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RAMCO AVIATION SOLUTION
VERSION 5.8

USER GUIDE

COMPLIANCE MANAGEMENT

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ABOUT THIS MANUAL

This manual briefly describes the basic processes and functions in Ramco Aviation Solution.

WHO SHOULD READ THIS MANUAL

This manual is intended for users who are managing the Aviation industry processes and are new to Ramco Aviation Solution.

This manual assumes that the user is familiar with the Aviation Industry nomenclatures and systems based software.

HOW TO USE THIS MANUAL

Ramco Aviation Solution provides extensive Online Help that contains detailed instructions on how to use the application. Users are suggested to use this manual for specific references, along with the Online Help. This manual contains enough information to help the users perform the basic tasks and points toward the Online Help for more detailed information.

HOW THIS MANUAL IS ORGANIZED

The User Guide is divided into 2 chapters and index. Given below is a brief run-through of what each chapter consists of.

Chapter 1 provides an overview of the entire **Compliance Management** business process. The sub processes are explained in the remaining chapters.

Chapter 2 focuses on the **Compliance Tracking & Control** sub process.

The **Index** offers a quick reference to selected words used in the manual.

DOCUMENT CONVENTIONS

- The data entry has been explained taking into account the "Create" business activity. Specific references (if any) to any other business activity such as "Modify" and "View" are given as "Note" at the appropriate places.

- **Boldface** is used to denote commands and user interface labels.
  Example: Enter **Company Code** and click the **Get Details** pushbutton.

- Italics used for references.
  Example: *See Figure 1.1.*

The ✎ icon is used for Notes, to convey additional information.

REFERENCE DOCUMENTATION

This User Guide is part of the documentation set that comes with Ramco Aviation Solution.

The documentation is generally provided in two forms:

- The Documentation CD in Adobe® Systems' Portable Document Format (PDF).

- Context-sensitive Online Help information accessible from the application screens.

WHOM TO CONTACT FOR QUERIES

Please locate the nearest office for your geographical area from www.ramco.com for assistance.

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INTRODUCTION

Operating assets in aviation are subjected to periodic scheduled maintenance to fulfill increased reliability requirements. Planned maintenance for aircraft involve multiple programs such as routine maintenance, aging schedules; supplementary programs such as corrosion prevention, etc. The aircraft have to be maintained strictly in accordance with the guidelines/procedures laid down by the aircraft manufacturer, which are duly ratified by the airworthiness authorities of the country of manufacture and the country in which the aircraft are registered. The various tasks to be performed upon an aircraft and its systems, along with their periodicity are supplied along with the aircraft. Under normal circumstances any deviation from the prescribed maintenance actions will render the aircraft un-airworthy and unsuitable for operation. Compliance Management business process caters to central planners by addressing this need for tracking the compliance of maintenance activities to be carried out on aircraft and its components. Also, it helps to record and update discrepancies/anomalies that are found by mechanics in line stations.

The **Compliance Management** business process comprises the lone **Compliance Tracking & Control** component.

COMPLIANCE MANAGEMENT

The **Compliance Tracking & Control** business component facilitates allocation of the forecasted scheduled maintenance arisings of major aircraft maintenance activities, engineering change requirements, additional inspections for an aircraft and its current set of components, to execution centers. It also allocates the deferred tasks and the list of planned component removals.

The Compliance Tracking & Control organization acts as a conduit between one or more maintenance planning cells and the maintenance execution centers. Based on forecasted maintenance arisings, the Compliance Tracking & Control cell optimizes the load across the execution centers taking into account the capability and the capacity of the execution centers.

The planner decides when to ground the aircraft based on the compliance dates of the maintenance requirements. The planned maintenance activities for the visit are also firmed up. Upcoming out-of-schedule tasks may also be combined along with a scheduled check so as to minimize the frequency of maintenance-related aircraft grounding. The firmed up package is assigned to an execution facility for further planning and execution.

In the event of resource constraints leading to an inability to schedule the maintenance activity before the prescribed compliance date, then the package can be allocated to some other execution facilities or it can be deferred and deferment of the maintenance activity is recommended with appropriate reasons.

2.1 PERFORMING CAPACITY PLANNING

You can select the tasks of a particular aircraft, for which maintenance arisings are forecasted by the respective maintenance planning cells. After selecting the tasks, you can execute the tasks using one of the following options:

‣ The selected tasks can be moved into a new package and executed in a hangar execution facility.

‣ The tasks can be assigned to an existing (already created for the same aircraft) package.

‣ In the event of resource constraints leading to an inability to schedule the maintenance activity before the prescribed compliance date, you can request for short term escalation of selected tasks.

2.1.1 SETTING OPTIONS FOR SCHEDULING MAINTENANCE ACTIVITIES

1. Select the **Set Options** under **Compliance Tracking & Control** business component. The **Maintain Option Setting** page appears. *See Figure 2.1.*

Figure 2.1 Setting options for scheduling maintenance activities

2. Select the authority that can authorize the short term escalations pertaining to aircraft tasks, in the **Short Term Escalation Authorization for Aircraft Tasks** field. The system lists the options, "Required" and "Not Required".

3. Select the authority that can authorize the short term escalations pertaining to component tasks, in the **Short Term Escalation Authorization for Component Tasks** field. The system lists the options "Not Required", and "Not Required".

4. Use the Auto update Line status of Tasks in Short Term Escalation as "Cancelled", upon Removal drop-down list box to allow / disallow the update of Line status of tasks in Short Term Escalation as "Cancelled" upon removal. The drop-down list box displays the following values: Required or Not Required.

5. Set **Allow Infinite Short Term Escalation Limits?** as "Allowed" or "Not Allowed" to allow or disallow indefinite short term escalation of tasks (due to resource constraints or other reasons).

6. Use **Schedule Reset Basis** the drop-down list box to define the basis for modifying a schedule of maintenance tasks. The drop-down list displays the following: Last Schedule and Actual Schedule. Select,

‣ Last Schedule, if the last schedule needs to be considered for computing the next due for the task on compliance.

‣ Actual Schedule, if the actual schedule on compliance; needs to be considered for computing the next due for the task on compliance. By default, this parameter is set to "Last Schedule".

✎ *Note: The value you select here determines the options listed in the Schedule Reset Basis drop-down list box in the Request Short Term Escalation page.*

7. Use the **Allow back to back Escalation?** drop-down list box and select 'Yes' or 'No' to indicate whether a task can be escalated in succession between two compliances.
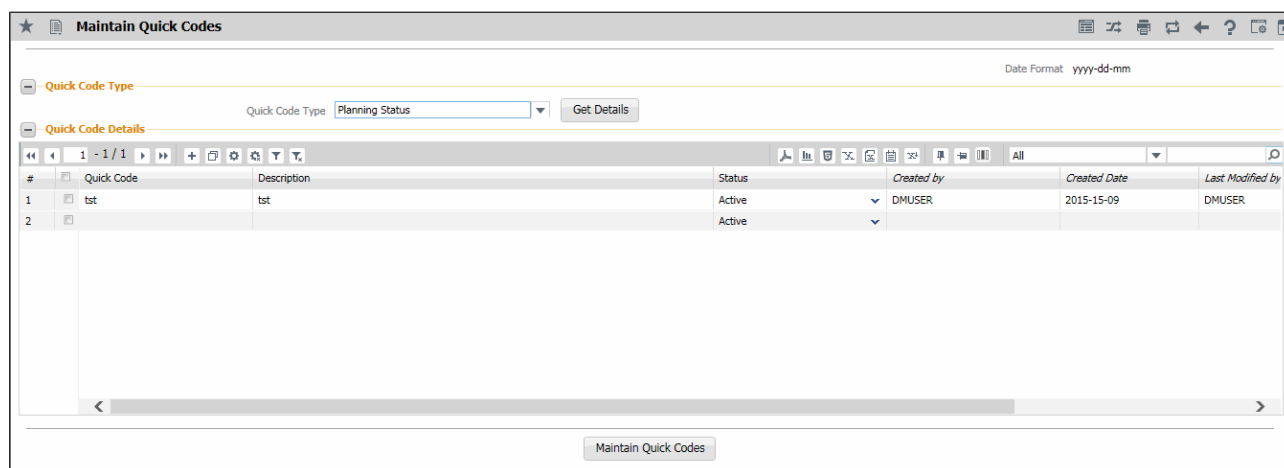
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8. Use the **MR Category** drop-down list box to select the category of the material request. The system lists all the "active" categories of type "MR Category" as defined in the "Create Quick Codes" activity of the "Material Request" business component.

9. Enter the **Planning Horizon for Job Allocation (Days)** indicating the number of days for which the tasks and part requirement details must be retrieved, for work unit allocation.

10. Enter the **Planning Horizon for Gate Planning (Days)** indicating the number of stop over days to be considered while updating the line package details for various flights in the "Line Planning and Control" business component.

11. Use the **Ensure Sub Fleet Security** drop-down list box to ensure whether a security check is required or not required for retrieving the Aircraft Reg. #, associated to the sub fleet mapped to the login user. The system lists the options "Required" and "Not Required".

12. Use the **Permit Interval modification for Maint. Program** drop-down list box to allow/disallow modification of interval between executions of tasks in the aircraft or component maintenance program on a part. The drop-down list displays "Allowed" and "Not Allowed".

    ‣ Select "Allowed" to enable users to modify interval between tasks in the maintenance program using the "Initialize Maint. Program & Update Compliance" activity.

    ‣ Select "Not Allowed", to prevent users from modifying the interval between tasks in a maintenance program. By default, this option is set to "Not Allowed".

13. Set the **Auto Preclusion of Call-Outs to "Required**, if you wish to allow automatic preclusion of tasks for component removals. Otherwise, set the field to "Not Required".

14. Set the **Auto Preclusion of On-Wing Jobs to "Required** if you wish to allow automatic preclusion of tasks for on-wing jobs. Otherwise, set the field to "Not Required".

15. Click the **Set Options** pushbutton to store the option settings.

    ✎ *Note: This action is workflow-enabled. Notification messages can be sent as per the settings defined in the "Workflow Management" business component.*

2.1.2 CREATING QUICK CODES

You can create quick code values for the quick code type, by providing a unique identifier and a description for it.

1. Select **Maintain Quick Codes** under **Compliance Tracking & Control** business component. The **Maintain Quick Codes Information** page appears. *See Figure 2.2.*

Figure 2.2 Maintaining quick codes

2. Select the **Quick Code Type** from the options "Planning Status", "Conflict Resolution Type" and "Compliance Follow-up Status".

3. Enter the unique code identifying the **Quick Code.**

4. Enter the **Description** of the quick code.

5. Set the **Status** of the quick code to "Active", if you wish to activate the quick code. Else, select "Inactive".

6. Click the **Maintain Quick Codes** pushbutton to record the quick codes.

2.1.3   PROCESS TASK COMPLIANCE FOLLOW-UP REQUIREMENTS

This activity allows you to process the task compliance follow up requirements. This activity will be initiated when the Relationship between Primary task and the related task is set as "Initiate Record Follow-up" in the "Maintain Task Relationship" activity of "Maintenance Task" business component. The system retrieves the Task details from the **Compliance History** activity. The system retrieves Tasks from the Compliance History for which "Follow-up Action Req.?" is set as 'Yes' and the "Follow-up status" as other than "Closed".

1. Select **Process Task Compliance Follow-up Requirements** under Compliance Tracking & Control business component. The Process Task Compliance Follow-up Requirements page appears. *See Figure 2.3.*

Figure 2.3 Processing task compliance follow-up requirements

2. Use the **Maint. Object** drop-down list box to select the maintenance object for which you want to retrieve the details. The combo is loaded with options "Blank", "Aircraft Reg #", "Part/Serial #", "Component #", "Aircraft Model", "Attached Aircraft Reg #" and "Attached Component #".

3. Use the **Search On** drop-down list box to select the entity based on which you want to retrieve the details. The combo is loaded with values "Task #", "Task Description", "Task Type", "Task Category", "Eng. Doc. #", "Eng. Doc. Type" and "Customer #".

4. Enter the code identifying the execution document for which you want to retrieve the details in the **Execution Doc #** field.

5. Use the **Follow-up Status** drop-down list box to select the status for which you want to retrieve the details. The combo is loaded with values defined for the Quick Code type – Compliance Follow-Up status in the "Maintain Quick Codes" activity. The combo is loaded with quick codes which are in Active status. The combo is also loaded with "Pending" and blank.

6. Click the **Get Details** pushbutton to retrieve the details in the multiline.

The system displays the Aircraft and its task details in the multiline.

7. Use the **Follow-up Status** drop-down list box to select the status of the task. The combo is loaded with values defined for the Quick Code type – Compliance Follow-Up status in the "Maintain Quick Codes" activity. The combo is loaded with quick codes which are in Active status. The combo is also loaded with "Pending" and "Closed".

8. Enter the details of the follow-up action to be carried on task in the **Follow-up Action Details** field.

9. Enter the code identifying the person who carried out the follow-up action in the **Action By** field.

10. Enter the date on which the follow-up was done in the **Action Date** field.

11. Enter the time at which the follow-up was done in the **Action Time** field.

The system displays the follow-up task compliance details in the multiline.

12. Click the **Record Follow-up Action** pushbutton to process the follow-up of the task.

2.1.4   CREATING REASON CATEGORIES

You can create reasons for deferring a maintenance activity on an aircraft or a component.

1. Select **Create Reason Category Details** under Compliance Tracking & Control business component. The **Create Reason Category Details** page appears. *See Figure 2.4.*

2. Enter the unique identifier for the **Reason Category**.

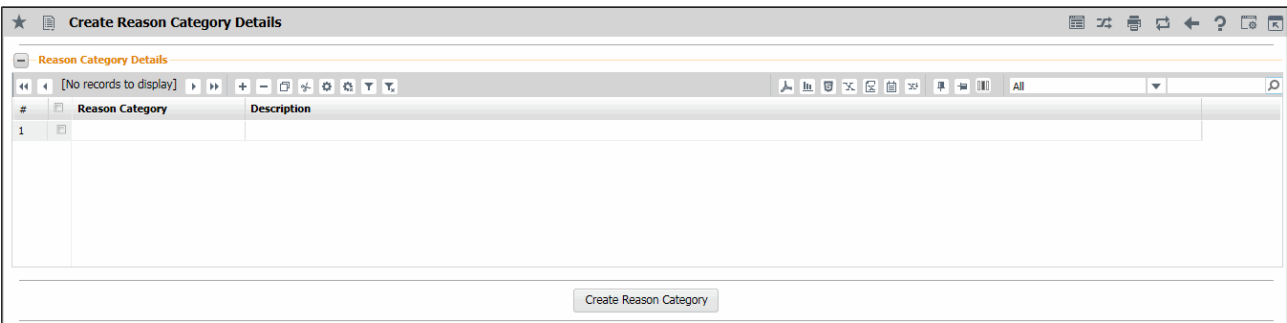3. Enter the **Description** for the reason category.

Figure 2.4 Creating reason category

4. Click the **Reason Category** pushbutton to create the reason categories.

   ✎   *Note: The system sets the status of the reason category as "Active".*

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2.1.5 APPROVING SHORT TERM ESCALATIONS

1. Select **Approve Escalations** under **Compliance Tracking & Control** business component. The **Select Request for Escalations** page appears. *See Figure 2.5.*

Figure 2.5 Approving short term escalations

2. Enter **Search Criteria** to search for the short term escalation and click the **Search** pushbutton.

   ✎ *Note: Use this page to "Approve" or "Reject" the short term escalations in bulk.*

3. Enter the number that identifies the document which contains the external approval information, in the **Approval #** field.

4. Enter the date on which the request was approved by the external authority (if any external approval is required) in the **Approval Date** field.

5. Enter the **Approver Comments**, pertaining to the action taken on the short term escalation.

6. Check the box for short term escalations in the multiline to approve, reject or reverse the short term escalation.

2.2   RECORDING COMPLIANCE INFORMATION

In certain business scenarios, the airline operators may decide to outsource the maintenance activities to be performed for the aircraft or component, which may include all or any of the line, heavy / hangar and component maintenance jobs, to MROs or third party service providers. However, the airline operators may be required to chalk out the time schedule of the maintenance program and record compliance and regulatory-related information for the maintenance tasks executed outside the organization. The planner devises the schedule of the tasks comprising the maintenance program. Once the MROs or third party service providers perform the required maintenance, the planner updates the compliance details of tasks into the respective Aircraft Maintenance Program, Component Maintenance Program or Engineering documents before inducting the aircraft and the parts back into the organization. Based on the compliance details entered by the planner, the system calculates the next schedule date and values for the maintenance objects and updates the same in the corresponding aircraft maintenance program or component maintenance program.

2.2.1   RECORDING COMPLIANCE INFORMATION

1. Select the **Initialize Maint. Program & Update Compliance** link under the **Compliance Tracking & Control** business component. The **Initialize Maint. Program & Update Compliance** page appears *See Figure 2.6.*

   ✏ *Note: You will be able to access the Initialize Maint. Program & Update Compliance page only if the goods receipt or the repair receipt that you selected in the previous page comprises at least one component.*

Figure 2.6 Recording compliance information

2. In the **Update Basis** group box, select the basis for updating compliance information in the **Update Option** drop-down list box.

3. Select the **Compact View** or **Detailed View** radio button to display the task details in the multiline accordingly.

4. In the **Search Criteria** group box, select the **Display Option**, **Maintenance Object** and other filter criteria to retrieve tasks for which you wish to record compliance details or update schedule.

5. In the **Default Details** group box, provide the **Execution Doc #**, **Compliance Date & Time**, **Execution Comments** and **Remarks**.

6. In the Task Details multiline, specify the **Compliance Date**, **Actual Compliance Time** and **Execution Doc.** #, if the **Update Option** is set as "Work Compliance".

7. If the **Update Option** is "Update Schedule", select the **Prog. Item Type** of the task as "Block", "Base", "Non-Block", "To Be Decided", "Perpetual" or "As Required".

8. Use the **Change Type** drop-down list box and select the value 'Correction' or 'Re-baseline' to indicate whether NSD / NSV can be modified on modification of Threshold or interval.

9. The system displays the computation basis controls such as **Next Due Calc. On** indicating computation basis of NSD / NSV, **Calc. Ref. Date / Value** (reference date / value based on which NSD / NSV is computed) and **Last Schedule Date / Value.**

10. Select the **Maintenance Type** of the task as "Inspection", "Repair", "Overhaul", "Retire" or "Others", and **Job Type** as "Aircraft", "On-Wing" or "Off-Wing".

11. Use the **Long Term ?** drop-down list box and select one of the following values to indicate that the task requires Long Term forecast, in order to facilitate the Planner to create a Line Package for these tasks, in advance. Long Term forecasted intervals are displayed in the **Plan Aircraft Maintenance** page of the **Aircraft Maintenance Planning** business component. The possible values are as follows:

    ▸ Yes - If you select this option, the system calculates and displays 25 forecasted intervals (future instances) of the mentioned Task in the "Plan Aircraft Maintenance" activity.

    ▸ No - If you select this option, the system calculates and displays 'N' forecasted intervals (future instances) of the mentioned Task in 'Plan Aircraft Maintenance' activity. The number of forecasted intervals ('N' - maximum of 25) required can be set in "Set Options" activity of the "Aircraft Maintenance Forecast" business component.

    ▸ Not Applicable - Select this option if long term forecast is not applicable for the task.

12. Use the **Reset on Attachment?** drop-down list box and select one of the following values to re-compute the Next Schedule Date / Next Schedule Value accordingly.

    ▸ Not Required

    ▸ First Attachment

    ▸ Every Attachment

    ✎ *Note: Data selection in this field is mandatory, if 'Update Option' is selected as "Update Schedule" and if the*
    Task is retrieved from CMP. You must not select any value, if the Task is retrieved from CMP.

13. Select the **Compute Next Due** pushbutton to process and display the next schedule date and next schedule value for the aircraft/component.

14. Click the **Update Program / Compliance** pushbutton, to update schedules of Maintenance Program or record the compliance details.

The system automatically computes the NSD / NSV and updates the NSD / NSV computation basis controls 'Next Due Calc. On', 'Calc. Ref. Date' and 'Last Schedule Date / Value' for aircraft / component tasks, on clicking the **Compute Next Due** and **Update Program / Compliance** pushbuttons. Refer to the section "**Auto-computation of Next Schedule Date (NSD) / Next Schedule Value (NSV)**".

15. Click the **Delete Schedule** button from the pushbutton combo to delete the selected schedule for the task in the program.

16. Click the **Delete NSD/NSV** button from the pushbutton combo to delete NSD/ NSV for the selected task.

To proceed further,

▶ Select the **Initialize and Update Configuration** link to initialize and update the component.

▶ Select the **Re-Initialize and Update Parameter Values** link to re-initialize and update the parameter values.

▶ Select the **Update Component Condition** link to update component condition.

▶ Select the **Update Aircraft Status & Condition** link to update the status and condition of the aircraft.

▶ Select the **Maintain Discrepancy Information** link to update and record discrepancy details reported by MROs or third party service providers.

Auto-computation of Next Schedule Date (NSD) / Next Schedule Value (NSV)

On adding a new Task Schedule to an Aircraft Maintenance Program / Component Maintenance Program, the system automatically computes the NSD / NSV for the newly added Parameter (date / usage based), if task was already tracked based on a date / usage based schedule and task compliance history is available.

Refer to the flow diagram which depicts the auto-computation of NSD / NSV. See *Figure 2.7.*
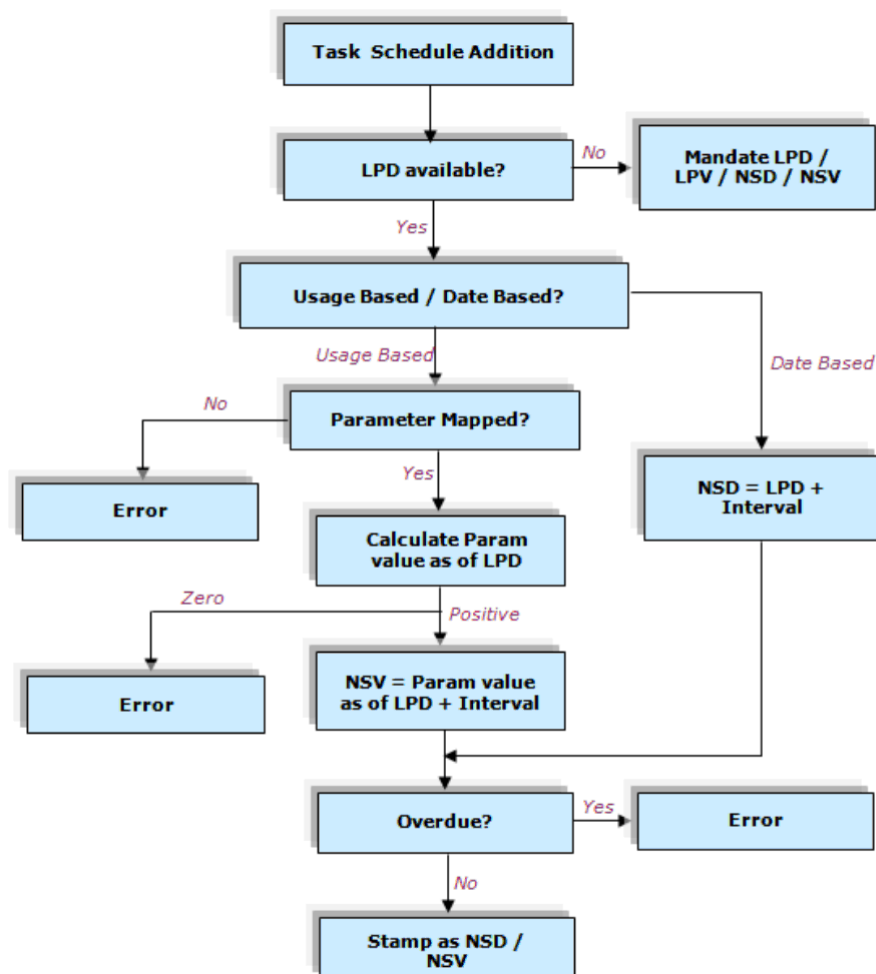

Figure 2.7 Auto-computation of NSD / NSV

For date-based Task Schedule,

NSD = LPD + Interval

For usage-based Task Schedule,

NSV = (Param. value as of LPD) + Interval

✍ *Note: If the Param. Value as of LPD is zero, the system displays an error message.*

2.2.2   SEARCHING FOR TASKS

1. Select the **Search Criteria** in the **Initialize Maint. Program & Update Compliance** page, to search for the task. *See Figure 2.6.*

2. Use the drop-down list box to select the display option. The system lists the options "Pending Initialization", All Tasks" and "Due Tasks". By default, the system displays "All Tasks".

   ▸ "All Tasks" – Select this option, to retrieve all the tasks from the respective aircraft maintenance program or component maintenance program.

   ▸ "Due Tasks" – Select this option, to retrieve only those tasks for which the next schedule date or next schedule value is defined in the respective aircraft maintenance program or component maintenance program is due with respect to the current server date.

   ▸ "Pending Initialization", Select this option, to retrieve tasks for which the Next Schedule Date or Next Schedule

   ▸ Value is not available or not yet defined in the Maintenance Program.

3. Use the **Maintenance Object** drop-down list box to select the maintenance object associated with the tasks, Mandatory. The drop-down list displays the following: "Aircraft Reg #", "Part # / Serial #", "Component #", "Aircraft Model #", "Attached Aircraft Reg #" and, "Attached Component #". However, if you access this page from Goods Receipt component, the drop-down will display "Part # / Serial #", "Component #" and "Att. Component #" only. If you access this page from the Goods Receipt component, the maintenance object will be set to "Attached Component #" by default.

4. Use the **Program Details** drop-down list to select the program-specific attribute of the tasks. The drop-down list box displays the following: "Maint. Program #", "Prog Item Type", "Eng. Doc Type", "Eng. Doc #", MCR # and Job Type. Enter the maintenance program #, engineering document # or MCR # associated with tasks in full or specify it partially using "*" character in the input box provided alongside. The system retrieves all those tasks associated with the value or similar to the value entered here.

5. Use the **Task Details** drop-down list to select the task-specific attribute of the tasks. The drop-down list box displays the following: "Task #", "Task Desc.", "Task Type", "Task Category", "ATA #", "Primary Task #" and "Primary Task Desc." Enter the task #, task description, task type, task category, ATA#, primary task # or primary task description in full or specify it partially using "*"in the input box provided alongside.

6. Specify the remaining value of tasks that you want retrieve in the **Rem. Value <=** field. You must also select the parameter of type Consumption in which the remaining value from the drop-down list box alongside. The drop-down list displays "Days", "Multiple" and all the base parameters defined in the Aircraft component, which are in Active status. The system retrieves the tasks whose remaining value is less than or equal to the value you specify here. However, you can specify remaining values of multiple parameters in the input box, if you select "Multiple" in the drop-down list box.

7. Use the **Schedule Status** drop-down list box to select the schedule status of the task for which you want to record compliance details or update schedule. The drop-down list box displays the following: Fresh & Active, Fresh, Active, Inactive and Terminated. By default, the schedule status displays "Fresh & Active". The system retrieves all those tasks with the schedule status that you select in the drop-down list box from the maintenance program of the maintenance object.

8. Click the **Search** pushbutton, to retrieve the tasks and the compliance information based on the search criteria.

2.3 MAINTAINING DISCREPANCY INFORMATION

The base station clerks can use this activity to record and update discrepancies based on log cards. Typically, log cards are used by mechanics at line stations to record the reporting and resolving of discrepancies. It also facilitates planners to review discrepancies and perform suitable actions to resolve them. For example, a discrepancy can be deferred or escalation limits can be revised for an already deferred discrepancy from this activity.

Thus, this activity helps to maintain as well as record resolution of discrepancies from a single source. This activity also allows you to bulk create discrepancy against an Aircraft Maintenance Execution Document. You can validate the discrepancy records and upload the discrepancies against the Execution Document. Error message is displayed if there are exceptions during validation.

Another significant purpose of this activity is that the users can upload discrepancies from **LineAnywhere** or other third party applications. These discrepancies once uploaded can also be viewed / modified here.

All dates and times recorded against the discrepancy will be as per the time zone of the station in which the package is being executed.

Field availability based on process parameter definition in the Define Process Entities activity of Common Master

Process Parameter	Value	Fields not available in the Discrepancy Details multiline
Display Cabin Defect Attributes in Maintain Discrepancy Information?	0/No	Defect Type Affected Function Safety Related? Pax. Abuse? No. of Channels
Display 'Equipment Category' in Maintain Discrepancy Information?	1/Yes	
Process Parameter	Value	Fields not available in the Discrepancy Details multiline
Display Cabin Defect Attributes in Maintain Discrepancy Information?	1/Yes	Equipment Category
Display 'Equipment Category' in Maintain Discrepancy Information?	0/No	
Process Parameter	Value	Fields not available in the Discrepancy Details multiline
Display Cabin Defect Attributes in Maintain Discrepancy Information?	0/No	Defect Type Affected Function Safety Related? Pax. Abuse? No. of Channels Equipment Category
Display 'Equipment Category' in Maintain Discrepancy Information?	0/No	
Process Parameter	Value	Fields not available in the Discrepancy Details multiline
Display Cabin Defect Attributes in Maintain Discrepancy Information?	1/Yes	NA
Display 'Equipment Category' in Maintain Discrepancy Information?	1/Yes	

2.3.1 RECORDING, UPDATING AND UPLOADING DISCREPANCY INFORMATION

1. Select the **Maintain Discrepancy Information** link under the Compliance Tracking & Control business component. The **Maintain Discrepancy Information** page appears. *See Figure 2.8.*

Creating / updating discrepancy

2. Select the **Create / Update Discrepancy** radio button to create / update discrepancy

3. Select the Primary Search Criteria tab to find the discrepancies that you want to update/modify.

4. Select the Additional Search Criteria tab to find the discrepancies that you want to update/modify.

5. Select the **Search** pushbutton.

In the **Discrepancy Details** multiline:

6. Enter **Aircraft Reg #**, **Component #**, **Part #**, and **Serial #** of the component

7. Enter **Discrepancy Type**, **Discrepancy #** and **Discrepancy Description**.

8. Enter **Log Leaf #** of the discrepancy.

9. Enter **Log Item #**, **Deferral Type** and the **Deferral Item #**.

10. Enter **ATA #**, **Action** and the **Corrective Action** taken for the discrepancy.

    ✎ *Note: Data entry in "Corrective Action" field is mandatory, if the "Action" field is set as "No Fault Found" or "Closed".*

11. Enter **Repeat**, **Ref. Doc #** and **Authorization Ref. #**.

12. Use the **Source Type** drop-down list box to select the origin of the discrepancy. The drop-down list box displays Discrepancy, Task and all the Active codes defined under the attribute 'Source Type' in Maintain Discrepancy/ CR Attributes page of Common Master.

13. Enter the ID number of the task or discrepancy in **Source #** against which the discrepancy was reported.

14. Use the **Tracking Status** drop-down list box to select the tracking status of the discrepancy.

15. Enter delay details including **Caused Delay?**, **Delay Ref #** and **Delay Notes**.

16. Enter incident details including **Incident Reported?**, **Incident Type**, **Incident Ref #** and **Incident Notes**.

17. Use the **AOG?** drop-down list box to indicate whether the discrepancy has grounded the aircraft.

18. Enter Investigation details including **Investigation Findings** and **Investigation Conclusion**.

Figure 2.8 Recording and updating discrepancy information

19. Enter discrepancy reporting and closing dates and times.

20. Enter **Hold Item #**, **Fault #**, **Reported By**, **Reported Date**, **Reported Time** and **Ref. Total FH**.

21. Use the **Discrepancy Category** drop-down list box to select the category of the discrepancy.

22. Use the **Defect Type** drop-down list box to select the defect type of the discrepancy.

23. Use the **Affected Function** drop-down list box to select the affected function of the discrepancy.

24. Use the **Affected Function Confirmed?** drop-down list box to indicate whether confirmation from a higher authority is required in order to initiate corrective action.

25. Use the **Safety Related?** drop-down list box to indicate whether the discrepancy could injure passengers.

26. Use the **Pax. Abuse?** drop-down list box to indicate whether the discrepancy was caused as result of misuse/mishandling by the passenger

27. Enter **Cabin Position #** against which the discrepancy was reported.

28. Enter **No Of Channels** available in IFE monitors attached to the cabin position #.

29. Enter **Equipment Category** of the cabin equipment attached to the cabin position # against which the discrepancy was reported. You can also enter multiple equipment category separated by commas.

30. Enter **Reported Station** and **Closed Station** to indicate the stations at which the discrepancy was reported and closed.

31. Click the **Maintain Discrepancy Information** pushbutton, to record and update the discrepancy details.

    ✏ *Note: The "Maintain Discrepancy Information" pushbutton is visible, only if the 'Create / Update Discrepancy' radio button is selected.*

    ✏ *The system displays an error message, if any other concurrent user attempts to simultaneously modify the details of the discrepancy selected in the multiline.*

To proceed further,

▸ Select the **Create Material Request** link to create a material request to resolve the discrepancy reported against the specified aircraft.

- ➤ Select the **Edit Deferral Report** link to modify the discrepancy for the specified aircraft.

- ➤ Select the **Revise Deferral Limits** link, to revise the defer limits for the specified discrepancy.

- ➤ Select the **Manage Discrepancy Resolution History** link to see the resolution details for the discrepancy.

- ➤ Select the **View Associated Discrepancies** link, to see the discrepancies associated with the specified aircraft.

Specifying primary search criteria

1. Select the **Primary Search Criteria** tab in the **Maintain Discrepancy Information** page. *Figure 2.9.*

2. Specify the **Display Option** for the discrepancies selected in the **Discrepancy Details** multiline.

3. Select the maintenance object related to the discrepancy using the **Maint. Object** drop-down list box. The drop-down list box displays the following, Aircraft Reg. #, Component # and Part #/Serial #. Specify the short name/ description of the maintenance object in the field alongside

4. Specify the **Record Status** of the discrepancy.

5. Specify the type and category of the discrepancy in the **Discrepancy Type** and **Discrepancy Category** drop-down list box.

6. Enter the **ATA #** against which discrepancies have been reported and the **Log Leaf #** of the discrepancy.

7. The log leaf number of the discrepancy in the reference document in the **Log Item #**.

8. Use the **Deferral Type/Item #** drop-down list box to specify the deferral type/item # of the discrepancy.

9. Enter **Discrepancy #**.

10. Enter **Source Task # / Discrepancy #** for the discrepancy.

Specifying additional search criteria

1. Select the **Additional Search Criteria** tab in the **Maintain Discrepancy Information** page. See *Figure 2.9.*

2. Enter the **Hold Item #** of the discrepancy.

3. Select the **Applicability** of the discrepancy. The system provides the options: "Aircraft", "Engine" and "Component".

4. Enter the **Deferral Item #** of the discrepancy, if it is deferred and if the deferral type is either "MEL" or "CDL". .Enter the start-date and end-date of the period during which the discrepancy was reported/recorded, in the **Reported Date From** and **Reported Date To** field.

5. Enter the start-date of the period during which the discrepancy was closed in the **Closed Date From** field, and the end-date of the period during which the discrepancy was closed in the **Closed Date To** field.

6. Enter the **Source Doc #** and the **Source Doc Type** of the discrepancy.

Figure 2.9 Specifying additional search criteria

7. Use the **Repeat** drop-down list box to indicate if the discrepancy is frequent in nature. The drop-down list box displays the "Yes" and "No".

8. Enter the station in which the discrepancy was reported in the **Reporting Station** field.

9. Specify the **Discrepancy Description**.

Uploading discrepancy

1. Select the **Upload Discrepancy** radio button in the **Maintain Discrepancy Information** page to upload discrepancy details against the Execution Document.

In the **Upload Discrepancy Details** multiline,

2. Enter a valid **Execution Ref #** against which the discrepancy is reported and the **Log Item #** of the discrepancy.

3. Enter the **Discrepancy Description** and the **ATA #**.

4. Enter the **Corrective Action**, if **Action** is set as 'Close'.

5. Enter the **Reported By** and **Reported Date** of the discrepancy.

6. Use the **Defect Type** drop-down list box to select the defect type of the discrepancy.

7. Use the **Affected Function** drop-down list box to select the affected function of the discrepancy.

8. Use the **Affected Function Confirmed?** drop-down list box to indicate whether confirmation from a higher authority is required in order to initiate corrective action.

9. Use the **Safety Related?** drop-down list box to indicate whether the discrepancy could injure passengers.

10. Use the **Pax. Abuse?** drop-down list box to indicate whether the discrepancy was caused as result of misuse/mishandling by the passenger

11. Enter **Cabin Position #** against which the discrepancy was reported.

12. Enter **No Of Channels** available in IFE monitors attached to the cabin position #.

13. Enter **Equipment Category** of the cabin equipment attached to the cabin position # against which the discrepancy was reported. You can also enter multiple equipment category separated by commas.

14. Enter **Reported Station** and **Closed Station** to indicate the stations at which the discrepancy was reported and closed.

15. Use the **Discrepancy Category** drop-down list box to select the user-defined category of the discrepancy.

16. Enter **Reported Time** of the discrepancy.

6. Click the **Validate** pushbutton, to process and validate the discrepancy records in the multiline.

7. Click the **Upload Discrepancy Information** to upload the discrepancy details.

▸ The system uploads the discrepancies against the Execution Ref #, if exceptions are not identified for any of the records in the multiline.

▸ On successful upload of discrepancies, Discrepancy is created in "Under Resolution" status, if the Action drop- down is left 'Blank', and in "Closed" status, if the 'Action' is set as "Close".

To proceed further,

▸ Select the **Edit Discrepancy Additional Information** link to edit the additional attributes of the package.

▸ Select the **Upload Documents** link to upload relevant documents.

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2.3.2   TRACKING THE COMPLIANCE HISTORY OF A MAINTENANCE OBJECT

1.   Select the **Track Maintenance Compliance History** link under the **Aircraft Maintenance Program** business component. The **Track Maintenance Compliance History** page appears. *See Figure 2.10.*

Figure 2.10 Tracking maintenance compliance history

2.   Search for the aircraft for which the compliance history details must be retrieved in the **Search Criteria** group box.

3.   Use the **Action** drop-down list box to select the action that you wish to carry out on compliance records. The drop-down list box displays the following: Audit, Manage, Verification and View. However, the process parameter 'Verification/Auditing of Compliance in "Track Maintenance Compliance History" screen' under entity 'Compliance' of entity type 'Tech Records Process Ctrl' in the **Define Process Entities** activity of **Common Master** determines whether Audit and Verification are displayed in the drop-down list box.

4.   Use the **Search On** drop-down list box to retrieve program tasks based on compliance history. Based on the Action selection, the drop-down list box displays options as illustrated in the table

Based on the **Action** selection, the drop-down list box displays options as illustrated in the table

Action	Search On drop-down list box options
View	All Compliance Last Compliance Pending Compliance Last and Pending Compliance View Corrections
Manage	All Compliance Last Compliance Pending Compliance Last and Pending Compliance Compliance Correction View Corrections

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Verify	All Compliance

5. Select **Maint. Object**, **Compliance Dates**, **Applicability**, **Eng. Schedule Type**, **Additional Search On** and **Review Status**.
6. Click the **Get Details** pushbutton.

The system retrieves the details of completion of the maintenance program for the specific aircraft in the **Compliance Details** multiline.

7. Correct//modify the following in the **Compliance Details** multiline.

   ✎ *Note: The following input fields in the multiline will be available only of you select "Correct Compliance" in the Search On drop-down list in the Search Criteria group box.*

8. Use the **User Status** drop-down list box to select the user-defined status for compliance record. The drop-down list box displays the quick codes defined in the Aircraft Maintenance Program on the basis of the selected action.

9. Enter **Remarks** on the compliance process or task.

10. The **New Compliance Date & Time** when the maintenance task on the maintenance object was complied with.

   ✎ *Note that the **New Compliance Date & Time** for the task must be*
   ‣ Earlier or same as the current system date
   ‣ Earlier than the compliance date & time of the succeeding compliance record.
   ‣ Later than the compliance date & time of the preceding compliance record.
   ‣ Later than the latest Attachment Date & Time and earlier than the Removal Date & Time of the component, if the job type of the task is "Off-Wing".
   ‣ Identical for all parameters of the task and maintenance object

10. The **New Complied Value** of the parameter at time of compliance.

11. The **New Execution Doc #** that initiated to compliance of the task.

   ✎ *Note that the new execution document must be identical for all parameters of the task that you have updated now.*

12. **Correction Remarks** related to update of compliance information

13. Select the records that you want to save or delete.

   ✎ *Note that you can perform the following tasks only if you have selected "Compliance Correction" in the Search*
   On drop-down list box in the Search Criteria group box.

14. Select the **Update Compliance** pushbutton to save changes made to compliance information.
   ✎ *Note: The Update Compliance pushbutton is available only if Search On is selected as 'Compliance Correction'.*

See table for pre-requisite conditions for compliance.

Review Status	You can
Pending	Update or delete compliance
Verified	Reverse the task and then update or delete compliance
Audit	You can update or delete compliance, if 'Allow Correction/Deletion of Audited Task in "Track Maintenance Compliance History" screen' is 1/Yes

15. From the button combo under the multiline, select the **Verify** button to complete verification of the compliance record.

16. The **Audit** button to complete audit of the compliance record.

17. The **Save** button to save compliance record.

18. The **Reverse** button to revert the compliance record to the Pending status.

However, the button bar displays buttons based on access rights granted to users as illustrated in the below table.

Action	Button combo displays
Audit	Audit Save
Verify	Verify Save Reverse

19. Select all the parameter as well as date compliance records belonging to the compliance instance of the task you want to delete.

20. Select the **Delete Compliance** pushbutton to delete compliance records.

> ✎ *Note: The Delete Compliance pushbutton is available only if Search On is selected as 'Compliance Correction'.*

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