



Editorial



Dear Readers,

Welcome to our October edition.

Another month is over and now it is time to start thinking about and planning the year 2012. We at Q.C.M. are busy scheduling the trainings for the upcoming year. Soon our course program will be ready and then we can publish it online and send out hardcopies to anyone who wants one (and to some who don't).

Some of you have already asked for quotations for 2012 or actually booked one of our services.

Sometimes it seems pretty ridiculous to plan so far ahead. After all, the summer is still here and I for one do not wish to even think about winter and snow and cold and grey skies just yet. However, working out a training schedule is an enjoyable and rewarding task and so I do not want to complain too much.

This month Georg Stöcker discusses the topic of Restaurant Service versus Aircraft Catering in the **main article** .

Also included are a couple of **short topics** .

In the not so distant future there are our courses, of course. Please have a look at the **open course status** and our course updates.

This month we have several **job offers** and you can of course continue to send us your job offers.

Enjoy the golden October as much as you can.

Tina Cameron
Q.C.M. quality control management AG

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Main Article

Restaurant service versus aircraft catering

With respect to the last month article about "Removal of a used aircraft component from a serviceable aircraft" we received two comments with the same content where I have to admit that you, valuable readers, are correct and at the same time you are not.

Why? Quite simply, there is a contradiction in the requirements.

The readers objected to my explanation how to complete the EASA Form 1 once a used aircraft component is removed from a serviceable aircraft.

My explanation was based on the "AMC No 2 145.A.50(d) Certification of maintenance" and the "AMC M.A.613 (a) Component certificate of release to service". These requirements specify the process for removal of a used aircraft component from a serviceable aircraft. In addition here it is specified that the EASA Form 1 should be issued by signing in block 14b and stating 'Inspected' in block 11.

And that is in contradiction to the completion instruction for the EASA Form 1 which can be found in Appendix II to Part-M. Here it specifies the following:

Block 11 Status/Work

The following describes the permissible entries for block 11. Enter only one of these terms – where more than one may be applicable, use the one that most accurately describes the majority of the work performed and/or the status of the article.

- i. Overhauled. Means a process that ensures the item is in complete conformity with all the applicable service tolerances specified in the type certificate holder's, or equipment manufacturer's instructions for continued airworthiness, or in the data which is approved or accepted by the Authority. The item will be at least disassembled, cleaned, inspected, repaired as necessary, reassembled and tested in accordance with the above specified data.
- ii. Repaired. Rectification of defect(s) using an applicable standard (*).
- iii. Inspected/Tested. Examination, measurement, etc. in accordance with an applicable standard (*) (e.g. visual inspection, functional testing, bench testing etc.).
- iv. Modified. Alteration of an item to conform to an applicable standard (*).

So, what is now correct for this specific situation "Removal of a used aircraft component from a serviceable aircraft"?

To be honest, I do not know.

Therefore I have addressed this issue to EASA and I am waiting for an answer. As soon as I have received a comment from EASA I will inform you accordingly.

Right now I am sitting in a roadhouse waiting for the dinner. Yes, a roadhouse, not an airport restaurant.

Working in aviation I am hardly ever sitting in an aircraft enjoying the service provided by the flight attendant. I am more often found enjoying the service in restaurants.

Which service is better? Restaurant or airline?

As usual you cannot immediately say the one or the other. It depends on various factors.

Facility:

Is it an old shed or is it a fancy new or newly renovated building?	Is it an old airframe with old interior where you cannot really secure the table or is it a brand new interior?
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Location:

Is it in the middle of a highway junction or directly	Sure, the aircraft is always somewhere in the sky,
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beside a railway track? Or is it on the seaside or somewhere in the mid of mother nature?

some thousand feet above the ground, at least that is what we expect and hope.

Service:

We all prefer to see a friendly-looking and smiling person rather than somebody who looks bored or angry.

Sure, in an aircraft it is usually easier, depending on the size. But, even here I made the bad experience of not being paid attention. And that in the business class of a long-range flight.

Immediately paying attention to us as the guest is what we expect when we enter the restaurant.

I entered the business class and no flight attendant came to pick-up my jacket. They were standing at the bar for roughly ten minutes and talking. In a restaurant I would have left the facility but in an aircraft it is not that easy.

Food:

Is it junk food, take-away, or is it a Michelin Star kitchen?

In an aircraft the food is usually prepared on ground and heated in the microwave on-board the aircraft. Usually it is not freshly made on-board.

Is it fresh food or does it come out of the freezer?

Are the sauces and salad dressings homemade or from the can?

A lot of people think that salad is easy to prepare but my experience shows the opposite. Very often the salads are not fresh and the dressing is from a can.

So, which is better? Which is to be preferred?

There is no golden rule. For me, it depends on what I want to do, where I am and also how I feel.

Sitting in the car and travelling from my home to the office or to a customer, or travelling back home, means I want to reach the destination as soon as possible. Therefore I do not want to spend too much time in a restaurant. Here I prefer a quick stop, maybe in a take-away, that means junk food.

If I want to go out with my kids, sometimes we go to a take-away as well, like McD or BK. Luckily they are not the biggest fans of this type of food.

Going out with my wife or with friends means enjoying the environment as well as enjoying the food. And here I prefer a nice restaurant offering good food. It does not have to be a Michelin star-restaurant. And when I am travelling by plane, then there is no other choice. I enjoy the service on board.

Up to now I never had the idea to book a flight just because of the food and the service on board. I think people would call me crazy if I would come now and say that I book a flight just to enjoy the meal and the service on board. What do you think?

Shortnews

Notices of Proposed Amendments (NPAs)

TITLE	DATE PUBLISHED	END OF COMMENT
NPA 2011-17 Volcanic Ash	2011-09-23	2011-12-23
NPA 2011-16 Qualifications for flying in Instrument Meteorological Conditions	2011-09-21	2011-12-21

NPA 2011-15 Large Aeroplanes protection against fuel low level and fuel exhaustion	2011-09-16	2011-12-13
NPA 2011-14 Halon-Update of CSs in order to comply with EC regulations	2011-08-08	2011-11-09
NPA 2011-13 Large Aeroplanes protection against fuel low level and fuel exhaustion	2011-07-22	2011-10-24
NPA 2011-12 Systematic review and transposition of existing FAA TSO standards for parts and appliances into EASA ETSO	2011-07-18	2011-10-18

Shortnews

New EASA Regulation

COMMISSION REGULATION (EU) No 805/2011 of 10 August 2011 lays down detailed rules for air traffic controllers' licences and certain certificates pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council.

Please see the EASA homepage for more details. You can find the original press release here:
<http://easa.europa.eu/communications/press-releases/2011/EASA-press-release-31082011.html>

Shortnews

Q.C.M. maintenance AG expands its business

Following the aircraft types Citation 510, CJ1, CJ2, CJ3, 750 we expanded our business with another product. We added the aircraft type Bombardier Challenger 604/605 (2B16) to our portfolio. The approval range includes scheduled maintenance up to the 800 hour check for airframe, engine, APU as well as unscheduled repairs (AOG service). This was necessary to meet the demands of our customers.

"We do not want to try and compete with the service centres but rather we want to offer a quick service in AOG cases to our customers", says Markus Enck, CEO of Q.C.M. holding AG.

"Frank Domogalla as the new technical director of the Q.C.M. maintenance AG brings a lot of experience to the team. We look to a bright future.

A partnership with the Authorised Service Facilities (ASF) or with the Bombardier Response Team would also be of interest to us. The first round of talks is in process", Markus Enck continues.

Especially the AOG support is very important to our customers.

We are happy to be there for you.

Please contact us at:
 AOG Phone: **+41 79 684 00 95**
 or
www.aircraft onground.ch

Shortnews

Q.C.M. Event 2011

On the 09th September Q.C.M. officially presented its new offices to some invited guests. Beautiful weather marked this happy occasion. The board of directors cut the red ribbon accompanied by thunderous applause of the guests. After the official part was over, a huge barbecue party began complete with plenty of food and drinks as well as colourful and much appreciated fireworks. In the big party tent a band played and people danced. After a long (or rather short) night, the Q.C.M. staff gathered at ten the next morning for the big clean-up.

Thank you all for joining us and making this night special and unforgettable.



Shortnews

Thank you!

Before I continue, once more I want to say thank you to you the readers of our newsletter. It is always a pleasure to receive your feedback.

Regardless whether it is a commendation to us at Q.C.M. or whether it is a comment or correction to the article itself.

Training up-date

All scheduled courses from October to December are listed below.

Learjet 35/36 B1 Theoretical Type Training

Please be informed, that we conduct a Learjet 35 B1 Theoretical Type Training starting on **14.11.2011** in **Nyköping / Sweden**.

A **B2 training** will follow immediately after the B1 type training in Nyköping. The start date is the **05.12.2011**. If you would like to register for the course or need more information please contact our office in the usual ways.

All other information regarding Q.C.M.'s courses and services as well as an overview of 2011 course-dates are published on our website www.qcm.ch.

Please feel free to call us if any questions arise. You will find our contact details **at the end of this newsletter**.

Open Course Status October 2011 - December 2011

Course title	Dates	Places available	Instructor
Human Factors Refresher	04.10.2011	open	Anton Bürgi
Human Factors Initial	17. – 18.10.2011	open	Anton Bürgi
EASA Part-21 DOA Basic	01. – 02.11.2011	open	Christian Schusser
EASA Part-21 POA Differential Training	03.11.2011	open	Christian Schusser
EASA Part-66 /Part-147	07. – 09.11.2011	open	Jürgen Feldhoff
EASA Part-M Subpart G Refresher	14.11.2011	1	Paul Baumann
Aviation Legislation	15.11.2011	open	TBD
FAA Part 145	16.11. – 17.11.2011	open	Georg Stöcker
Fuel Tank Safety Phases 1 + 2	21.11.2011	open	Paul Baumann
EWIS	22.11.2011	full	Paul Baumann
EU-OPS 1 /JAR-FCL 1	22.11. – 24.11.2011	open	Patrick Sutter
Maintenance Program (Berlin) (course language: German)	29.11. – 30.11.2011	2	Dirk Matzky
EASA Part-21 DOA Expert	01. – 02.12.2011	open	Christian Schusser
EASA Part-145 (course language: German)	05. – 07.12.2011	2	Georg Stöcker
EASA Part-21 DOA Expert	01. – 02.12.2011	open	Christian Schusser
Internal Auditor	06. – 08.12.2011	2	Markus Friedli
EASA Part-M Subpart G (course language: German)	12. – 14.12.2011	open	Paul Baumann
NiCad Batteries	13. – 14.12.2011	open	Anton Bürgi
Airworthiness Review for ARC Signatories (course language: German)	15.12.2011	open	Paul Baumann

If not stated otherwise, courses take place in our facilities in Belp/Berne.
Please "click" on the Course title for detailed Information.

Open Course Status EASA Part-147 Type Trainings

Course title	Dates	Places available	Instructor
Learjet 35 B1 Theoretical Type Training (Nyköping/ Sweden)	14.11. – 02.12.2011	open	TBD
Learjet 35/36 B2 Theoretical Type Training (Nyköping/ Sweden)	05. – 09.12.2011	open	TBD

Jobmarket

Take advantage of our Newsletter platform if you wish to publish a job advertisement or if you are looking for a new challenge in the aviation business.

Important:

Please note that details of job advertisements or searches for the next edition must reach our office (info@qcm.ch) **by 22nd of next month. Without further notice, your advert will be published only once.**

Contact details may be directly integrated in your advertisement or be deposited at Q.C.M. AG.

Joboffer

www.rent-a-jet.de



Sie sind in der Wartung von Business-Jets zu Hause und verfügen über einschlägige Erfahrung in Kalkulation, Planung und Abrechnung von Wartungsereignissen? Dann sind Sie vielleicht unser (e) neue (r)

Leiter (in) Arbeitsvorbereitung/Kalkulation Flugzeugwartung

Wir sind ein seit über 25 Jahren in der General Aviation erfolgreich tätiger Business-Jet Operator mit modernst ausgerüstetem Inhouse EASA Part 145-Wartungsbetrieb, in dem unsere eigene, ständige wachsende Flotte von derzeit 20 Jets der Typen Learjet 35, 40, 55, 60, Challenger 604/605, CRJ 200, BD 700 und Falcon 900 gewartet werden.

Bewerbung mit CV erbeten an:

FAI rent-a-jet AG
Human Resources
Flughafenstrasse 100
Hangar 6
90268 Nürnberg
Email: hr@fai.ag

Joboffer

Deputy Safety & Quality Manager / Lead Auditor



FARN AIR is a leading Swiss airline operating mainly within the express cargo market and ad-hoc charters - both passenger and cargo. With a team of 200 highly motivated employees and more than 25 years of experience, we ensure that our fleet of 20 aircraft are always in the right place at the right time.

For our Safety & Quality Department at the EuroAirport Basel we are seeking a qualified and motivated

Deputy Safety & Quality Manager / Lead Auditor

Key Accountabilities:

- Responsible for planning, coordination and implementation of the independent quality assurance system (audits) and for monitoring compliance with EASA, EU-OPS and company requirements.
- Conducting regular and independent Safety & Quality Assurance audits in order to proactively identify any non-conformities.
- Actively engage to improve the airline's Safety & Quality Management System through research, innovation and incorporation of experiential learning.
- Investigating non-conformities to the required level and ensuring that appropriate corrective, preventative and verification action is taken to ensure no future re-occurrence.
- Review company systems, procedures and processes and where appropriate make recommendations to the Safety & Quality Manager.
- Implement and execute training for additional internal auditors.
- Assisting the Safety & Quality Manager and the Safety Officers in the implementation of the company's integrated SQMS.
- Deputise the Safety and Quality Manager in case of his absence.

Key Requirements:

- Educated to a degree level or to a recognised professional qualification.
- Minimum three years work experience in quality management within an EU-OPS Airline - preferably with ISO9001 standards.
- The ability to gather, analyse and evaluate facts and to prepare and present concise oral and written reports.
- Good command of both written and spoken English; German an advantage
- Proven good knowledge of current IT office tools (in particular MS Office) as shown by training and/or professional experience.
- Good knowledge of regulatory requirements [EU-OPS / JAR-FCL1 (preferable) and EASA Part-M / EASA Part-145 (desirable)].
- Good working knowledge of audit skills and techniques.

Interested to work in an exciting, profitable and dynamic company? Please email your complete CV with motivation letter directly to jobs@farnair.com.

FARNAIR Switzerland AG
Zone Nord
4030 Basel Flughafen
Switzerland
www.farnair.com

Joboffer

Hamburg International Technik



Wir, die Hamburg International Technik suchen zur Verstärkung unseres Base- und Line Maintenance Teams in

Friedrichshafen
ab sofort, Personal in den Kategorien Part-66 B1, B2 und C
sowie Lagerfachpersonal.

Es erwartet Sie, ein junges, dynamisches Technik Team, dass sich der Wartung- und Instandhaltung von Verkehrsflugzeugen verschrieben hat.

Voraussetzungen:

- Erfahrung in der Base- und Line Maintenance
- Musterkenntnisse / Berechtigungen B737 CL und NG sowie A319 – A321
- Erfahrung in der Luftfahrtlogistik / Lager
- Sehr hohes Verantwortungs- und Qualitätsbewusstsein
- Bereitschaft zum Schichtdienst
- Führerschein Kl. B

Sollten wir Ihr Interesse geweckt haben, wenden Sie sich an
Herrn Rüdiger Karl Tel.: 07541 / 38871-15, r.karl@hi-technik.com

Previous Newsletters

Are you interested in previous issues of our newsletter ?

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Contact



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We hope that you have found this months
newsletter interesting and informative.
Do not hesitate to contact us for further
information.



NEWSLETTER

