



## Chapter 02: FBO Services

# 07. Maintenance Coordination for Visiting Aircraft

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Coordinate maintenance services for visiting aircraft by managing vendor relationships and ensuring quality service delivery while maintaining client communication and regulatory compliance.

## Purpose

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This process establishes procedures for coordinating maintenance services for visiting general aviation aircraft to ensure timely, quality repairs and inspections while managing vendor relationships, maintaining regulatory compliance, and providing clear client communication throughout the maintenance process. Our facility coordinates maintenance for typical Part 91 aircraft including single-engine trainers from our Part 61 flight school (Cessna 172, Piper Cherokee) and transient turboprop aircraft (King Air, Pilatus, TBM series).

## Roles and Responsibilities

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### 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

### 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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## Request Assessment Phase

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- **Evaluate maintenance request** - Assess client request and determine appropriate maintenance provider based on aircraft type and requirements
- **Select qualified vendor** - Choose maintenance provider and coordinate service scheduling based on availability and client timing
- **Communicate with client** - Present maintenance proposal including cost estimates, timing, and service provider information for approval
- **Process work order** - Create work order with service requirements and coordinate with provider for service initiation

## Service Coordination Phase

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- **Coordinate facility requirements** - Arrange hangar space allocation and specialized equipment with facility management and provider
- **Initiate maintenance service** - Start maintenance service with client notification and establish communication protocols for updates
- **Monitor service progress** - Track maintenance progress and provide regular client updates regarding status and any timing changes
- **Coordinate quality control** - Arrange quality control inspection of completed work and verify regulatory compliance

## Completion Phase

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- **Review documentation** - Examine maintenance documentation including logbook entries, compliance records, and warranty information
- **Notify client of completion** - Inform client of maintenance completion and coordinate aircraft return to service with inspection results
- **Coordinate billing** - Manage billing between maintenance provider and client while ensuring accurate documentation and cost verification
- **Conduct follow-up assessment** - Evaluate client satisfaction with maintenance service quality and address concerns or warranty issues

## Quality Assurance Phase

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- **Evaluate vendor performance** - Assess maintenance provider performance and document service quality for future selection

- **Ensure regulatory compliance** - Verify all maintenance documentation meets regulatory requirements and maintain audit records
- **Analyze process efficiency** - Review maintenance coordination process and identify opportunities for improved service and vendor management
- **Update procedures** - Incorporate lessons learned and best practices into maintenance coordination procedures

## Process Mapping

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Flowchart showing maintenance request processing, vendor coordination, service monitoring, and quality assurance with decision points for vendor selection and regulatory compliance.

## Tools and Resources

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- Approved maintenance provider directory with qualifications and specializations
- Maintenance work order processing system and documentation templates
- Client communication tools and progress tracking systems
- Quality assurance inspection checklists and regulatory compliance references
- Billing coordination systems and vendor payment processing tools
- Maintenance service evaluation forms and vendor performance tracking systems

## Success Metrics

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- **Completion Time:** Maintenance coordination initiated within 2 hours of client request.
- **Quality Standard:** 100% regulatory compliance for all coordinated maintenance services.
- **Safety Standard:** Zero maintenance-related safety incidents and complete documentation accuracy.
- **Client Satisfaction:** 93% client satisfaction with maintenance coordination and communication quality.

## Common Issues and Solutions

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- **Issue:** Preferred maintenance provider unavailable during client required timeframe
- **Solution:** Maintain relationships with multiple qualified providers and coordinate alternative service arrangements with comparable quality standards

**Issue:** Maintenance scope increases beyond original estimate during service


**Solution:** Implement immediate client communication protocols and coordinate approval procedures for additional work authorization

**Issue:** Maintenance documentation discrepancies affecting aircraft return to service

**Solution:** Coordinate immediate documentation review with maintenance provider and regulatory authorities to resolve compliance issues

## Safety Considerations

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-  **BEST PRACTICE:** Conduct regular vendor performance reviews and maintain relationships with multiple qualified maintenance providers

## Regulatory References

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- 14 CFR Part 43 - Maintenance, Preventive Maintenance, Rebuilding, and Alteration
- 14 CFR Part 145 - Repair Station Operating Certificate
- 14 CFR Part 91 - General Operating and Flight Rules
- FAA Advisory Circular AC 43-9C - Maintenance Records
- Company maintenance coordination and quality assurance procedures