

# SAFETY BULLETIN

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## ADHERENCE TO COMPANY PROCEDURES & DOCUMENTS STANDARDIZATION

### INTRODUCTION

Company procedures are a set of internal guidelines and regulations that establish the rules and expectations of a company. Adherence to company procedures refers to the act of following and complying with the established processes, policies, and standard operating procedures (SOPs) within an organization. Since aircraft maintenance is highly regulated industry, company procedures are essential for ensuring the smooth and efficient operation. Basically, these procedures provide employees with clear guidance on how to perform their jobs, and they help to ensure that all employees are treated fairly and consistently.

### INCIDENT BACKGROUND:

Recently there were several incidents reported pertaining to MOR and hazard report. The first incident is about the ADC 1 & 2 failure found on the 9M-LMO and the aircraft was flown back to SZB (Air Turn Back) for further action to be taken regarding this incident. After the troubleshooting process done by Batik Air Crew, it was found that TAT 1 & 2 Probe connectors were not secured properly.

The second incident is about Tow Bar Pin Sheared on Bangkok Airways HS-PGN during maneuvering upon completion of the EGR at Apron B resulting in the tow bar shear pin damage.

Next, another incident was reported where the No1. Engine Lower Exhaust Cone Oil Leak found on A319 HS-PGN after the aircraft completed the base maintenance check and the maintenance release was signed off on 10 April 2023. All these incidents occurred because of non-adherence to the prescribed procedures while performing the maintenance tasks.

### CONTRIBUTING FACTORS:

#### TYPE OF HAZARD CATEGORY

##### 1. PROCEDURE/TECHNICAL

The contributing factors that leads to these incidents is because of lack of adherence to company procedures and violation of company policy and procedures. The tasks completion must be according to the task cards which contains detailed information for scheduled maintenance work on aircraft. It is very important to adhere the procedures contained in the task cards and ensures that maintenance tasks are performed consistently and accurately based on Aircraft Maintenance Manual, thus reducing the risk of errors and improving airworthy. Before Base Maintenance Release of the aircrafts, it is essential to closely monitor the completion of task based on maintenance scope of work.

##### 2. HUMAN FACTOR

Besides that, lack of communication can be considered as one of the contributing factors. Lack of communication can have significant negative consequences which may results from a discrepancy or disconnect between what is said and what is understood. The aircraft maintenance staffs should make sure the communication made is very clear and concise for easy understanding while performing the maintenance tasks to avoid any unexpected incidents or accidents.

## IMPORTANCE:

### 1. ENSURE BETTER QUALITY:

Adhering to company procedures can help to ensure a good quality of services. When employees adhere the procedures, they perform tasks correctly and provide consistent aircraft maintenance service and this will ensure the quality of their work to be improved overall. Directly, this will enhance the company's reputation as well.

### 2. REGULATORY COMPLIANCE:

The aircraft maintenance industry has strict regulations and standards for maintaining the aircrafts because a small changes can have a big impact on safety. The company has developed the procedure to comply with the recommended regulations set by the authority. Adherence to these procedures instills discipline and control in teams and staff, keeping them on track and following optimized standard operating procedures. This can help to ensure the procedures set are compliance with laws and regulations, reducing the risk of legal issues and penalties.

### 3. IMPROVED CONSISTENCY:

Procedures set by the company, outline best practices and standard operating procedures, promoting consistency in how tasks are performed across the organization. This can help ensure that all aircraft maintenance staffs are working towards the same goals and objectives, leading to better outcomes.

### 4. IMPROVED EFFICIENCY:

Company procedures are designed to streamline processes and maximize efficiency. By adhering to these procedures, aircraft maintenance staffs can provide service in a timely manner, reducing wait times and improving customer satisfaction. When the aircraft maintenance staffs able to complete the maintenance tasks of an aircraft within a short period of time, they can focus on more aircrafts that will be coming in for maintenance.

### 5. ENHANCED SAFETY CULTURE:

Adherence to company procedures can help to create a safety culture within an organization. This means that employees are more likely to be aware of the risks involved in aircraft maintenance and take steps to mitigate those risks. Adherence to company procedures is also essential to protect the aircraft maintenance personnel and customer's assets as well.

## TRAINING AND REFRESHER

Training and refresher sessions are essential to create awareness among the aircraft maintenance personnel to bring them back on track. Training and refresher sessions helps to ensure that the maintenance staffs have a clear understanding of the procedure and how to perform it correctly. Next, the training session conducted must emphasize the company procedures related to the previous incidents to prevent the same mistake from happening in the future while performing maintenance tasks.



## CONSEQUENCES OF NON-ADHERENCE TO COMPANY PROCEDURES:

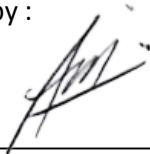
First and foremost non-adherence to company procedures in aircraft maintenance can result in legal consequences. Non-compliance with procedures can result in legal consequences such as lawsuits, litigation, and potential legal action from the authority. Besides that, non-adherence to company procedures also can disrupt maintenance operations as well. If maintenance staffs do not follow established procedures, it can lead to inefficiencies, errors, and delays in completing tasks. Directly, this can result in decreased productivity and increased costs for the company. In case the customer's assets are damaged during the maintenance task, the company have to bare the cost to replace them. Additionally, failure to follow prescribed procedures for completing a maintenance task can lead to safety hazards. This can include improper maintenance techniques, which can lead to accidents, incidents, findings, damage to the customer assets and even damage to the facilities. Besides that, when the aircraft maintenance staffs fail to adhere the correct procedures, mistakes tends to happen which may lead to customer dissatisfaction. So, they will blame the company which can lead to reputational damage for the company. A damaged reputation can have long-lasting effects on a company's success and relationships.

## CONCLUSION

In a nutshell, it can be concluded that, all the procedures set by the company is to provide employees with clear guidance on how to do their jobs. So, all the employees including the management and aircraft maintenance staffs must adhere to the procedures set by the company. A safe operation in aircraft maintenance is crucial due to the inherent on-site risks that come with the profession. By adhering procedures set by the company, employees can help to prevent accidents, injuries and even damage to the aircrafts. Each and every staff in the organization should know the importance of adhering to company procedures in order to ensure safety, improve the quality of aircraft maintenance services, increase efficiency, and comply with laws and regulations. In aircraft maintenance, there is a recognition that fostering a "no blame" culture is not feasible or desirable. Everyone should take the responsibility to ensure a safe operation while performing maintenance tasks.

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