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Dear Readers,



Welcome to our May edition.

Here we are again. The weather has picked up and the sun is once more warming our skin. May was great with all its public holidays and let us not forget the EBACE in Geneva. The exhibition was once more a success. A lot of new exhibitors and visitors show us that the market is thriving and there is a demand for all our services.

Of course our thoughts are with the families of the three people who died in a helicopter crash in the evening of the 24th May, 2012 in the Berner Oberland. We hope that the cause for the crash is discovered quickly and that the three people did not suffer.

This month Georg Stöcker reflects on the similarities between a maintenance organisation and his kitchen 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 no **job offers** but you can of course continue to send us your job offers.

Enjoy a hopefully sunny June!



Tina Cameron
Q.C.M.

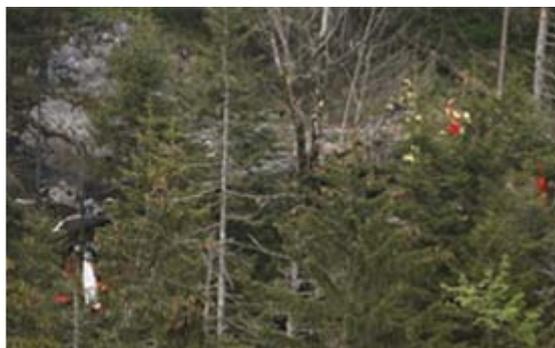
●○○○○ Main Article

Requirements for a Maintenance Organisation versus your Kitchen

Sitting on my terrace with a cup of coffee in my hand I realise how quickly time passes. Unbelievable but once again it is the day. Which day? The day to write a newsletter article.

However what should I write about? What is worthwhile to talk about?

Shall I inform you about the helicopter crash which happened on Thursday, 24th May, 2012 at approx. 17:45, in Switzerland. All three people on board died when the helicopter crashed in the "Bernese Oberland" in a side valley of the "Kandertal".



Or should I write about the "Solar Impulse"? The solar aircraft from Bertrand Piccard and his co-pilot André Borschberg who departed on 25th May, 2012 at 08:24, from Payerne (Switzerland) via the Pyrenees to Madrid (Spain) and further to Rabat (Morocco). The aircraft landed in Madrid on 26th May, 2012 at 01:28, for a scheduled technical stop.



No, you most probably did read about these in the newspaper or you heard about them on the radio or TV.

So, what else could I write about?

Still sitting here, with the coffee in front of me, I contemplate the last weeks, all the trainings I have performed, and about the next two weeks – holidays!!!



Looking at my cup of coffee, which is now empty, I think about getting another one. And now the question comes up, what is required to enable me to enjoy the nice taste of a good cup of coffee or, later that day, a nice lunch or dinner?

I know, you may ask yourself what that has to do with aviation, our daily business. Very simple, talking about the requirements for getting a cup of coffee or tea or breakfast or lunch or dinner are similar to the requirements for getting maintenance done.



Let me try to explain.

Requirement	Maintenance	Cup of coffee or tea or breakfast or lunch or dinner
Facility	For base maintenance of aircraft we need hangars. For line maintenance a hangar is not essential but access to a hangar is recommended in case of inclement weather. Workshops are required if we want to perform component maintenance. In addition we need office accommodation to perform paperwork. And, not to forget, a secure storage area is a requirement. Storage must be ensured according to manufacturer's recommendations.	You need a type of a kitchen, especially if you want to prepare a nice lunch or dinner. Also here, we need a storage area to store all our food. And that should be done according to manufacturer's recommendations. Okay, now you might argue that when I go camping I don't need that. Correct, but isn't that a type of line maintenance?
Maintenance Data / Manuals	We are only allowed to carry out maintenance according to the applicable and current data. These data must be accessible in close proximity where the work is performed.	To use a new coffee machine or to prepare a new meal requires an instruction manual or a recipe. Sure, there are people who just mix groceries and create an excellent meal, but even they usually started once with following instructions.
Tools and equipment	When we perform maintenance we must have all required tools available. Special tools, as recommended by the manufacturer, must be used. Do never forget additional equipment, such as access equipment, etc.	To prepare the coffee or tea or prepare our meal we need tools and equipment as well. Tools such as spoons, knives, etc. Equipment such as water heater, oven, coffee machine, etc.
Components, material	To maintain the aircraft or component we need to replace parts or we must lubricate bearings or joints, etc. We can only use replacement	When I prepare my coffee or tea I check that it is the one I would like to have. For dinner we have to check that we have everything available listed in the recipe, such as salad, vegetables, meat, fish,

parts as specified by the manufacturer, and here is the leading document the illustrated parts catalogue or similar. If we talk about consumable material we have to ensure that it is not expired.

Attention: Never order the part number you removed. Ensure that you consult the illustrated parts catalogue or similar document.

Maybe you heard about the British Airways Flight 5390.

noodles, rice, herbs, spices etc. Depending what we would like to have. We also check that it is still in an acceptable condition.

Personnel

A person must be nominated who is responsible to ensure that the financial resources are available. A person (or group of person) must be nominated to ensure that all requirements are fulfilled in daily business. Sufficient number of qualified, trained and experienced personnel must be available to perform the required work. Assessment of all personnel must be performed to ensure that everybody fulfils the job role.

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Certifying staff

A release to service must be issued after any maintenance by certifying staff.

Okay, okay.

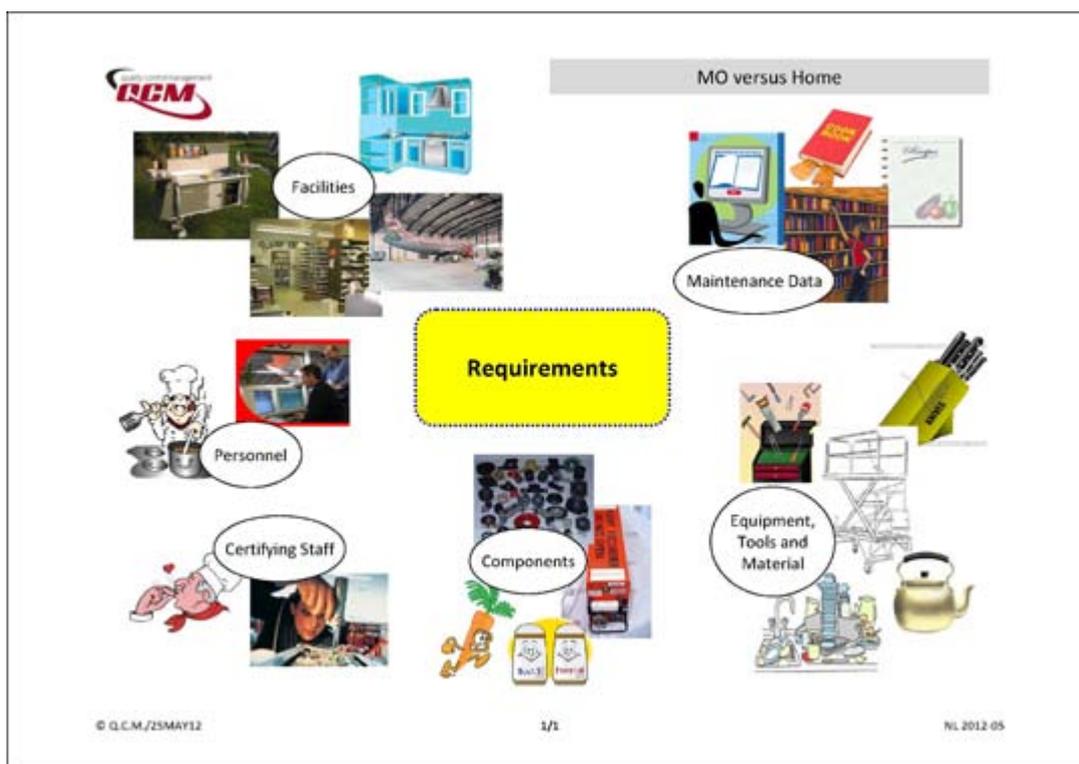


Here I have a problem to find a matching counterpart. Maybe the chef. Whoever this is. In my case my wife.



So, what do you think?

Is there a big difference between a maintenance organisation and your home?



In my opinion not really. They are basically the same.



So, let's enjoy the evening. Not with maintenance but with a nice dinner and may be a drink, or two or ...!



Newsflash

Notices of Proposed Amendments (NPAs)

TITLE	DATE PUBLISHED	END OF COMMENT
NPA 2012-03 Control of suppliers of components and material used in maintenance	2012-04-12	2012-07-12
NPA 2012-02 Airworthiness and operational criteria for the approval for Electronic Flight Bags (EFBs)	2012-03-15	2012-06-18

QCM Event 2012

This year we would like to invite you once more to our Event. It will take place on 24th August at our location in Berne-Belp.
Topics are not yet official but will be published on our website and in the next newsletter. We hope for an interesting day filled with information and discussion.
The number of guests is limited to 70. If you would like to guarantee a place at our event and the after party you can start registering now. Simply send us an email and we will add you to our guest list.

New EASA Part-147 certified Aircraft Type Rating Course B1.1 (Level3) - Cessna 560XL

QCM is proud to add yet another EASA Part-147 certified Aircraft Type Rating Training to our Part-147 portfolio.
We plan to have this course take place in October/November 2012 at our training facility in Berne-Belp. Since we plan to limit the number of participants to a maximum of 12, be sure to register soon.
This course is designed for EASA Part-66 licensed personnel and meets the requirements according Part-66 regulations.

CL 605 included in Bahrain CAMO Approval

QCM camplus AG has received its new Approval Schedule for the Kingdom of Bahrain. Newly included is the Bombardier CL605. Also we are authorised to perform airworthiness reviews on this type of aircraft as well as on the Embraer 135BJ.

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Course Update

Please find below our open courses with seats available.

From June on we offer a new course on **SAFA Awareness for Operators**. The first course will take place on **25. June 2012** in Berne. The course aims to answer all questions concerning SAFA including: What are the working arrangements between EASA and several Civil Aviation Authorities? What are the regulations and Directives of a SAFA check? What are the requirements (ICAO Annex 1, 6 and 8)?

We are also organising a **EWIS** course in **Berlin** on **17th July, 2012**. Course language will be **German**.

If you are interested in participating in these or any other training please do not hesitate to contact us.

I. Open Course Status June 2012 – August 2012

Course title	Date	Places available	Instructor
EASA Part-M Subpart F	18.-19.06.2012	open	Georg Stöcker
FAA Part 145	20.-21.06.2012	open	Georg Stöcker
SAFA Awareness for Operators	25.06.2012	open	Claude Schär
Fuel Tank Safety Phases 1 and 2	26.06.2012	open	Paul Baumann
EWIS	27.06.2012	open	Paul Baumann
Maintenance Program	18.-19.07.2012	open	TBD
EWIS (in Berlin) (course language German)	17.07.2012	open	Paul Baumann
Accountable Manager	14.-15.08.2012	open	TBD
Human Factors Refresher	28.08.2012	open	TBD

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

II. Open Course Status EASA Part-147 Type Trainings

Course title	Date	Places available	Instructor
Bombardier CRJ 200 – CL 604 B1/T1	20. - 24.08.2012	open	TBD

If not stated otherwise, courses will take place in our facilities in Belp/Berne.

○○○○● Job Market

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 industry.

Important:

Please note that details of job advertisements or searches for the next edition must reach our office (info@qcm.ch) by the **22nd of each month**.

Previous Newsletters

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

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