



## Chapter 03: Maintenance Operations

# 12. Client Communication and Work Approval

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Maintain effective communication with clients throughout maintenance process and obtain required approvals for work changes.

## Purpose

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Establish systematic procedures for communicating with clients throughout the maintenance process, obtaining required approvals for work scope changes, and ensuring clear understanding of maintenance activities. This process maintains client relationships while protecting both client interests and maintenance facility operations.

## Roles and Responsibilities

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### **A&P Mechanic:**

- Execute assigned maintenance tasks per specifications
- Review work order technical requirements
- Provide technical input for work scope estimates
- Document completion status and discrepancies
- Ensure regulatory compliance in all maintenance work

### **Client Service Representative:**

- Manage client communications and service requests
- Process documentation and billing
- Obtain client authorizations and approvals
- Coordinate scheduling and aircraft availability
- Maintain professional client relationships

### **Chief of Maintenance:**

- Review and approve complex or high-value work orders
- Assign qualified technicians to specific maintenance tasks
- Ensure regulatory compliance for all maintenance work
- Resolve scheduling conflicts and resource allocation issues
- Oversee maintenance quality and safety standards

**Operations Leader:**

- Oversee daily operations and coordinate between departments
- Authorize emergency response procedures and resource allocation
- Monitor safety compliance and operational excellence
- Coordinate scheduling across departments for operational coverage
- Review billing disputes and approve service adjustments
- Ensure regulatory compliance across all operations

## Process Steps

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### Initial Client Consultation

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- **Establish communication preferences** - Determine client preferred communication methods, frequency, and contact information for maintenance updates
- **Explain maintenance process** - Provide clear explanation of maintenance procedures, timeline expectations, and approval requirements
- **Review work authorization** - Confirm client understanding of initial work scope, cost estimates, and delivery timeline expectations
- **Document client requirements** - Record special client needs, preferences, and any specific instructions affecting maintenance work

### Maintenance Progress Communication

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- **Provide regular updates** - Communicate maintenance progress according to client preferences with status reports on completed and remaining work
- **Report significant findings** - Notify clients immediately of any major discrepancies, safety issues, or additional maintenance requirements discovered
- **Explain technical issues** - Provide clear, non-technical explanations of maintenance problems and recommended solutions to clients
- **Coordinate timeline adjustments** - Communicate any schedule changes and coordinate revised delivery dates with client operational requirements

### Work Scope Change Management

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- **Document additional requirements** - Record detailed descriptions of any additional maintenance needs discovered during work progress
- **Prepare change order estimates** - Calculate accurate cost and time estimates for additional work including parts, labor, and delivery impact

- **Present options to client** - Explain maintenance options, regulatory requirements, and recommendations with clear cost-benefit analysis
- **Obtain written authorization** - Secure client approval in writing before proceeding with any additional maintenance work

## Technical Consultation and Education

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- **Explain maintenance findings** - Provide clear explanations of maintenance issues, their significance, and potential operational impacts
- **Discuss preventive measures** - Recommend maintenance practices and operational procedures to prevent recurring problems
- **Review regulatory requirements** - Explain mandatory maintenance items and regulatory compliance obligations affecting aircraft operation
- **Answer client questions** - Respond to client inquiries about maintenance work, aircraft condition, and operational recommendations

## Completion Communication and Delivery

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- **Prepare maintenance summary** - Compile detailed summary of all maintenance work performed with parts installed and regulatory compliance actions
- **Schedule delivery appointment** - Coordinate aircraft delivery timing with client operational requirements and availability
- **Conduct delivery briefing** - Explain all completed maintenance work, provide maintenance documentation, and address any client questions
- **Follow up on satisfaction** - Contact client after delivery to ensure satisfaction with maintenance quality and address any concerns

## Process Mapping

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Flowchart to show sequential steps

## Tools and Resources

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- Client communication templates and standardized forms
- Cost estimation software and pricing calculation tools
- Maintenance tracking system with client portal access capabilities
- Digital photography equipment for maintenance documentation
- Technical reference materials for client education and explanation

- Authorization forms and electronic signature systems
- Scheduling software for delivery coordination
- Client satisfaction survey tools and feedback systems

## Success Metrics

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- **Completion Time:** Initial client contact within 2 hours of maintenance findings; approval requests processed within 4 hours.
- **Quality Standard:** 100% written approval obtained before additional maintenance work commencement.
- **Safety Standard:** All safety-related findings communicated to clients within 1 hour of discovery.
- **Client Satisfaction:** 95% client approval rating for communication clarity and maintenance work authorization process.

## Common Issues and Solutions

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- **Issue:** Client unavailability delaying maintenance approvals and aircraft delivery schedules
- **Solution:** Establish multiple client contact methods, implement electronic approval systems, and maintain clear authorization delegation procedures

**Issue:** Client resistance to additional maintenance recommendations affecting aircraft safety or regulatory compliance

**Solution:** Provide clear technical explanations, document regulatory requirements, and establish escalation procedures for safety-related issues


**Issue:** Communication misunderstandings leading to client dissatisfaction with maintenance work or costs


**Solution:** Use standardized communication procedures, provide written summaries of all discussions, and implement confirmation protocols for client understanding

## Safety Considerations

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 **WARNING:** Never proceed with maintenance work without proper client authorization and written approval

 **CAUTION:** Ensure all safety-related maintenance findings are communicated immediately to clients regardless of authorization status

 **NOTE:** All client communications regarding maintenance work must be documented and maintained for regulatory compliance

 **BEST PRACTICE:** Use clear, non-technical language when explaining maintenance issues and provide

written summaries of all client communications

## Regulatory References

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- **14 CFR Part 43** - Maintenance, Rebuilding, and Alteration
- **14 CFR Part 91.405** - Maintenance Required
- **AC 43-9C** - Maintenance Records
- **Consumer Protection Regulations** - State and federal consumer protection requirements
- **Contract Law** - Legal requirements for service agreements and work authorization
- **Privacy Regulations** - Client information protection and communication requirements