kitabu

Solo Aviation Services Operations Playbook

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Contents

16   USAGE GUIDELINES

17   📖 PDF GENERATION SYSTEM

19   DOCUMENT STANDARDS

20   REVISION CONTROL

FBO Services

21   PROCEDURES IN THIS SECTION

24   QUICK REFERENCE

25   TRAINING REQUIREMENTS

42 AVIATION INDUSTRY STANDARDS

45 WRITING STYLE GUIDELINES

47 QUALITY STANDARDS

48 CONTENT ORGANIZATION

49 SUBJECT MATTER EXPERTISE

FBO Procedure Template Format

Solo Aviation Services Playbook

CHAPTER 1

Overview

This playbook provides standardized procedures for Solo Aviation Services. It covers aircraft handling, maintenance operations, and service delivery processes.

🚀 Quick Start

Generate PDF Documentation

```
./build_playbook.sh
```

This creates: `solo-aviation-services-playbook.pdf` (287KB document)

To open the PDF: `bash open solo-aviation-services-playbook.pdf`

Playbook Structure

📋 Main Categories

1. **[FBO Services](content/01-fbo-services/)** - Core customer-facing operations
2. **[Maintenance Operations](content/02-maintenance-operations/)** - Aircraft maintenance and repair procedures
3. **[Flight School Operations](content/03-flight-school-operations/)** - Training and education services
4. **[Safety and Compliance](content/04-safety-compliance/)** - Regulatory and safety procedures
5. **[Marketing and Customer Retention](content/05-marketing-customer-retention/)** - Business development activities
6. **[Administrative and Financial](content/06-administrative-financial/)** - Business operations and financial management

📁 Directory Structure

```
playbook/
├── content/                    # Main playbook procedures
│   ├── 01-fbo-services/              # 15 FBO service procedures
│   ├── 02-maintenance-operations/       # 15 maintenance procedures
│   ├── 03-flight-school-operations/    # 15 flight training procedures
│   ├── 04-safety-compliance/            # 15 safety and compliance procedures
│   ├── 05-marketing-customer-retention/ # 15 marketing procedures
│   └── 06-administrative-financial/    # 15 admin/financial procedures
├── templates/                  # Procedure templates
├── assets/                     # Supporting materials
│   ├── forms/                  # Operational forms
│   ├── images/                 # Diagrams and photos
│   └── references/             # Quick reference materials
└── .cursor/rules/              # Documentation standards
```

CHAPTER 1

Quick Navigation

🛩 FBO Services (15 Procedures)

15. Emergency Response and Incident Reporting

🔧 Maintenance Operations (15 Procedures)

1. Work Order Creation and Scheduling
2. Pre-Maintenance Aircraft Inspection
3. 100-Hour and Annual Inspection Execution
4. Scheduled Maintenance (Airframe, Engine, Avionics)
5. Unscheduled Repair and Troubleshooting
6. Parts Inventory Management and Ordering
7. Maintenance Logbook Updates and Documentation
8. FAA Regulatory Compliance and Reporting
9. Quality Control and Post-Maintenance Checks
10. Tool and Equipment Calibration and Maintenance
11. Technician Training and Certification Tracking
12. Customer Communication and Work Approval
13. Hazardous Materials Handling and Disposal
14. Shop Safety and Cleanliness Protocols
15. Billing and Invoicing for Maintenance Services

🎓 Flight School Operations (15 Procedures)

1. Student Enrollment and Onboarding
2. Flight Lesson Scheduling
3. Aircraft Maintenance and Inspection
4. Student Progress Tracking and Certification
5. Safety Incident Reporting
6. Ground School Curriculum Delivery
7. Instructor Scheduling and Certification Renewal
8. Flight Simulator Session Management
9. TSA Security Clearance for International Students

10. Billing and Payment Processing
11. Pre-Flight Briefing and Checklist Execution
12. Post-Flight Debriefing and Logbook Updates
13. Emergency Response and Evacuation Procedures
14. Fuel Management and Refueling Operations
15. Customer Feedback and Satisfaction Surveys

🛡 Safety and Compliance (15 Procedures)

1. Safety Incident Reporting and Investigation
2. Aircraft Fueling Safety Procedures
3. Ground Handling Safety Protocols
4. FAA and OSHA Compliance Audits
5. Emergency Response Plan Execution
6. Fire Safety and Hazardous Materials Handling
7. Ramp and Hangar Safety Inspections
8. Employee Safety Training and Certification
9. Security Screening for Personnel and Visitors
10. TSA Compliance for International Flight Operations
11. Environmental Compliance (Spill Prevention and Response)
12. Equipment Maintenance and Safety Checks
13. Runway Incursion Prevention Training
14. Safety Management System (SMS) Implementation
15. Regulatory Documentation and Record-Keeping

📈 Marketing and Customer Retention (15 Procedures)

1. Customer Segmentation and Targeting
2. Digital Marketing Campaign Management
3. Promotional Offer Development
4. Event Hosting and Sponsorship

5. Customer Feedback Collection and Analysis
6. Loyalty Program Management
7. Personalized Customer Follow-Up
8. Referral Program Administration
9. Content Creation
10. Partnership Development with Local Businesses
11. Customer Complaint Resolution
12. Social Media Engagement and Reputation Management
13. Pilot Community Outreach
14. Seasonal Marketing Campaigns
15. Customer Retention Analytics and Reporting

💼 Administrative and Financial (15 Procedures)

1. Customer Billing and Invoicing
2. Payment Processing and Collections
3. Budget Planning and Monitoring
4. Expense Tracking and Approval
5. Payroll Administration for Staff
6. Vendor and Supplier Contract Management
7. Financial Reporting and Reconciliation
8. Tax Filing and Compliance
9. Insurance Policy Management
10. Employee Scheduling and Timekeeping
11. Record-Keeping for Regulatory Compliance
12. Inventory Management for Fuel and Supplies
13. Customer Account Management in CRM
14. Purchase Order Processing
15. Audit Preparation and Support

Usage Guidelines

For Operations Staff

- Each procedure includes step-by-step instructions
- Safety warnings and cautions are clearly marked
- Cross-references link to related procedures
- Forms and checklists are readily accessible

For Management

- Procedures include quality control checkpoints
- Compliance requirements are clearly identified
- Performance metrics and KPIs are integrated
- Training requirements are specified

For Training

- New employee onboarding procedures
- Certification tracking and renewal requirements
- Safety training protocols
- Performance evaluation criteria

CHAPTER 1
📖 PDF Generation System

✅ Implementation Status

PDF generation is set up and working!

🛠️ What Was Implemented

Kitabu Setup

- **Ruby gem installed**: Kitabu 3.1.0 for PDF generation
- **Project structure**: Organized in `kitabu/` directory
- **Configuration**: Customized for Solo Aviation Services Playbook branding

Content Organization

- **Automated script**: `organize_content.rb` structures your Markdown files
- **9 chapters**: Introduction + 6 operational sections + guidelines + templates
- **Asset handling**: Images and references properly integrated
- **Clean formatting**: Navigation links removed, YAML stripped, links fixed

Build Automation

- **Shell script**: `build_playbook.sh` for simple one-command builds
- **Ruby script**: `build_playbook.rb` alternative with detailed output
- **Manual process**: Step-by-step commands for customization

Output Options

- **PDF format**: ~287KB document
- **Multiple formats**: PDF, HTML, EPUB available
- **Styling**: Clean typography and layout
- **Table of contents**: Automatic generation from headers

📁 Generated Files

Your PDF generation creates: - `solo-aviation-services-playbook.pdf` - Main document (287KB) **[Root directory]** - `kitabu/output/solo-aviation-services-playbook.html` - Web version - `kitabu/output/solo-aviation-services-playbook.print.pdf` - Print-optimized version

🎨 Customization Options

- **Styling**: Edit `templates/styles/pdf.css`
- **Branding**: Modify `config/kitabu.yml`

- **Content**: Update source files and rebuild
- **Structure**: Customize `organize_content.rb`

📖 Additional Documentation

See `PDF-GENERATION.md` for documentation including: - Setup instructions - Customization options - Troubleshooting guide - Enhancement ideas

CHAPTER 1

Document Standards

All procedures follow standardized formatting rules defined in `[.cursor/rules/markdown-rules.md]`(.cursor/rules/markdown-rules.md) to ensure consistency and usability.

Revision Control

This playbook is a living document that requires regular updates to reflect: - Regulatory changes - Operational improvements - Safety enhancements - Technology updates

---

Total Procedures: 90
PDF Generation: ✅ Ready for use
Technology: Kitabu (Ruby-based)
Output Quality: Aviation documentation standard
Build Time: ~5 seconds for playbook
Last Updated: [Current Date]
Version: 1.0
Maintained by: FBO Operations Team

FBO Services

Core customer-facing operations that define the Fixed Base Operator experience. These procedures ensure consistent, professional service delivery for all aircraft operations and customer interactions.

CHAPTER 2

Procedures in this Section

1. **[Aircraft Arrival and Departure Handling](01-aircraft-arrival-departure-handling.md)**

   - Aircraft marshalling and parking coordination
   - Customer greeting and service coordination
   - Departure preparation and assistance

2. **[Fueling Operations (Jet-A and Avgas)](02-fueling-operations.md)**

   - Fuel quality control and safety procedures
   - Aircraft fueling protocols
   - Fuel system maintenance and monitoring

3. **[Hangar and Ramp Space Allocation](03-hangar-ramp-space-allocation.md)**

   - Space reservation and assignment

- ◦ Hangar door operations
- ◦ Ramp traffic management

4. **[Customer Check-In and Concierge Services](04-customer-checkin-concierge.md)**

  - ◦ Customer reception and registration
  - ◦ Concierge service coordination
  - ◦ Amenity provision and facility tours

5. **[Aircraft Marshalling and Parking](05-aircraft-marshalling-parking.md)**

  - ◦ Ground guidance procedures
  - ◦ Parking space optimization
  - ◦ Safety protocols for aircraft movement

6. **[Ground Support Equipment (GSE) Management](06-gse-management.md)**

  - ◦ Equipment inventory and maintenance
  - ◦ Operator training and certification
  - ◦ Service scheduling and deployment

7. **[Maintenance Coordination for Visiting Aircraft](07-maintenance-coordination-visiting.md)**

  - ◦ Service request processing
  - ◦ Vendor coordination and oversight
  - ◦ Quality assurance and customer communication

8. **[Crew and Passenger Transportation Arrangements](08-transportation-arrangements.md)**

  - ◦ Ground transportation coordination
  - ◦ Hotel and accommodation booking
  - ◦ Local area information and recommendations

9. **[Billing and Invoicing for Services](09-billing-invoicing-services.md)**

   - Service tracking and documentation
   - Invoice generation and processing
   - Payment collection and account management

10. **[Safety and Security Inspections](10-safety-security-inspections.md)**

    - Daily facility safety checks
    - Security protocol implementation
    - Incident prevention and reporting

11. **[Facility Maintenance and Cleaning](11-facility-maintenance-cleaning.md)**

    - Scheduled maintenance protocols
    - Cleaning standards and procedures
    - Equipment upkeep and replacement

12. **[Weather Briefing and Flight Planning Support](12-weather-flight-planning-support.md)**

    - Weather information services
    - Flight planning assistance
    - Regulatory briefing support

13. **[Customs and Immigration Coordination (International Flights)](13-customs-immigration-coordination.md)**

    - International arrival procedures
    - Customs and immigration liaison
    - Documentation and compliance requirements

14. **[Catering and In-Flight Service Requests](14-catering-inflight-services.md)**

    - Catering vendor coordination
    - Special service arrangements

    ◦ Quality control and delivery timing

15. **[Emergency Response and Incident Reporting](15-emergency-response-incident-reporting.md)**

    ◦ Emergency procedure activation
    ◦ Incident documentation and reporting
    ◦ Follow-up and corrective action coordination

CHAPTER 2

Quick Reference

- **Emergency Contact**: [Phone Number]
- **Operations Manager**: [Name/Extension]
- **Customer Service Hours**: [Hours]
- **After-Hours Contact**: [Phone Number]

Training Requirements

All FBO service personnel must complete: - [ ] Customer service training - [ ] Safety and security protocols - [ ] Equipment operation certification - [ ] Emergency response procedures - [ ] Annual recurrent training

Maintenance Operations

Comprehensive aircraft maintenance procedures ensuring airworthiness, regulatory compliance, and customer satisfaction. These procedures cover all aspects of aircraft maintenance from routine inspections to complex repairs.

CHAPTER 3

Procedures in this Section

1. **[Work Order Creation and Scheduling](01-work-order-creation-scheduling.md)**

   ◦ Customer consultation and needs assessment
   ◦ Work scope definition and documentation
   ◦ Resource planning and scheduling coordination

2. **[Pre-Maintenance Aircraft Inspection](02-pre-maintenance-inspection.md)**

   ◦ Initial aircraft assessment
   ◦ Discrepancy identification and documentation
   ◦ Work scope verification and adjustment

3. **[100-Hour and Annual Inspection Execution](03-100hr-annual-inspection.md)**

   ◦ Regulatory inspection requirements

- Systematic inspection procedures
- Documentation and certification processes

4. **[Scheduled Maintenance (Airframe, Engine, Avionics)](04-scheduled-maintenance.md)**

   - Manufacturer maintenance program compliance
   - Component replacement and servicing
   - System testing and verification

5. **[Unscheduled Repair and Troubleshooting](05-unscheduled-repair-troubleshooting.md)**

   - Problem diagnosis and root cause analysis
   - Repair planning and execution
   - System testing and return to service

6. **[Parts Inventory Management and Ordering](06-parts-inventory-ordering.md)**

   - Inventory tracking and control
   - Parts sourcing and procurement
   - Quality verification and receiving procedures

7. **[Maintenance Logbook Updates and Documentation](07-logbook-documentation.md)**

   - Regulatory documentation requirements
   - Logbook entry procedures
   - Record retention and management

8. **[FAA Regulatory Compliance and Reporting](08-faa-compliance-reporting.md)**

   - Regulatory requirement tracking
   - Compliance verification procedures

- Mandatory reporting obligations

9. **[Quality Control and Post-Maintenance Checks](09-quality-control-checks.md)**

    - Final inspection procedures
    - System operational testing
    - Customer delivery preparation

10. **[Tool and Equipment Calibration and Maintenance](10-tool-equipment-calibration.md)**

    - Calibration schedule management
    - Equipment maintenance procedures
    - Accuracy verification and documentation

11. **[Technician Training and Certification Tracking](11-technician-training-certification.md)**

    - Training requirement management
    - Certification renewal tracking
    - Competency assessment and documentation

12. **[Customer Communication and Work Approval](12-customer-communication-approval.md)**

    - Progress reporting procedures
    - Change order management
    - Customer approval and sign-off processes

13. **[Hazardous Materials Handling and Disposal](13-hazmat-handling-disposal.md)**

    - Safe handling procedures
    - Storage and inventory management
    - Disposal and environmental compliance

CHAPTER 3

Quick Reference

- **Maintenance Manager**: [Name/Extension]
- **Quality Assurance**: [Name/Extension]
- **Parts Department**: [Extension]
- **Emergency Maintenance**: [Phone Number]

CHAPTER 3

Regulatory References

- **14 CFR Part 43** - Maintenance, Rebuilding, and Alteration
- **14 CFR Part 91** - General Operating and Flight Rules
- **14 CFR Part 145** - Repair Station Operating Certificate (if applicable)
- **AC 43-9C** - Maintenance Records
- **AC 43.13-1B** - Acceptable Methods, Techniques, and Practices

Training Requirements

All maintenance personnel must maintain: - [ ] Appropriate FAA certificates (A&P, IA, etc.) - [ ] Manufacturer training certifications - [ ] Safety training (annual) - [ ] Hazmat training (recurrent) - [ ] Quality system training

CHAPTER 3

Shop Certifications

- [ ] FAA Repair Station Certificate (if applicable)
- [ ] ISO 9001 Quality Management System
- [ ] Environmental Management System
- [ ] Safety Management System

Flight School Operations

Comprehensive training operations for student pilots, from initial enrollment through certification. These procedures ensure safe, effective flight training while maintaining regulatory compliance and high educational standards.

CHAPTER 4

Procedures in this Section

1. **[Student Enrollment and Onboarding](01-student-enrollment-onboarding.md)**
2. **[Flight Lesson Scheduling](02-flight-lesson-scheduling.md)**
3. **[Aircraft Maintenance and Inspection](03-aircraft-maintenance-inspection.md)**
4. **[Student Progress Tracking and Certification](04-student-progress-certification.md)**
5. **[Safety Incident Reporting](05-safety-incident-reporting.md)**
6. **[Ground School Curriculum Delivery](06-ground-school-curriculum.md)**
7. **[Instructor Scheduling and Certification Renewal](07-instructor-scheduling-certification.md)**
8. **[Flight Simulator Session Management](08-flight-simulator-management.md)**
9. **[TSA Security Clearance for International Students](09-tsa-security-clearance.md)**

Safety and Compliance

Critical safety procedures and regulatory compliance requirements that form the foundation of all airport operations. These procedures ensure the safety of personnel, aircraft, and facilities while maintaining full regulatory compliance.

CHAPTER 5

Procedures in this Section

1. **[Safety Incident Reporting and Investigation](01-safety-incident-reporting-investigation.md)**
2. **[Aircraft Fueling Safety Procedures](02-aircraft-fueling-safety.md)**
3. **[Ground Handling Safety Protocols](03-ground-handling-safety.md)**
4. **[FAA and OSHA Compliance Audits](04-faa-osha-compliance-audits.md)**
5. **[Emergency Response Plan Execution](05-emergency-response-plan.md)**
6. **[Fire Safety and Hazardous Materials Handling](06-fire-safety-hazmat.md)**
7. **[Ramp and Hangar Safety Inspections](07-ramp-hangar-safety-inspections.md)**
8. **[Employee Safety Training and Certification](08-employee-safety-training.md)**
9. **[Security Screening for Personnel and Visitors](09-security-screening.md)**
10. **[TSA Compliance for International Flight Operations](10-tsa-compliance-international.md)**

Marketing and Customer Retention

Strategic marketing initiatives and customer relationship management procedures designed to attract new customers, retain existing clients, and build strong community relationships within the aviation industry.

CHAPTER 6

Procedures in this Section

1. **[Customer Segmentation and Targeting](01-customer-segmentation-targeting.md)**
2. **[Digital Marketing Campaign Management](02-digital-marketing-campaigns.md)**
3. **[Promotional Offer Development](03-promotional-offer-development.md)**
4. **[Event Hosting and Sponsorship](04-event-hosting-sponsorship.md)**
5. **[Customer Feedback Collection and Analysis](05-customer-feedback-analysis.md)**
6. **[Loyalty Program Management](06-loyalty-program-management.md)**
7. **[Personalized Customer Follow-Up](07-personalized-customer-followup.md)**
8. **[Referral Program Administration](08-referral-program-administration.md)**
9. **[Content Creation](09-content-creation.md)**
10. **[Partnership Development with Local Businesses](10-partnership-development.md)**

Administrative and Financial

Essential business operations and financial management procedures that support all aspects of FBO operations. These procedures ensure efficient business processes, accurate financial management, and regulatory compliance.

CHAPTER 7

Procedures in this Section

Content Guidelines for FBO Operations Playbook

Vocabulary Standards Compliance

CRITICAL: All aviation content must strictly adhere to organizational vocabulary standards defined in `.cursor/rules/vocabulary-standards.mdc`.

Key requirements: - Use "clients" (never "customers") - Use "team members" (never "employees" or "staff")
- Use "leaders" (never "managers" or "supervisors") - Use "experience" for client-facing contexts (not "service") - Apply operational language: opportunities, solutions, initiatives, excellence

Aviation Industry Standards

Terminology and Acronyms

Always use standard aviation terminology consistently:

Aircraft Types

- Use proper manufacturer designations: `Cessna 172`, `Piper Cherokee`, `King Air 350`
- Include model variants when relevant: `Cessna 172S`, `Beechcraft Bonanza A36`
- Use ICAO aircraft type codes when appropriate: `C172`, `PA28`, `BE20`

Aviation Acronyms (Define on first use)

- **FAA**: Federal Aviation Administration
- **ICAO**: International Civil Aviation Organization
- **FBO**: Fixed Base Operator
- **ARFF**: Aircraft Rescue and Fire Fighting
- **TSA**: Transportation Security Administration
- **NOTAM**: Notice to Airmen
- **METAR**: Meteorological Aerodrome Report
- **TAF**: Terminal Aerodrome Forecast
- **IFR**: Instrument Flight Rules
- **VFR**: Visual Flight Rules

Fuel Specifications

- **Jet A**: Turbine engine fuel (specify Jet A-1 for international)
- **100LL**: 100 Low Lead aviation gasoline
- **Mogas**: Motor gasoline (automotive fuel approved for aircraft use)

Radio Communications

Use standard phraseology: `"Podunk Ground, Cessna 123AB, ready to taxi with Information Alpha" "Cessna 123AB, Podunk Ground, taxi to Runway 27 via Alpha, contact Tower 118.1"`

Regulatory References

Always reference current regulations: - **14 CFR** (Code of Federal Regulations) - Use specific part numbers - **FAA Advisory Circulars (AC)** - Include AC number and title - **OSHA Standards** - Reference specific standard numbers - **EPA Regulations** - Include relevant environmental standards

Safety Language Standards

Warning Levels

Use consistent hierarchy:

⚠️ **WARNING**: Immediate danger to life or limb - Use for: Fire hazards, toxic exposure, electrical dangers, aircraft prop/engine hazards - Example: "⚠️ **WARNING**: Never approach a running aircraft engine from the front or sides"

⚡ **CAUTION**: Risk of equipment damage or operational problems
- Use for: Equipment misuse, procedural errors, minor safety concerns - Example: "⚡ **CAUTION**: Ensure fuel nozzle is properly grounded before connecting"

ℹ️ **NOTE**: Important operational information - Use for: Best practices, reminders, clarifications - Example: "ℹ️ **NOTE**: Always verify fuel type before beginning fuel operations"

✅ **BEST PRACTICE**: Recommended approaches for optimal results - Use for: Industry standards, efficiency tips, quality improvements - Example: "✅ **BEST PRACTICE**: Complete marshalling signals training annually"

Writing Style Guidelines

Tone and Voice

- **Professional but approachable**: Clear, direct communication
- **Action-oriented**: Use active voice and imperative mood
- **Precise**: Avoid ambiguous language; be specific about requirements
- **Consistent**: Use the same terms for the same concepts throughout

Procedure Writing

1. **Start with the end goal**: What should be accomplished?
2. **List prerequisites clearly**: What's needed before starting?
3. **Use numbered steps for sequence**: When order matters
4. **Use bullets for options**: When order doesn't matter
5. **Include verification steps**: How to confirm completion
6. **Address common problems**: What to do when things go wrong

Formatting Standards

Headers and Structure

```
# Main Title (H1) — Procedure name
## Overview (H2) — Purpose and scope
### Major Steps (H3) — Main procedure phases
#### Detailed Actions (H4) — Specific tasks
##### Sub-actions (H5) — Detailed steps
###### References (H6) — Additional details
```

Lists and Checklists

- **Sequential procedures**: Use numbered lists (1, 2, 3…)
- **Non-sequential items**: Use bullet points (-)
- **Verification items**: Use checkboxes (- [ ])
- **Sub-items**: Indent consistently (use 2 or 4 spaces)

Tables for Reference Data

```
| Aircraft Type | Fuel Type | Capacity | Notes |
|---------------|-----------|----------|-------|
| Cessna 172 | 100LL | 56 gal | Standard trainer |
| King Air 350 | Jet A | 539 gal | Turboprop |
```

Code Blocks for Examples

Use for radio calls, forms, or structured data: `FUEL ORDER EXAMPLE: Aircraft: N123AB (Cessna 172) Fuel Type: 100LL Quantity: Full tanks (56 gallons) Special Instructions: Check for water contamination`

CHAPTER 8

Quality Standards

Accuracy Requirements

- **Technical specifications**: Verify with manufacturer data
- **Regulatory information**: Confirm with current CFR/FAA sources
- **Contact information**: Verify all phone numbers and extensions
- **Cross-references**: Ensure all links work and point to correct content

Review Process

1. **Technical review**: Subject matter expert verification
2. **Safety review**: Safety officer approval for safety-related content
3. **Regulatory review**: Compliance officer verification
4. **Editorial review**: Grammar, style, and consistency check
5. **Leadership approval**: Final authorization for publication

Maintenance Standards

- **Annual review**: All procedures reviewed yearly minimum
- **Event-driven updates**: Changes due to regulation updates, equipment changes, or incident lessons learned
- **Version control**: Track all changes with date, author, and reason
- **Distribution control**: Ensure all team members have current versions

CHAPTER 8

Content Organization

File Naming

- Use kebab-case: `aircraft-arrival-handling.md`
- Include section prefix: `01-aircraft-arrival-handling.md`
- Keep names descriptive but concise
- Avoid special characters and spaces

Cross-Referencing

- **Internal links**: `[Procedure Name](../section/procedure-name.md)`
- **External links**: `[FAA Regulation](https://www.faa.gov/...)`
- **Form references**: `[Form Name](../../assets/forms/form-name.pdf)`

- **Image references**: `![Description](../../assets/images/image-name.jpg)`

CHAPTER 8

Subject Matter Expertise

Required Reviewers by Category

- **FBO Services**: Operations Leader, Client Experience Lead
- **Maintenance**: Chief of Maintenance, Quality Assurance Leader
- **Flight Training**: Chief Flight Instructor, Training Leader
- **Safety**: Safety Officer, Compliance Leader
- **Marketing**: Marketing Leader, Client Relations Leader
- **Administrative**: Business Leader, Finance Leader

Regulatory Expertise

Ensure procedures involving these areas have appropriate regulatory review: - **Aircraft**

maintenance: A&P mechanic or IA review - **Flight operations**: Commercial pilot or CFI review - **Fuel operations**: Fuel safety specialist review - **Security**: TSA compliance officer review - **Environmental**: Environmental compliance officer review

---

Document Owner: Operations Management
Review Frequency: Annual or as regulations change
Distribution: All department leaders and content creators

FBO Procedure Template Format

NOTE: This is the master template format. To create actual procedures, use the procedure generation prompt found in `.cursor/rules/markdown-rules.md`

CHAPTER 9

Purpose

Explain why this process exists and its intended outcome.

CHAPTER 9

Roles and Responsibilities

List the roles involved and their specific responsibilities.

Role 1 (e.g., Line Service Technician):

Role 2 (e.g., Customer Service Representative):

Role 3 (e.g., Operations Supervisor):

CHAPTER 9

Process Steps

Detail each step in a clear, numbered sequence. Include inputs, outputs, and tools used.

Step 1:

Step 2:

Step 3:

Step 4:

Step 5:

Step 6:

Step 7:

Step 8:

Step 9:

Step 10:

Step 11:

Step 12:

Step 13:

Step 14:

Step 15:

Process Mapping

Flowchart to show sequential steps

Tools and Resources

List all tools, software, or templates required to execute the process.

CHAPTER 9

Success Metrics

Define measurable indicators to evaluate process effectiveness.

Completion Time: Process completed within [X hours/days].

Quality Standard: [Specific quality measure]

Safety Standard: [Safety requirement met]

Customer Satisfaction: [Target satisfaction level]

Common Issues and Solutions

Identify potential challenges and their resolutions.

Issue: [Describe common problem] **Solution:** [Describe resolution steps]

Issue: [Describe another common problem] **Solution:** [Describe resolution steps]

CHAPTER 9

Safety Considerations

⚠️ **WARNING:** [Critical safety information that could result in injury or damage]

⚡ **CAUTION:** [Operational cautions that could result in equipment damage or service issues]

ℹ️ **NOTE:** [Important operational information or reminders]

CHAPTER 9

Regulatory References

- [FAA Regulation/Advisory Circular]
- [OSHA Standard]
- [Company Policy Reference]
- [Industry Standard/Best Practice]

CHAPTER 9

Notes:

CHAPTER 9

Revision History

Date	Version	Changes	Author	Reviewer
YYYY-MM-DD	1.0	Initial creation	[Name]	[Name]

Next Review Date: [Date]
Procedure Owner: [Department/Role]
Emergency Contact: [Phone/Extension]

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Solo Aviation Services Operations Playbook

Solo Aviation Services Operations Playbook

Hans Masing and Clint White