

In aviation, compliance is about more than just following guidelines and commands. It's about establishing and verifying an understanding in the way that regulatory authorities structure rules and procedures. OEMs, operators, maintenance providers and other aviation partners are required to promote a culture of safety reporting and management. The importance of IT systems in advocating compliance is explored.

# Compliance management software & systems

**D**emonstrating compliance with rules and procedures is crucial to an airline's objective of promoting safe and robust operations. The ability to show this proves that an operator understands why regulators, original equipment manufacturers (OEMs), and industry working groups establish procedures.

Safety takes absolute priority. Compliance with, and adherence to, safety procedures is arguably more prevalent than in any other industry.

Today airlines are shifting from paper-based to IT-run maintenance and engineering (M&E) systems. Specialised software is now emerging with compliance as one of its main initiatives.

A well integrated M&E, enterprise resource planning (ERP) or content/document management system (CMS/DMS) will have compliance as a focal point of its capabilities.

## System integrations

The documents and publications that an IT system has to store come in a wide range of different formats, including PDFs (such as scanned work orders and job cards), HTML web pages, emails/plain text, and XML format (commonly OEM manuals). A system has to recognise, read and feed back content from documents to support compliance.

M&E, ERP and CMS systems all process and manage data differently, and a client may use a combination of systems. An operator may also want its system to interface with its MRO providers, for example, in addition to providing reliability reporting to mitigate against unforeseen maintenance events.

It is not unusual for operators to use

an M&E, ERP and/or CMS. A lessor, however, may want a CMS that can store and process scanned documents or PDFs, since it will receive many documents in this format.

Electronic Logbook Management Solution (ELMS), is an evaluation system that has some overlapping functionality as a document management system. It has been developed using Microsoft .NET development tools and ASP.NET. This allows ELMS Aviation to interface the system with other solutions, or to import complementary data such as training records or qualifications.

"Interfacing and integrating multiple systems is typical for many organisations, because there is a natural desire to move towards simplifying and consolidating existing systems," explains Stuart Wright, software author at ELMS Aviation.

This article explores the ways in which these systems help maintenance, repair and overhaul (MRO) providers and operators adhere to regulation. An audit is the most quantifiable means of assessing this ability. If an IT system can implement, process and distribute information reliably and effectively, then it is easier to demonstrate compliance during an audit.

An EASA Part-145 maintenance organisation, for example, is an MRO that has been formally qualified by the European Aviation Safety Agency (EASA). It must therefore show that it complies with the requirements set by EASA's Part-145 policy, which applies to all European maintenance providers. MROs must appoint staff responsible for ensuring their overall level of compliance. Most Part-145 MRO providers are required to have a base maintenance manager, a line maintenance manager, a

workshop manager and a quality manager, for instance. These post holders will use the reports and information stored by the IT system to give proof during audits by the local regulator.

Given the above considerations, a supportive IT structure is vital to achieving compliance with regulations.

AeroDocs is a safety and compliance document management system. It is engineered and developed by Arconics, a software provider based in Ireland. "Compliance is monitored by inspections and audits, so the key to its effectiveness is connecting an operator's regulatory obligations to their business," says Gary Byrnes, digital marketing manager at Arconics.

Commsoft is the software designer and vendor of the OASES suite of modules, which is a comprehensive and robust M&E IT system that is popular with airlines and MROs. "OASES operates on a series of closed loops within its design architecture, providing a comprehensive audit trail with associated transaction logs from its integrated functions and workflows," explains Nick Godwin, managing director at Commsoft. A 'closed loop' system can also be described as a 'feedback controlled' system, meaning that feedback and results are used to make decisions about the on-going behaviour of the software. This may include a document revision, for example. Intelligent use of data enables reports and key performance indicators (KPIs), which are naturally useful during an audit.

"OASES aligns well to the regulatory compliance demands of different customers, with an extensive range of reports covering the demands of stakeholders such as regulators, lessors or



owners,” adds Godwin. The system can show compliance with an approved maintenance programme (AMP), forecasts and airworthiness directives (ADs) and service bulletins (SBs). It can also generate comprehensive reliability reporting, last done next due (LDND), and repetitive defects alerting among others.”

When choosing a suitable system, an organisation must ensure that the software can support its various processes and workflows. “When we implement the OASES system for a new client, each system is approved as part of the organisation’s CAME or company exposition, in combination with other local systems and the local competence and expertise of the airline or MRO,” says Godwin. “OASES can be used comprehensively to support compliance, but it also offers the flexibility to work in combination with other systems such as operations systems, HR and finance, as well as mobile devices.”

ELMS is primarily a monitoring and evaluation system. The software is most suitable for logbook management, mechanic currency and recency, and competency assessments in the context of maintenance-based compliance.

“An operator’s dependency on one or more of the platforms is essentially driven by its size and complexity,” says Wright. “Including (but are not limited to) whether the organisation has multiple stations, across multiple territories and jurisdictions, as well as those operating with multiple fleet types.”

## Compliance systems

There are various audits that airlines and maintenance providers undergo with

regularity. These will be done in-house and by external auditors, such as the local aviation regulatory authority.

An in-house audit may focus on establishing the effectiveness and efficiency of operations, alongside an assessment of its financial reporting processes. It may also be designed to gauge the organisation’s compliance with its AMP, which is operator-specific.

“Most organisations generate the AMP via the maintenance planning document (MPD),” says Godwin. “OASES copies the last approved AMP, models any proposed changes from the latest revised MPD into several draft revised AMPs, and optimises any re-packaging of tasks for each change. The chosen draft AMP can be printed, highlighting changes from the last revision and presented to the relevant regulatory authority. Once approved, the draft AMP can be made live with one click.”

OASES maintains all tasks within the AMP and ensures only those contained in the current approved revision are issued to a works order. Changes to the AMP may be developed within the system, and updated instantly to the new revision once approved. The system can also generate a full AMP report, which can be submitted to the local authorities for approval. A ‘differences’ report can also be generated to speed up the approval process.

A regulatory audit is the main area in which operators will need to demonstrate compliance. Regulatory authorities will focus on the business’s level of compliance with aviation laws, rules and regulations during an audit. These authorities include the Federal Aviation Administration (FAA), International Air

*Shop floor data collection (SFDC) is important for operators. SFDC can establish the number of mechanics required to perform inspections and tasks. Using this data also helps reduce the risk of a mechanic or engineer losing concentration through fatigue, and promotes the mechanic’s safety.*

Transport Association (IATA), EASA and the Civil Aviation Authority (CAA) among many others. Given the example of a Part-145 maintenance organisation, an audit may cover how production planning, occurrence reporting, personnel requirements, and maintenance records meet the standards set by the policy.

An area assessed during a regulatory audit may be the subject’s processes and compliance with ADs. ADs are often issued via the website of the local authority, and must be implemented either by a certain date or when an aircraft type or fleet hits a certain flight hour (FH) or flight cycle (FC) parameter, whichever comes first. A robust compliance system will therefore link to regulatory websites to advise and allow updates as and when ADs come up appropriate to the user’s fleet.

AD Software is the developer behind the AIRPACK suite of ERP solutions, which includes the following modules: AIRTIME, for airworthiness and fleet management; AIRSTOCK, providing inventory, quotation and purchase order control; AIRDOC, a document management system for technical manuals; AIRSTAT, a reliability reporting system; AIRWORK, a production management module; and AIRBOX, a new addition to the suite that offers document indexing and processing capabilities via a ‘plug and play’ device.

AIRBOX allows users to perform AMM, MPD, AD and SB updates. This process will be expanded on later. “AIRBOX is designed to recognise all document formats provided by OEMs and regulators,” says Fred Ulrich, sales director at AD Software.

Lufthansa Technik (LHT) has developed its own web-based M&E system specific to its third-party clients, and its sister airline Lufthansa. This software is known as the Technical Operation’s Websuite manage/m.

By designing its own M&E system, LHT has unified information and data formats as they are transferred between LHT, Lufthansa Airlines and its customers. This increases the reliability and speed of these data transactions, thereby promoting compliance. “Manage/m® covers all information necessary to fulfil the regulatory compliance services,” describes Jamila Jadran, MRO IT product manager at LHT. “This includes documentation, as



# EASAAD STATUS / AIRFRAME

A/C TYPE: AIRBUS - A320 - 231      MSN: 064      REGISTRATION: F-  
A/C TSN: 79 466 FH      A/C CSN : 36 367 FC

NO	REFERENCE	EFFECTIVITY DATE	ATA	DESCRIPTION	THRESHOLD	LAST PERFORMED	NEXT DUE	REMARKS	STATUS
1	2014-02-25 (1) FLIGHT CONTROLS WIRING - SECOND FLAP TRIMMING AND SLIDING PANEL - INSPECTION		31-49	FLIGHT CONTROLS WIRING - SECOND FLAP TRIMMING AND SLIDING PANEL - INSPECTION	THRESHOLD	12 Feb 2014 78 300 FH 36 622 FC	02 300 FH	2 041 FH	ACCOMPLISHED
					INTERNAL	SEE CLEARANCE ACCOMPLISHED			
2	2014-02-25 (2) FLIGHT CONTROLS WIRING - SECOND FLAP TRIMMING AND SLIDING PANEL (25-GAL, 25-GAL ONLY)		31-49	FLIGHT CONTROLS WIRING - SECOND FLAP TRIMMING AND SLIDING PANEL (25-GAL, 25-GAL ONLY)	THRESHOLD	12 Feb 2014 78 300 FH 36 622 FC	02 300 FH	2 041 FH	ACCOMPLISHED
					INTERNAL	SEE CLEARANCE ACCOMPLISHED			
3	2014-02-25 (3) FLIGHT CONTROLS WIRING - SECOND FLAP TRIMMING AND SLIDING PANEL (25-GAL, 25-GAL ONLY)		31-49	FLIGHT CONTROLS WIRING - SECOND FLAP TRIMMING AND SLIDING PANEL (25-GAL, 25-GAL ONLY)	THRESHOLD	12 Feb 2014 78 300 FH 36 622 FC	02 300 FH	2 041 FH	ACCOMPLISHED
					INTERNAL	SEE CLEARANCE ACCOMPLISHED			
4	2014-02-25 (4) FLIGHT CONTROLS WIRING - SECOND FLAP TRIMMING AND SLIDING PANEL (25-GAL, 25-GAL ONLY)		31-49	FLIGHT CONTROLS WIRING - SECOND FLAP TRIMMING AND SLIDING PANEL (25-GAL, 25-GAL ONLY)	THRESHOLD	12 Feb 2014 78 300 FH 36 622 FC	02 300 FH	2 041 FH	ACCOMPLISHED
					INTERNAL	SEE CLEARANCE ACCOMPLISHED			
5	2014-02-25 (5) FLIGHT CONTROLS WIRING - SECOND FLAP TRIMMING AND SLIDING PANEL (25-GAL, 25-GAL ONLY)		31-49	FLIGHT CONTROLS WIRING - SECOND FLAP TRIMMING AND SLIDING PANEL (25-GAL, 25-GAL ONLY)	THRESHOLD	12 Feb 2014 78 300 FH 36 622 FC	02 300 FH	2 041 FH	ACCOMPLISHED
					INTERNAL	SEE CLEARANCE ACCOMPLISHED			

well as configuration and airworthiness status reports.” Manage/m@ allows users to access and control all elements of their technical operations, including: quality monitoring; reliability trends; status reports; document revisions; and tracking the progress of maintenance shop events in real time via a traffic light system.

Manage/m@ has a module given entirely to regulatory adherence, called m/compliance. Access via this module gives users:

- Current airworthiness status of aircraft in the fleet
- Aircraft configuration monitoring
- Access to engineering documentation for the fleet
- Status reports

“Regulations set by local airworthiness authorities, such as EASA Part M, demand access to the current airworthiness status of the fleet at any time from an aircraft operator,” explains Jadran. “By combining information from flight operations, aircraft maintenance, and repair shops, m/compliance provides information about the present configuration of aircraft and all effective maintenance requirements. It informs if all maintenance requirements and recommendations are reflected in the approved maintenance programme. Moreover, the current AD and SB status for aircraft, engines, and components is indicated, and the customer can even download the corresponding physical document, such as Engineering Orders (EOs) or SBs.

“m/compliance also allows users to retrieve up-to-date information about the location of specific aircraft component, and to access other component-related

data and documents, such as the rotatable component data list (RCDL),” continues Jadran. “This means a customer can always download a report reflecting the current modification document status in real time, which is essential for an operator when demonstrating compliance to its regulators.”

Finding software that can efficiently distribute and integrate a variety of different formatted documents is key to establishing a compliant IT system. AeroDocs is a document management system mostly used by flight crew via an electronic flight bag (EFB) document viewer, which features advanced search and annotations. “Our software uses sophisticated distribution, with per-tail effectivity, to ensure that each pilot gets the correct documents to their device,” says Byrnes. “If document-editing functionality is required by the airline, our editor enables collaboration, making it possible to produce complex XML documents.” Safety and compliance managers are also able to use AeroDocs’ customised reporting system for KPIs and compliance reports that may be required during an audit.

Regardless of the auditor, the principle behind the audit process is the same. “Whether it is an internal, regulatory or a mandatory audit, every required process must be documented and implemented to achieve conformity and compliance with standards and Recommended Practices and/or policies and procedures,” says Byrnes.

## Flight Ops compliance

There are several areas in aviation where organisations need to demonstrate

AIRTIME is a fleet management module in AD Software’s AIRPACK ERP system. Its primary purpose is fleet management. AIRTIME interfaces with data provided by AIRBOX to plan maintenance tasks and checks. It is also the module in which AD and SB updates are merged to update existing work orders and task cards.

compliance to regulators. Flight operations, ground operations, maintenance compliance, HR and man-hour (MH) management are just several examples.

“AeroDocs is used by flightcrew, flight ops and compliance managers. It is an end-to-end solution for the secure delivery of manuals and documents to EFB devices,” says Byrnes. “The EFB devices can be portable, such as iPad and Windows Surface Pro tablets, or fixed in the cockpit. EFB administrators in ground ops use AeroDocs to distribute Boeing and Airbus aircraft manuals to pilots or aircraft. Pilots can then access the documentation specific to the aircraft, and send feedback directly to manual owners from within the app.

“During the document-editing process, AeroDocs has a wide range of nextgen functions to enable safety and compliance,” continues Byrnes. These include:

- Document revisions. “The AeroDocs editor module eliminates the risk of distributing outdated or incorrect manuals,” says Byrnes. “External regulators and OEMs can be integrated into the document revision process. The AeroDocs interface is designed to get an airline’s authors up and running fast, collaborating to publish structured documents that conform to corporate standards, while keeping up to date with the latest regulatory guidelines across the document lifecycle.”

Document owners and users are alerted whenever a referenced regulation is changed.

- Change requests. “After completing the regulatory review process, a manual owner will need to amend existing manuals and training materials and create any new materials as necessary,” says Byrnes. “AeroDocs facilitates this by allowing you to create change requests, which can be allocated to the members of authoring teams. The change requests will typically follow from the previous stage regulatory review process. After the change requests have been allocated to an author, the author can begin the document amendment progress. During the process the author will be guided by the source legislation and by the layer of annotation and commentary.”

- Smart-sharing. “Any existing or newly created content can be made available for smart-sharing between documents. Content that is smart-shared

can be automatically updated if the original master content is updated,” explains Byrnes. “This eliminates the need to manually update multiple instances of cut-and-pasted text if the original source of the paste changes. Smart-sharing massively reduces the cost of document maintenance and ensures absolute consistency across the air operation’s document set. Reporting functions allow management to track where content has been shared. Authors are alerted before they commit changes to smart-shared content.”

- **Audit trail.** “All operations made during the editing process are recorded by the Activity Log. This provides a complete audit trail of all actions applied to a document. The document can be rolled back to any preceding state at any point during the authoring or review process,” says Byrnes. “Individual changes (for example, changes to the wording of a specific paragraph) can be reversed without affecting subsequent changes to the document.

The log provides a permanent record of every change ever made to the document during the editing cycle. The Activity Log means it is not possible to change published documents, without these changes appearing in the Activity Log.

- **Compliance tags.** “In AeroDocs, changes made to a document can be linked to the relevant tag, which takes the

form of a citation to the relevant regulation. Compliance tags are enhanced hyperlinks that support a number of behaviours designed to demonstrate how individual publications implement the originating regulations,” adds Byrnes. In essence, compliance tags allow readers to identify the related regulation when examining a particular instruction or procedure. They also allow users to automatically compile reports listing which regulations a particular document implements, and which documents follow a particular regulation.

## Maintenance & Airworthiness compliance

It is equally important to demonstrate maintenance compliance. Regulatory authorities and accident investigation bodies have established maintenance oversight as a primary cause of almost 10% of air accidents. “Operators need to show auditors the reliability of their AMP, and in turn the reliability of their fleet,” says Ulrich. They may be requested to produce a sample of data over a given period of time, such as a month, that provides a snapshot of their operational habits. “Data that might be included in a compliance report could include total mechanic MH worked, how many faults were detected throughout an operator’s fleet, and the number of delays preventing release to service,” explains

Ulrich.

AD Software’s AIRBOX module, within the AIRPACK ERP software system, takes into account an operator’s flight schedule, and highlights to the user each aircraft’s proximity to due maintenance tasks in the context of its operational schedule. Its AIRTIME module is further focused on fleet management, and interfaces with the data AIRBOX provides to plan line and heavy maintenance requirements. This is essential to maintaining the airworthiness of a fleet.

Regulators closely assess the airworthiness of an operator’s fleet, when it comes to determining compliance. This will be displayed to a regulator via an airworthiness report, which will often include the number of due tasks for each aircraft, any defects noted and raised by either flight crews or mechanics, rectifications for these defects where applicable, and a record of all routine and non-routine maintenance being undertaken across the fleet.

A compliance system will therefore be expected to identify when tasks are due, and track their status. “Our m/jobcontrol module supports the entire process from planning and scheduling maintenance tasks, through to the monitoring and tracking as these are carried out,” explains Jadran. “It schedules routine and non-routine tasks, supports workload planning and includes lifetime control of

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“All 15 modules of the Websuite are interlinked with each other, allowing direct data transfer between modules,” adds Jadran. Manage/m also has a revision service that allows easy update of ADs/SBs and other MPD revisions, the importance of which is explored below.

The OASES software also provides users with comprehensive fleet overviews via its Continuing Airworthiness Module. It generates reports demonstrating fleet utilisation in conjunction with in-service and maintenance defects detected per-tail number. Users can also identify repetitive defects in the event that three identical findings or faults occur. OASES tracks this behaviour via component removals logged in the system.

“Extensive forecasting capabilities allow easy determination of forthcoming checks, LDND, alerting within the forecast to any imminently due items or materials shortages,” explains Godwin. “Minimum equipment list (MEL) functionality allows easy management of deferred defects and any extensions. The line maintenance module integrates with these in an MCC dashboard and allows scheduled tasks to be managed alongside ‘ad hoc’ or reliability issues.” Component tracking is also managed by linking all maintenance or modification tasks to components as appropriate.

## ADs, SBs and EOs

ADs, SBs and EOs will have a direct impact on an operator’s AMP in relation to their fleet type. Some ADs or SBs may only apply to certain variants within the fleet, or may be relevant to particular serial numbers or components.

A compliance system will therefore have to process updates as and when they occur, and feed these changes into a variety of technical documents, such as the aircraft or engine maintenance manual (AMM/EMM), AMP or MPD. It may also be able to identify which aircraft in the fleet the changes are apply to. ADs and SBs will typically come from an OEM, or the FAA or EASA websites. This means that document formats may either be HTML, PDF, or a plain e-mail.

“Documents can be defined as superseding or mandating others and the reverse relationships are automatically set,” describes Godwin. “Multiple paragraphs can be created in a document record and the paragraphs can be set to run in parallel or in sequence. Completion of all task steps within a related SB will automatically record compliance with a controlling AD. Each record is held centrally and may be effective across multiple fleets, aircraft and components.

“OASES AD/SB modelling

capabilities include the ability to download all ADs/SBs from the EASA website and to click on the relevant ones, thereby importing key information,” continues Godwin. “The EASA download can send e-mail notifications to a nominated engineer, and approval is managed via the customer-configured workflow feature.

“OASES will alert for various categories of ADs, SBs, technical standard orders (TSOs), service information letters (SILs) and any changes that include weight and balance, or electrical load changes via an approval workflow that is established by the operator. These workflows can be customised for each process to include the technical library, engineering, the accountable manager, finance, planning and any other department,” continues Godwin.

A full AD/SB compliance statement can be generated by OASES. The software can be configured for automatic download of AD source documentation (EASA) and provides an auditable record of all transmittals generated in this way.

AIRBOX is directly interfaced with the EASA website, and can recognise and analyse whether an issued AD applies to the user’s fleet. It can also interpret OEM documents, such as manual revisions, to determine whether the user’s AMP or existing AMM needs to be updated. “The



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video-coding functionality means that AIRBOX can auto-record updates, and organise and link different formats,” explains Ulrich. “It can perform auto-indexation via this process, transferring files into numeric codes to update relevant documentation.” This is called the ‘split and merge’ function.

The authorised software user will receive a notification as and when a new SB comes in, for example, after it has been received and read by AIRBOX. This notification can also appear via an email to the user. “AIRBOX will send the user a pre-filled validation form that includes the part number validator set in the SB,” explains Ulrich. “The form will be approved as appropriate and then automatically sent to the AIRTIME module.

“The person responsible for processing the SB revision would open the document management panel in AIRTIME,” continues Ulrich, “where the incoming document is highlighted in green. The revised maintenance schedule for the relevant aircraft is then launched, and the original SB is stamped and linked to the updated record.”

In the context of an AMM update, an OEM may send a PDF file containing an AMM revision along with several job cards in numerical order. “The user will need to update the job card relevant to the specific task, and then merge the new job cards with the right work order(s),” explains Ulrich. “This is then split and stored in AIRTIME by dragging and dropping the file(s) into the module and clicking the ‘split and merge’ option. The new job cards will update the preceding versions in the appropriate work order, which will be reflected in the right AMM.”

Notifications of these manual updates can also be received via a mobile device, such as a phone or iPad. AD Software anticipates that a mobile ‘split and merge’ function will be available in early 2017.

## MH & currency compliance

There are two important elements to tracking and monitoring labour MH within maintenance.

MH efficiency is a key motivation. By monitoring the time taken to perform routine and non-routine tasks, versus how many mechanics are working on the task, MROs are able to see how effective their current procedures are. This data is commonly referred to as shop floor data collection (SFDC). SFDC can establish if more or fewer mechanics are needed to carry out certain inspections or tasks. This helps MROs to identify any processes that are hindering the efficiency of their maintenance operation, and to improve the return-to-service dispatch reliability.

The other, overriding focus is safety. By providing shift patterns, MRO providers aim to reduce the risk of a mechanic or engineer losing concentration through fatigue. A long shift is often the primary cause, and can mean that simple mistakes or oversights are made when carrying out a work order or job card. Mistakes may happen if a task is not signed off, or a part number is recorded incorrectly, while a defect may arise as a result of the mistake when the aircraft returns to service.

The other aspect to monitoring MH is the welfare of the mechanics themselves. It is important to manage shift patterns correctly to prevent accidents or injury on the shop floor.

Lufthansa Systems’s Manage/M website includes a module for task management. m/jobcontrol supports the entire process from planning and scheduling maintenance tasks, through to the monitoring and tracking. It also enables users to schedule routine and non-routine tasks and supports workload planning.

Furthermore, it is important to ensure that mechanics’ qualifications and licences are in-date and current at all times. This is referred to as ‘currency and recency’, meaning that once an engineer or mechanic is qualified on certain aircraft or skills, retraining will be required at set intervals to ensure that their knowledge remains current and in line with procedures. Much like the ability to highlight when maintenance tasks are due, an M&E system should be able to notify the MRO provider when mechanics’ licences are due to expire. The organisation can book in training to refresh the qualification accordingly.

AIRWORK is AIRPACK’s module for mechanic time-tracking. “It tracks all MH spent by mechanics on work orders, answering EASA Part 66 compliance,” says Ulrich. “AIRWORK has a specific control panel for licence and skills expiry.” EASA Part 66 is the policy that permits and licenses a mechanic to release aircraft into service on behalf of a maintenance organisation. The engineer’s licence must be renewed every five years, so qualification currency is also monitored.

OASES is integrated via its Production Module and SF15 workbench with a user’s HR system to monitor MH and qualification status. “The production module records work in progress and MH by task and discipline,” explains Godwin. “This interfaces with a resource planning system. Licence qualifications and currency are also handled in the system and further developments will be available later this year.”

ELMS distinguishes MH and licence expiry status. “It is important to be able to show auditors a mechanic’s recency on tasks,” describes Wright. “Recency for a task takes into account the last time the mechanic worked on a particular task, and whether this period was within the timeframe set by the regulator.

ELMS allows users to assess and manage mechanic competency via interfaces from documents, including:

- Electronic training records
- Electronic qualifications management
- Electronic experience records
- Electronic competency and task builder

“The ELMS Application is structured around the organisation holding a Corporate Account and each user holding

