

NATA Maintenance Checklist Questionnaire

(Request for Proposal)

The following are questions you as an aircraft owner/operator may want to ask prior to conducting business with an aircraft service facility. If you are in the process of soliciting proposals for work to be performed on your aircraft, obtaining proper answers to these questions prior to choosing a service facility and entering into a contract can help protect your company from the burdens of administrative misunderstandings and operational delays and possibly from financial loss.

1. CONSUMABLES – How are these charges handled? Will I be billed based on labor and parts? Will I be billed only on discrepancies, or do the charges apply to the flat rates also? Are there any handling charges for customer supplied parts?

Acceptable: Yes No N/A

2. INSURANCE – What type of insurance do you maintain? Hangar keepers, liability, completed operations, worker's compensation, war and terrorism? What are the amounts? Can our company be named as an additional insured while our aircraft is in your control?

Acceptable: Yes No N/A

3. EMPLOYEE TRAINING – Does your company have a written policy it adheres to for employee training? Does your facility employ an active on-going training program in-house for its employees? Are your technicians meeting the manufacturers training requirements for the aircraft on which you are authorized to perform work?

Acceptable: Yes No N/A

4. DOCUMENTATION – Does your facility have the proper up-to-date manuals to perform the work on our aircraft? How will my aircraft return to service statement read?

Acceptable: Yes No N/A

5. SPECIAL TOOLING – Does your facility charge a fee for special tooling required to perform work on my aircraft?

Acceptable: Yes No N/A

6. ENVIRONMENTAL PROTECTION FEES – Will we be charged for items such as battery disposal, tires, solvents, paint, or other hazard material fees?

Acceptable: Yes No N/A

7. HANGAR FEES – Does your company have a policy of charging hangar fees in addition to normal operating fees? If our aircraft is left in your facility for an extended time, are storage fees applied?

Acceptable: Yes No N/A

8. TAXES – What is the tax rate? Are we charged tax for parts and labor?

Acceptable: Yes No N/A

9. FREIGHT – Will we be charged extra for freight? Do you pass the freight charges directly across to the end user? Do you mark up the freight charges?

Acceptable: Yes No N/A

10. PAYMENT TERMS – What type of terms do you offer? Will we be required to pay in full prior to departing? Do you accept credit cards? Are there any fees applied if we use a credit card?

Acceptable: Yes No N/A

11. INSPECTION FLAT RATE – What makes up your flat rate? Does your flat rate include interior removal and replacement? Does the flat rate include parts, or is it just labor? What about non-destructive testing, is it included in the flat rate?

Acceptable: Yes No N/A

12. HOURLY RATES – What is your hourly rate? Does it differ from shop to shop? Do you charge for overtime, and at what rate?

Acceptable: Yes No N/A

13. SAFETY AND QUALITY CONTROL – How does your facility handle safety training for aircraft towing, taxiing, etc? Does your facility utilize trained inspectors for signing-off inspections, or RII procedures? Are there documented safety policies such as requiring safety glasses, hearing protection, etc.?

Acceptable: Yes No N/A

14. SCHEDULING – Does your facility require deposits for scheduling maintenance? Is the fee refundable or transferable? Can I pick up the aircraft after hours?

Acceptable: Yes No N/A

15. DISCREPANCIES AND CHANGE ORDERS – How does your facility write discrepancies found on inspections? What constitutes a change order?

Acceptable: Yes No N/A

16. SCHEDULED MAINTENANCE VS. NON-SCHEDULED – What does your facility do to ensure us that we have addressed all scheduled work? What impact can non-scheduled work have on our project?

Acceptable: Yes No N/A

17. TURNTIME OR DOWNTIME – How does your facility determine downtime for my project? Do you have a turn time guarantee in writing?

Acceptable: Yes No N/A

18. PREMIUM TIME OR OVERTIME – Will your facility charge us for weekend work? At what rate?

Acceptable: Yes No N/A

19. FAA PART 91 VERSUS PART 135 – How will your facility comply with my Part 135 requirements? Do you charge additional fees for RII training? If I am a Part 135 operator, will there be additional charges for my avionic system checks?

Acceptable: Yes No N/A

20. PARTS – Where do you acquire your parts? Are they manufacturer authorized parts? Are there fees for bringing in my own parts?

Acceptable: Yes No N/A

21. TRAVEL – If we require your services away from your facility how will we be charged? Are we charged for travel time? Is there a premium fee for work away from your facility?

Acceptable: Yes No N/A

22. ENGINEERING/TECHNICAL FEES – Is the MRO a DAS with privileges extended by the ACO? Does the MRO have DERs and DARs on staff and,

if so, what type? Does the MRO have contracted engineering services and DAR services available? If so, at what rate? Do you also have technical assistance available on staff for my model of aircraft? Do you charge additional for those services? Are there fees for manufacturers technical representatives services?

Acceptable: Yes No N/A

23. MAINTENANCE TRACKING AND RESEARCH CAPABILITIES – Does your facility have the required certified personnel to properly research my aircraft records? Are there additional fees for these services? Will we be provided an updated maintenance due report prior to departure from your facility? Is there a charge for that service?

Acceptable: Yes No N/A

24. WARRANTY – What is your company policy on parts and labor you install in my aircraft? In the event there is discrepancy noted after departing your facility, how is that discrepancy corrected? Are we obligated to return the aircraft to your facility for the repair? Do you supply road crews? Does the MRO have service center authorizations for the aircraft to be serviced? Are the authorizations current?

Acceptable: Yes No N/A

25. CAPABILITIES – Is your facility capable of handling all my service needs from maintenance, engines, avionics, interior and painting? Do you repair components in-house or will you be sending my components (to outside suppliers) for repair? If a repair station, do the Operations Specifications provide for the aircraft or component maintenance? Is the approval for return to service provided for by a repair station or A&P technician? Are FAA 8130-3 forms provided for components?

Acceptable: Yes No N/A

26. CUSTOMER SERVICE – Does your facility have someone available to me on a daily basis to coordinate details of my project? Is a single point of contact provided to support the customers?

Acceptable: Yes No N/A

27. PREVIOUS EXPERIENCE – Does your facility have previous experience on the aircraft and working the scope you are quoting? Can you provide recent references?

Acceptable: Yes No N/A

28. STABILITY – How long has your facility been in business? You may want to inquire from industry contacts about the stability of the facility's workforce prior to committing.

Acceptable: Yes No N/A

29. MAJOR REPAIRS – What happens during the inspection process if a major repair is required? Is your facility capable of performing the repair? Is your facility authorized by the aircraft manufacturer to make these repairs?

Acceptable: Yes No N/A

30. SECURITY – Are there any security requirements that need to be taken into consideration for the project?

Acceptable: Yes No N/A