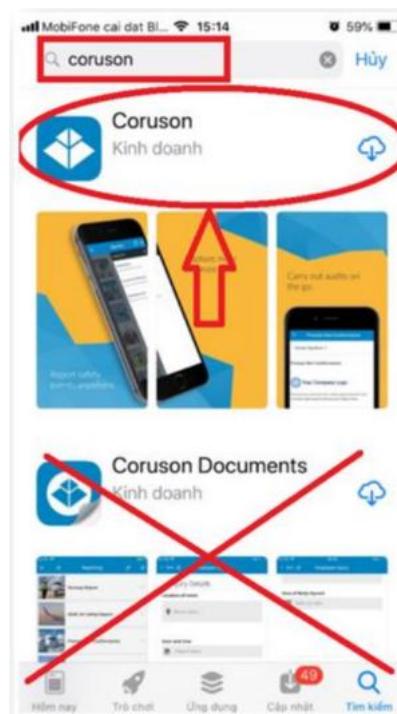
f) STEP 6: Use APN 2110 to approve the WO



4.16 GUIDELINES FOR RAISING MOR IN THE CORUSON

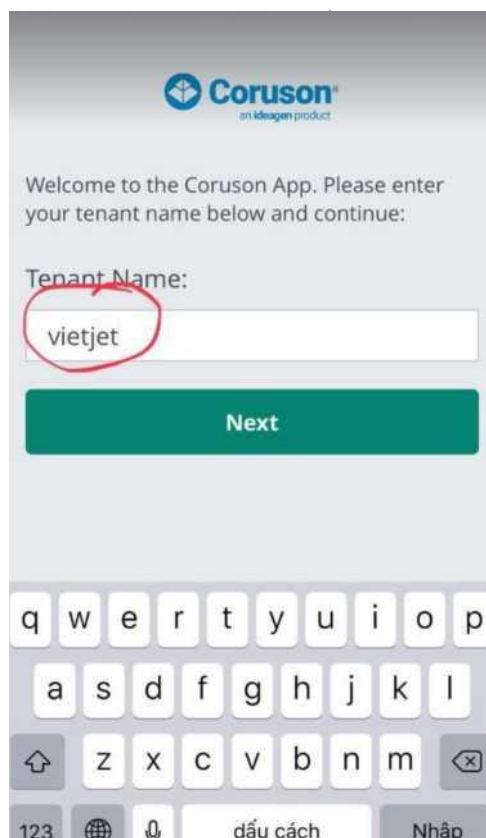
- a) STEP 1: Install CORUSON MOBILE APPS into mobile phone/tablet

The application using for OSR/MOR reporting is available in both Apple Store or Android CH Play. You need to download and install in your device first. Search “Coruson Reporting and Audit”.

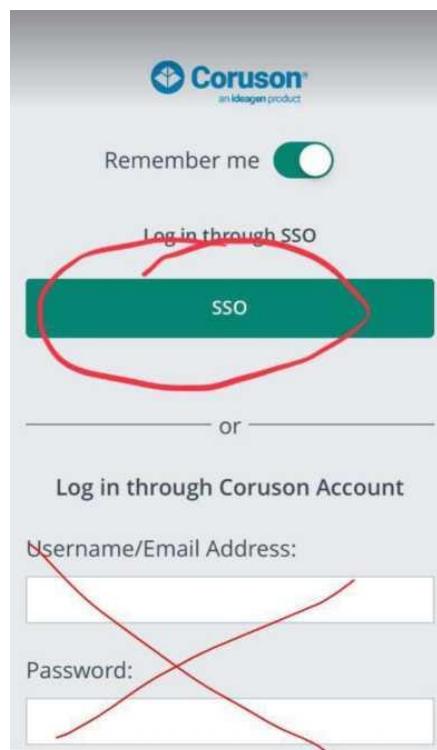


b) STEP 2: Login the Coruson Mobile App

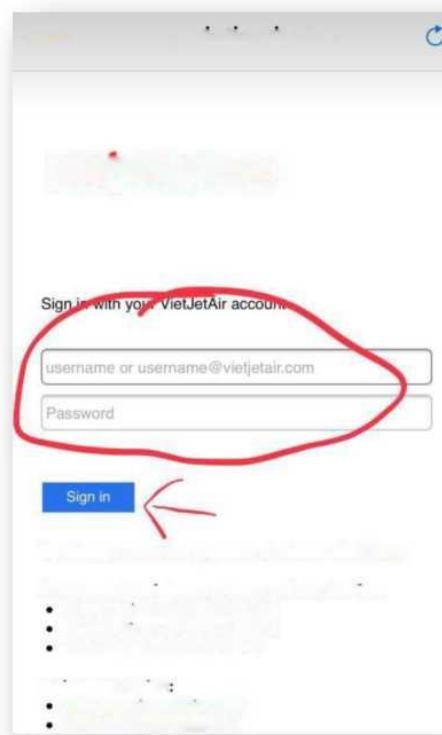
- After activated your account by Web Browser and install Coruson on your phone/Tablet, now you can use mobile apps.
- Open CORUSON REPORTING in your phone/tablet.
- Type the Tenant Name as "VietJet" and hit NEXT



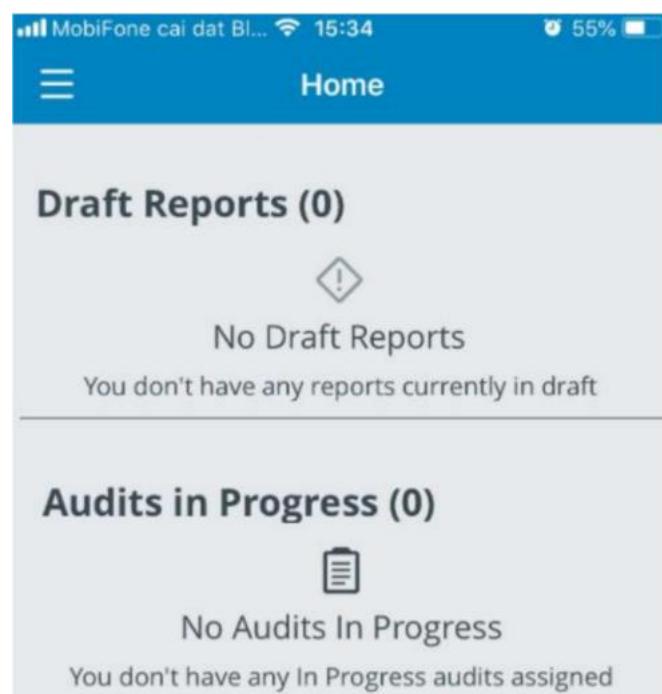
- Hit SSO to login



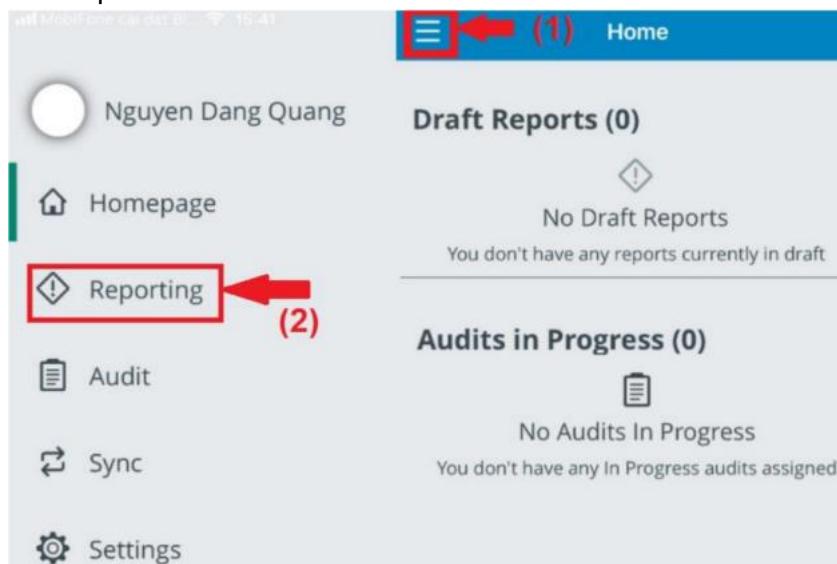
- Type your VietJet email and password to sign in

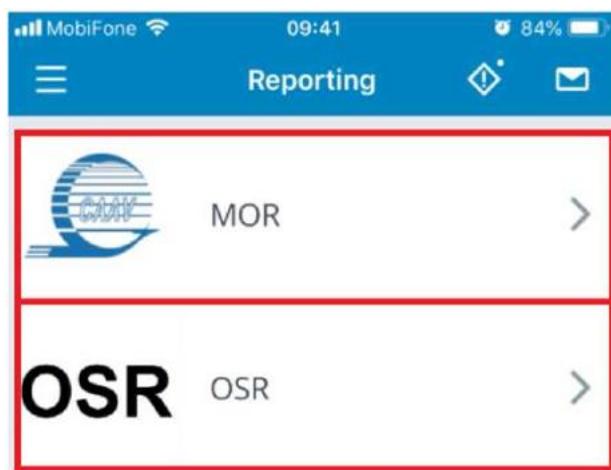


- The homepage on mobile apps should be like this



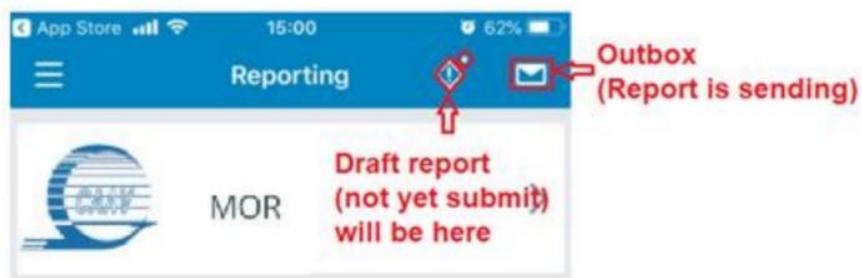
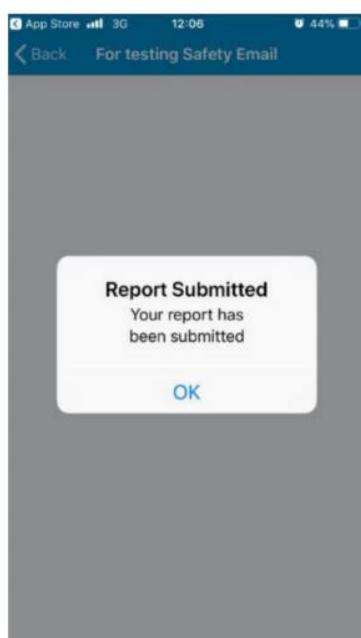
- On homepage, choose hamburger icon and choose Report to make a MOR Report





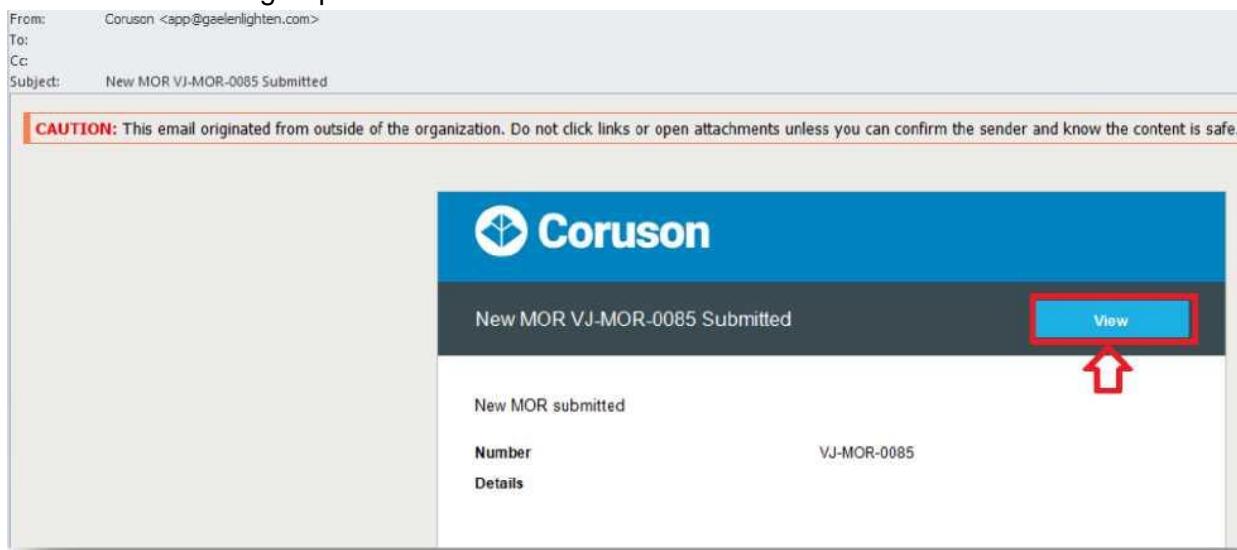
- For example, you choose MOR, will see all the content same as paper MOR, you need to fill all necessary fields and hit submit when you finish.

<p>MOR HEADING</p> <p>Ministry of Transport - CIVIL AVIATION ADMINISTRATION OF VIETNAM</p> <p>CAAV FORM 14B OCCURRENCE REF. NUMBER:</p> <p></p> <p>OCCURRENCE REPORT FORM</p> <p>If report is CONFIDENTIAL - mark clearly at the top and provide contact address /Tel no. your wish be respected.</p> <p>When completed, please send to:</p> <p>Flight Safety Standard Department - CAAV 119 Nguyen Son - Long Bien Dist - Hanoi - Vietnam</p>	<p>INCIDENT / HAZARD DETAILS</p> <p>EFFECT OF INCIDENT ON FLIGHT * </p> <p>Select an Item</p> <p>SHORT SUMMARY OF INCIDENT / HAZARD * </p> <p>DESCRIBE WHAT HAPPENED? WHAT ALERTED YOU TO THE SITUATION? ANY HUMAN FACTORS ISSUES INVOLVED? *</p> <p>* is mandatory field you have to fill up </p> <p>ACTIONS TAKEN TO MANAGE THE SITUATION & RECOMMENDED SAFETY ACTIONS (ENTER N/A IF NOT APPLICABLE) *</p>	<p>OSR Footer</p> <p>Fax Number / Số fax: +84-8-35471841</p> <p>Email safety@vietjetair.com</p> <p>Note: This form should be submitted to SSQA, an MOR will be raised by SSQA when necessary</p> <p>Attachments (0) </p> <p>hit here if you want to add attachments </p> <p>No Attachments</p> <p>hit submit to send OSR </p> <p>Submit Report</p>
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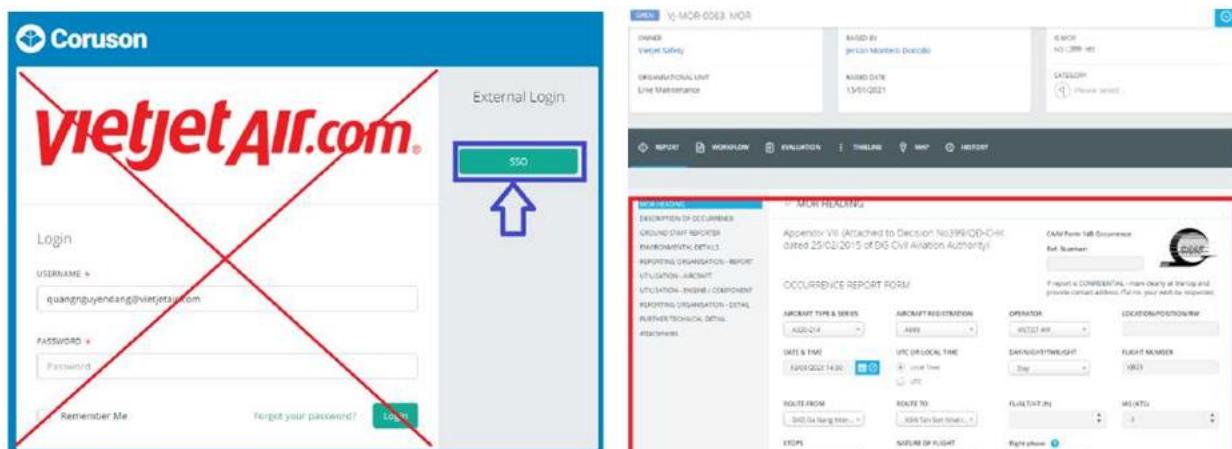


c) STEP 3: MCC Duty Manager is to check new “MOR” raised by certifying staff or mechanics.

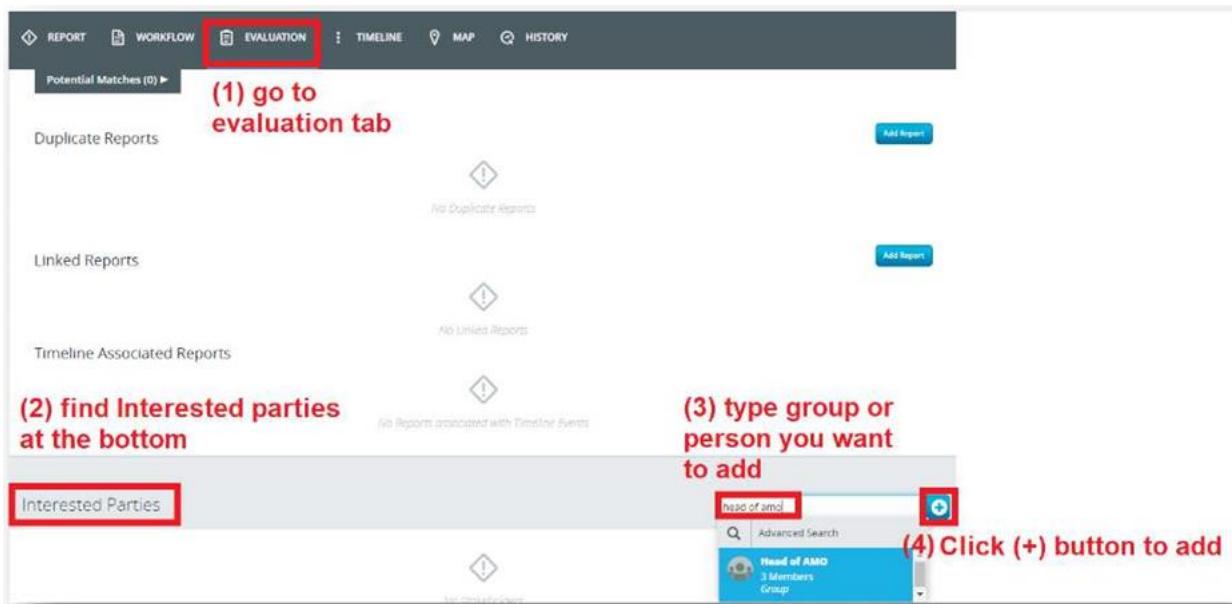
- Whenever a new MOR is submitted by the certifying staff or the mechanic, the Coruson shall send a notification email to MCC Duty Managers email group. Click on “View” to read MOR.



- The system will ask to login, MCC Duty Manager shall use SSO to login and carefully check the information in the MOR that reported by front line staff.



- MCC Duty Manager can add someone to read that report, for example: Maintenance Directors, Station Manager, etc by adding them to the *Interesting Parties* in *evaluation tab*.



- In case that more information from the certifying staff or the mechanic is needed, MCC Duty Manager shall contact them by email, phone, etc. After getting the information, MCC Duty Manager can edit the MOR report directly on Coruson

✓ DESCRIPTION OF OCCURRENCE

BRIEF DETAILS
BIRD STRIKE ON AIRCRAFT RADOME

DESCRIPTION OF OCCURRENCE
PILOT REPORTED UPON LANDING AIRCRAFT RADOME HIT BY BIRD.

Any procedures, manuals, pubs (eg AIC, AD, SB etc) directly relevant to occurrence and (when appropriate compliance state of aircraft, equipment or documentation).

NIL

For example, you want to update this field, just click on that and type here

✗ GROUND STAFF REPORTER

- The system will record any new update was made and MCC Duty Manager can check that changes on *HISTORY* tab

OPEN VJ-MOR-0083: MOR

REPORT WORKFLOW EVALUATION TIMELINE MAP HISTORY

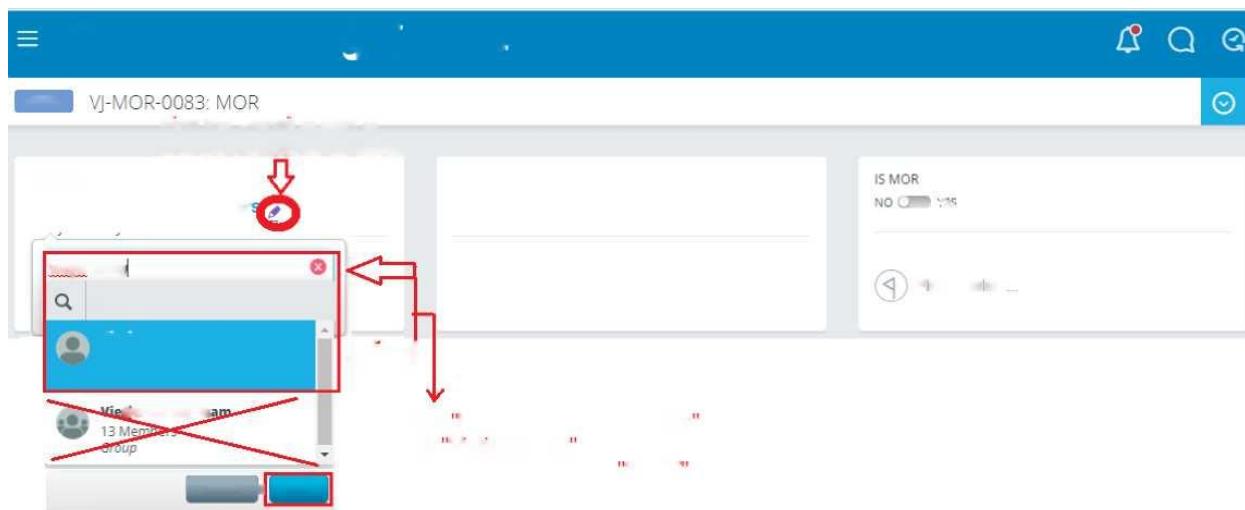
Report Field History

FIELD CHANGED	CHANGED FROM	CHANGED TO	CHANGED BY	DATE/TIME
DESCRIPTION OF OCCURRENCE Any procedures, manuals, pubs (eg AIC, AD, SB etc) directly relevant to occurrence and (when appropriate compliance state of aircraft, equipment or documentation)	Blank	Nil	Nguyen	19/04/2021 06:51

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d) STEP 4: MCC Duty Manager is to transfer MOR report to the Safety.

- After all information is updated, MCC Duty Manager shall transfer the MOR report to the Safety Division directly on the Coruson by **CHANGING THE report OWNER from MCC Duty Manager to VietJet Safety**.



- MCC Duty Manager shall receive an email confirming by Safety as soon as Safety receives the MOR.

Feedback Regarding Report VJ-MOR-0083 MOR

Coruson <app@gaelenlighten.com>

[If there are problems with how this message is displayed, click here to view it in a web browser](#) Sent: Mon

19-04-2021 2:20 PM

To:

| CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you can confirm the sender and know the content is safe.

