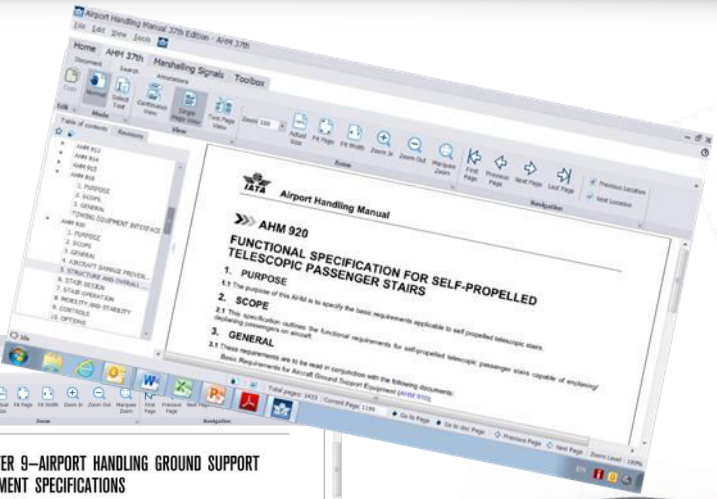
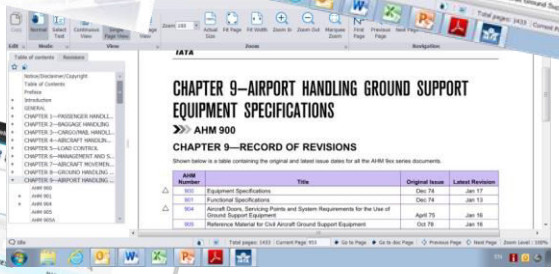
Ground Support Equipment - Maintenance
AGENDA

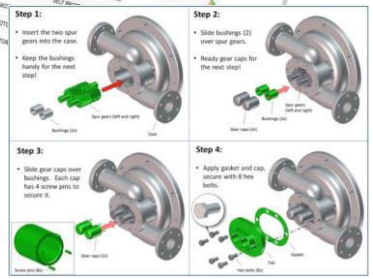
- Standardised Fleet Management Policies
- Standardised Preventive Maintenance
- Training, Assurance, Compliance and CI

The GSE Maintenance Challenge

Professionalise GSE Maintenance







IATA | ISAGO
IATA Safety Audit for Ground Operations

INTERNATIONAL CERTIFICATIONS ISO 9001

Standardised Fleet Management Policies

CORPORATE MANUAL

GLOBAL FLEET MANAGEMENT

swissport

CORPORATE MANUAL

GLOBAL FLEET MANAGEMENT POLICIES AND PROCEDURES

DOCUMENT CONTROL

Document owner and approved by: VP Global Fleet Management	**Author and contact person:** Head of Fleet Management Excellence	**Valid as of:** 31 March 2018
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CHAPTER THREE

PRINCIPLE FLEET MANAGEMENT PROCESSES

PART ONE - PERSONNEL

MANAGERS TOOLKIT

RECRUITMENT

PERFORMANCE MANAGEMENT

PART FIVE – MAXIMO

Figure 35: MAXIMO Reporting and Analytics

ISO 9001

CORPORATE MANUAL PART A
FLEET MANAGEMENT PROCESSES

CHAPTER ONE – STRATEGY
The Swissport Formula
The Fleet Management Vision and Mission
Lines of Development
Professionalising Fleet Management
Ethical Principles for Fleet Management Professionals

CHAPTER TWO ORGANISATION
Part One: Whole Fleet Management Through Life Capability Management Categories of Service Provision
Part Two: Management Structure Organisational Structure Capacity Planning

CHAPTER THREE PERSONNEL
Part One: Human Resources
Part Two: Training
Part Three: Security
Part Four: Performance Management

CHAPTER FOUR MAINTENANCE PROVISION
Part One: Service Level Agreements
Part Two: Asset Availability
Part Three: Maintenance Definitions
Part Four: Maintenance Operations
Part Five: General Support
Part Six: Control Procedures

CHAPTER FIVE ASSET MANAGEMENT
Part One: GSE Procurement Policy
Part Two: In Service Support
Part Three: Cost of Ownership
Part Four: GSE Fleet Finance
Part Five: Maximo Functions

CHAPTER SIX HEALTH AND SAFETY
Health, Safety and Environment:
Fleet Management Policy and Principles
Safety Management System
Personal Protective Equipment

CHAPTER SEVEN FACILITIES & ENVIRONMENTAL
Facilities Management:
Infrastructure & Environment
Environmental Management Plan
Waste Management Plan
Hazardous Processes and Substances

CHAPTER EIGHT QUALITY MANAGEMENT
Quality Management:
Lean Engineering
6S Management Plan
Material Handling
Technical Evaluation (TechEval)

GLOBAL FLEET MANAGEMENT SHAREPOINT SITE
Global Fleet Management SOP's

Standardised Preventive Maintenance

CORPORATE MANUAL

GLOBAL FLEET MANAGEMENT MANUAL

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GLOBAL FLEET MANAGEMENT

SPI STANDARDISED PREVENTIVE MAINTENANCE POLICY

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Manual v6.1 dated 29

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CORPORATE MANUAL

GLOBAL FLEET MANAGEMENT MANUAL

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SPI Global Fleet Management Minimum Preventive Maintenance Inspection (PMI) & Preventive Maintenance (PM) Servicing Frequency Matrix

Maintenance Activity:		Fleet Safety Check		PMI & Minor Service		PMI & Major Service		OOPM	Planning Hours				Fleet Asset Category	Remarks
Frequency:		Hours	Months	Hours	Months	Hours	Months	OEM	Safety	Minor	Major	OOPM		
Asset Class	SPI Asset Description													
ACU	Aircraft Conditioning Unit			750	6	1500	12	X		4	6	OEM	GSE	
AFC	Aircraft Fuel Cart		1		3			X	0.5	1		OEM	GSE	National aircraft fueling regulations overide the SPI minimum standard (ATA 103, JIG etc)
AFH	Aircraft Fuel Hydrant (Truck)		1	500	3	1500	12	X	0.5	3	8	OEM	GSE	National aircraft fueling regulations overide the SPI minimum standard (ATA 103, JIG etc)
AFT	Aircraft Fuel Tanker		1	500	3	1500	12	X	0.5	3	8	OEM	GSE	National aircraft fueling regulations overide the SPI minimum standard (ATA 103, JIG etc)
AFL	Aircraft Fuel Ladder		1		1			X	0.5	1		OEM	GSE	National aircraft fueling regulations overide the SPI minimum standard (ATA 103, JIG etc)
AHU	Aircraft Heater Unit			750	6	1500	12	X	0.5	4	6	OEM	GSE	National aircraft fueling regulations overide the SPI minimum standard (ATA 103, JIG etc)
APB	Airport Passenger Bus		6				12	X	0.5		4	OEM	SV	Miles or kilometers can be used for setting the PMI and PM servicing frequencies in accordance with OEM specifications
ASU	Air Start Unit			750	6	1500	12	X		4	6	OEM	GSE	
ATC	Aircraft Tractor Conventional		2	500	4	1500	12	X	0.5	8	10	OEM	GSE	
ATL	Aircraft Tractor Towbarless		2	500	4	1500	12	X	0.5	8	10	OEM	GSE	
ALU	Ambulift		2	500	4	1500	12	X	0.5	8	10	OEM	GSE	
BAT	Battery	Local job plans to be used to schedule and conduct the PMI and PM servicing frequencies and tasks for all equipment categorised as RA											RA	
BCT	Baggage Cart Trailer						12	X			2	OEM	GSE	
BTU	Baggage Tractor Unit		2	500	4	1500	12	X	0.5	4	6	OEM	GSE	
CAR	Car		6				12	X	0.5		4	OEM	SV	Miles or kilometers can be used for setting the PMI and PM servicing frequencies in accordance with OEM specifications
CBL	Conveyor Beltloader		2	500	4	1500	12	X	0.5	4	6	OEM	GSE	
CBU	Crew Bus Unit		6				12	X	0.5		4	OEM	SV	Miles or kilometers can be used for setting the PMI and PM servicing frequencies in accordance with OEM specifications

Table 2: SPI Global Fleet Management Minimum Preventive Maintenance Inspection (PMI) and PM Servicing Frequency Matrix

	PMI & PM Servicing Tasks																															
Code																																
	Documentation Checks – Preventive Maintenance Inspection (PMI) Tasks																															
RD10	Check previous maintenance records and outstanding CM tasks																															
RD20	Check and update GSE asset details and maintenance records	X	X	X	X	X	X	X	GENERAL	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
RD30	Check registration and insurance documents as applicable	X	X	X	X	X	X	X	GENERAL																							
	Walk Around – Preventive Maintenance Inspection (PMI) Tasks																															
WA10	Check the condition of body panels, bumpers and general fixtures and fittings	X	X	X	X	X	X	X	BODY, STRUCTURE AND GENERAL ITEMS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
WA20	Check wheel nuts and alignment indicators	X	X	X	X	X	X	X	STEERING				X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					
WA30	Check engine, hydraulic and coolant fluid levels	X		X	X	X	X	X	OILS & LUBRICANTS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
WA40	Check for obvious system faults or equipment damage	X	X	X	X	X	X	X	GENERAL	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
WA50	Check the condition of GSE asset numbering	X	X	X	X	X	X	X	GENERAL	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
WA60	Check the general condition of paintwork and company approved logos	X	X	X	X	X	X	X	GENERAL	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
WA70	Check the general condition of all signs and placards	X	X	X	X	X	X	X	BODY, STRUCTURE AND GENERAL ITEMS				X	X	X																	
WA80	Check the general condition of FLAMMABLE signs or placards on both sides of the asset	X	X	X	X	X	X	X	BODY, STRUCTURE AND GENERAL ITEMS				X	X	X																	
WA90	Check for NO SMOKING signs or placards on at least two sides of the asset	X	X	X	X	X	X	X	BODY, STRUCTURE AND GENERAL ITEMS				X	X	X																	
WA100	Check for NO SMOKING signs or placards in the cab	X	X	X	X	X	X	X	CABIN				X	X	X																	
WA110	Check the operation of headlights, indicators, reversing lights and taillights	X	X	X	X	X	X	X	ELECTRICAL	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
WA120	Check the operation of fog, driving and auxiliary lights	X	X	X	X	X	X	X	ELECTRICAL	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
WA130	Check emergency and safety equipment including fire extinguishers	X	X	X	X	X	X	X	GENERAL	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
CA	**Cabin – Preventive Maintenance Inspection (PMI) Tasks**																															
CA10	Inspect and check the operation of cabin locks	X	X	X	X	X	X	X	CABIN							X	X		X	X		X	X		X	X		X	X		X	X
CA20	Inspect and check the operation of gauges and warning devices	X	X	X	X	X	X	X	CABIN	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
CA30	Inspect and check the operation of interior lighting	X	X	X	X	X	X	X	CABIN	X	X	X		X	X		X	X		X	X		X	X		X	X		X	X		X
CA40	Inspect and check the operation of air conditioning systems	X	X	X	X	X	X	X	CABIN					X	X		X	X		X	X		X	X		X	X		X	X		X
CA50	Inspect and check the operation of driving and steering controls	X	X	X	X	X	X	X	CABIN					X	X		X	X		X	X		X	X		X	X		X	X		X
CA60	Inspect and check the operation of heating systems	X	X	X	X	X	X	X	CABIN					X	X		X	X		X	X		X	X		X	X		X	X		X

Training Competence Framework

Records of Experience	• Training MIS • Professional Development
Technical Proficiency	• GSE Specific • Continuation Training
Functional Competence	• Systems Training • Specialist Skills
Core Competence	• Apprenticeship • Management Training
Skills Matrix	• Job Specifications • Skills Gap Analysis
Policy	• Standards • Legislative Requirements

Technical Evaluation, Compliance and CI

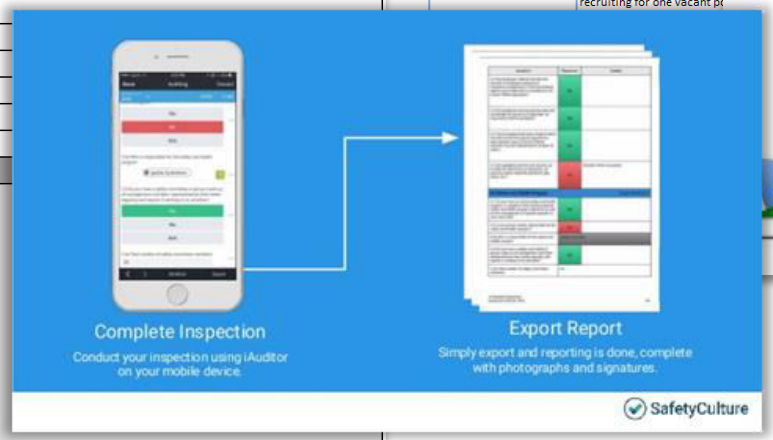
ASSESSMENT QUESTIONNAIRE

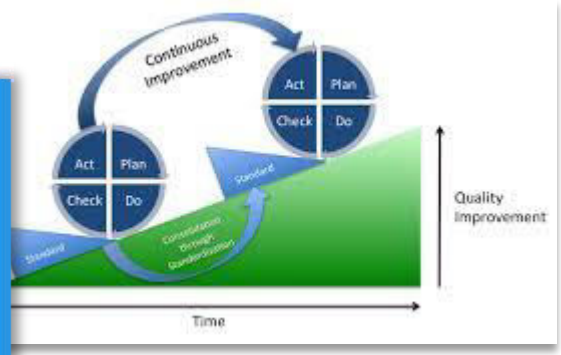
CRITERION/KEY PERFORMANCE INDICATOR	Criticality	Reference	Finding	
Does the GSE Workshop have an organisational chart?	High	GFM: Chapter One	The organisational chart for the Station W… and on the noticeboard immediately outside the main o… join the organisation.	
Does the GSE Workshop Manager know his/her Global Fleet Management points of contact?	High	GFM: Chapter Two	The GSE Workshop Manager was able to describe the UKI Fleet support that was available to m…	
s the GSE Workshop provided with agreed GSE availability targets and associated outputs by the customer as the result of Operational Resource Planning Process?	Very High	SMP 001	Planning for GSE demand takes place prior to the start of the Summer Season once the flight schedule is understood. The requirement levels are set at the start of the season and are enforce throughout at the same pre-determined levels; these are agreed by Station Manager, Ramp Manager and Workshop Manager. GSE availability is communicated verbally at the start of shift and again at the end of shift. Maintaining GSE availability levels is heavily reliant on good communications between the ram and the GSE Workshop. The planning system appears sustainable.	AFI
Does the GSE Workshop have a maintenance plan configured to meet the demand of the GSE Operational Resource Plan for Preventative Maintenance (PM) and Corrective Maintenance (CM)?	Very High	GFM: Chapter Four	All GSE is subject to a PMI regime and any CM that is resultant. The plan is executed on an Excel based system. All PMI is programmed for the year, each asset being entered for (currently) A, B and C inspections, as required. Full records are maintained in hard copy and filed to an individual record for each piece of GSE.	AFI
s the delivery and quality of sub-contracted GSE maintenance and supporting services measured and monitored?	High	GFM: Chapter Four	Only a small amount of work is sub-contracted. Body repairs are conducted by a local agent. Damage is photographed and subsequent repairs are recorded, again using photographs. Payment is not processed until the repair is inspected. A SLA is not in place but the system appears to work well. Tyre fitting is governed by a SLA.	Compliant
s there a general introduction given to ALL new Workshop staff on their arrival to explain the function of Fleet, the Workshop organisation, station and Swissport nternational?	High	GFM: Chapter Three	Swissport induction training is recorded on Intelex and on hard copy held on a p-file in the GSE workshop. A general introduction to Fleet is given to all new workshop staff although it is not recorded.	AFI
	y High	GFM: Chapter Two	GSE Workshop staffing leve… a good base level for a stea… skewed. Adjustments are ge… short term increases to GSE… recruiting for one vacant po…	

SPI Fleet Management GSE Workshop TechEval Executive Summary

Region:	UKI
Country:	IRELAND
Station:	DUB
Name of Regional Head of Fleet:	Vince Roberts
Name of GSE Workshop Manager:	Donal Dooley
Name of Assessor:	Vince Roberts, Andrew Wilde
Date of TechEval:	21/11/2018 - 22/11/2018

Criterion	Assessment
01 - Leadership and Plans	Non-Compliant
02 - Personnel	Compliant
03 - Training	Compliant
04 - Resources	Compliant
05 - Processes	Non-Compliant
06 - Supply Chain and Logistics	Compliant
07 - Safety	AFI
08 - Results	Compliant
Overall Assessment	AFI





Transformation Leadership

Transformation Leadership

Transformation Leadership

EASA
European Aviation Safety Agency

Thank you

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An agency of the European Union