



COPA AIRLINES



TRAINING SUCCESS STORY

BY THOMAS VAN ■ NOVEMBER 28, 2014 ■ PANAMA CITY, PANAMA



Compliance
Integrated



COPA AIRLINES | ATMS™ TRAINING SUCCESS STORY

BY THOMAS VAN ■ NOVEMBER 28, 2014 ■ PANAMA CITY, PANAMA

Thomas Van, Implementation Manager at AQT Solutions, successfully completed an intense week of onsite training in Panama City, Panama with Copa Airlines, one of the world's most profitable commercial airlines.

I was honored to have led the Copa Airlines training management team through an extensive introduction to the ATMS system, detailed procedures on curriculum development, scheduling, e-learning, grading, record keeping, reporting and analysis. It was an incredible week of training at Copa in Panama City, Panama. Prior to engaging AQT Solutions, Copa Airlines required more robust training tools, structure and automation to better manage their training operations; ATMS meets all of these requirements. The scope of trainees included eight Copa team members ranging from administrators, schedulers, and record keepers, to instructors.

The training team will be utilizing ATMS to maintain currency and compliance for Copa's trainees and instructors. This particular trip was unique in that Pedro Herrera, Copa's Head of Training, participated in ATMS training. With Pedro's vision and leadership, Copa will be better enabled to transition to AQP (Advanced Qualification Program).

“ Prior to engaging AQT Solutions, Copa Airlines required more robust training tools, structure and automation to better manage their training operations. ”



TRAINING FEEDBACK”

Our clients say it best...
Feedback from the Copa
training team

Why Did You Choose ATMS?

- It is a great tool that allows us easily organize our training plans.
- We chose it for the data analysis under AQP.
- Enables us to transition to AQP and regulatory compliance in terms of record keeping.
- It is a very powerful, but simple to manage tool to help Copa Airlines organize its training related processes.
- ATMS will help with us achieving regulatory compliance.
- The idea of improving our processes with a new program and perspective, and brake paradigms.
- It will help us understand different way to solve training operation problems, create more well-structured training plans, and allow us more flexibility and dynamism without compromising the safety and efficiency.

What are the Anticipated Benefits of ATMS?

- It's a better way to evaluated and grade trainees.
- Simplify and optimize crew records, training planning and grading processes.
- Simplifying processes, creating more efficient training plans.
- Avoiding mistakes or taking pilots to fly illegal, will help us to stop using manual processes and will allow us to make sure a pilot will complete his entire training.
- ATMS will allow us to go paperless with our files.
- I believe our processes will be way better than today, will help us to do less manual work, in easier, more user-friendly ways.
- Due to its full content, it gives us benefits in working time, it enables us to improve the training processes, we can assure a pilot will receive his full training.

“**TRAINING FEEDBACK**

Continued...

Your Feedback on ATMS Training?

- Training has been very helpful for users to understand how the system will facilitate their work.
- I just have a comment regarding the training plan that was sent prior the training: We had invited just the staff with the indicated roles in the training plan in each session, but once Thomas was here, he suggested that it was better (and it definitely was), to add all the team for all week training. We had to send invitations at the last minute and some of them couldn't attend.
- This is a very straight forward system, and very intuitive.
- Thomas's has a very good training methodology.
- To answer this one, let me one more time thank for such a great training experience, I wish I could've spend more time learning about the system. You find the way to pass the message across during class in a very simple an clear way, it was so easy to understand almost everything, you are a great instructor.
- It looks more simple than what we are used to do with our current system.
- We are getting to know the system, I feel little fear, but with the time everything is going to improve, and with your support we will be able to achieve the target.
- As this week training progressed, I started to get a very good impression of what the system can do for our training department with numerous benefits that would be too long to mention at this moment.

”



ABOUT | COPA AIRLINES

Panama City, Panama

Founded	June 21, 1944
Commenced Operations	August 15, 1947
<u>Hubs</u>	• Tocumen International Airport (Panama City)
<u>Focus cities</u>	<ul style="list-style-type: none"> • El Dorado International Airport • La Aurora International Airport • Juan Santamaría International Airport • Augusto C. Sandino International Airport
<u>Frequent-flyer program</u>	MileagePlus
<u>Airport lounge</u>	Copa Club (in partnership with United)
<u>Subsidiaries</u>	Copa Airlines Colombia
Fleet size	97
Destinations	69
Company slogan	<i>Connected, everything is possible</i>
<u>Parent company</u>	Copa Holdings, S.A.
Headquarters	Panama City, Panama
Key people	Pedro Heilbron (CEO) Jose Montero (CFO)

Source: Wikipedia



About Thomas Van

Implementation Manager

AQT Solutions

With a MIS (Management Information Systems) background in Systems Analysis and Design, Thomas Van has over fifteen years of experience analyzing requirements and designing key solutions that meet customer goals. With an aptitude for collaborating and communicating new concepts in an effective manner, Thomas is a specialist in educating team members and clients in utilizing new systems for improving business processes and growth.



Compliance
Integrated

Contact

www.AQTSolutions.com

1303 Jefferson Street, Suite 200A
Napa, California 94559
707-337-5355
keithj@aqtsolutions.com