SOP Document Writing

Friday, January 22 | 10:15 a.m. – 11:30 a.m. / 2:00 p.m. – 3:30 p.m.

MODERATED BY: Mike Livezy
PRESENTED BY: Sharon Forbes
Introduction
Who – What – Where - When

• Purpose – who is responsible for what
• Objectives – clearly state key operational procedures
• General operating rules – corporate & flight department specific
• Publication & distribution
• Revisions & record of revisions
• Change proposal & change proposal form – change is constant

Sources: enter sources here
Personnel

Establish who’s who

• Organization chart
• Job descriptions
• Area of responsibilities
• SMS management
• Security & proprietary information management

* There are two kinds of people, those who do the work and those who take the credit. Try to be in the first group; there is less competition there. Indira Gandhi
Flight Department
Organizational chart

Sources: enter sources here
Operations

Overview

• “General” corporate travel policy
• “Specific” corporate aircraft usage policy
• Scheduling software - how is it to be utilized by each group? (scheduling, pilots, maintenance)
• General aircraft scheduling guidelines: Executive flight requests; Business flight requests; Shuttles
• Communication – flight schedule, crew schedule, maintenance needs
• Corporate Aviation Web Site – site maintenance & updates

Sources: enter sources here
Scheduling
The basics

- Corporate travel policy & Corporate aircraft usage policy
- Aircraft scheduling - priorities (CEO, BOD, Exec-trips, Shuttles)
- Airport analysis – SMS procedures
- Crew scheduling policies & guidelines
- Facility responsibilities – passenger check in, baggage check & pre-flight safety briefing
- After hours coverage – rotation responsibility, communication method(s) email, text & phone call
- CRP responsibilities - aircraft related and or corporate issues

Sources: enter sources here
International Trips

The basics

• Aircraft & crew selection
• Crew change & augmented crew policy
• Aircraft back-up policy (CEO only?)
• International Handling – self or vendor
• Checklist: see above, cover logistics & details for both scenarios
• Corporate Security, MEDICAL or STEP program communication

Sources: enter sources here
Exec-trips

The basics

- Receiving trip requests – online request system; email; telephone
- Aircraft & airport & crew selection
- Aircraft back-up policy
- Passenger information
- Itinerary confirmation & approval
- Passenger ground transportation
- FBO notification & fuel purchasing
- Catering

Sources: enter sources here
Shuttles
The basics

- Reservations - received via online system; email; telephone
- Confirmations – communication process via email & text messaging
- Waitlist – communication process; automated; priority passengers
- Shuttle cancellations - 3 business days in advance; pax communication process
- Inclement weather – participation in a corporate wide communication venue
- Passenger hotel and rental car coordination
- Charge back

Sources: enter sources here
Crew scheduling

Specifics

• Duty day/time definition
• Duty day extension policy
• Circadian low definition
• Crew trip assignment procedure
• Notification of trip changes procedure
• Proficiency checks
• Vacation scheduling

Sources: enter sources here
Crew scheduling

Cont.

• Crew currency tracking
• Circadian low definition
• Long range crew policy
• Crew back up definition
• Standby crew definition
• Crew time off & vacation policies

Sources: enter sources here
Crew scheduling

Cont.

• Crew medical & crew training scheduling
• Contract pilot policy
• Crew hotel & commercial travel policy

Sources: enter sources here
Supplemental lift

If applicable,

- Corporate guidelines – domestic & international
- Approved charter resources – specific safety criteria above and beyond industry standards
- Chargeback procedure - distributed directly or absorbed
- Flight scheduling, flight following and managing itinerary changes

Sources: enter sources here
Passenger / Hangar facility services

Ground safety focus

- Overall facility & parking lot security
- Flight check in procedure
- Passenger baggage loading procedure
- Passenger pre-flight safety briefing
- Communicating weather or mechanical delays – text & email & call

Sources: enter sources here
Administration

Data management

• Post flight reporting – corporate, flight department & maintenance needs
• Flight department usage reports - monthly, quarterly & annual
• Personal use – SIFL, etc.
• Post trip crew & passenger feedback – continuous improvement …

Sources: enter sources here
Post flight procedures

Data collection

• Trip manifest posting – software offers options
• Aircraft logs
• Chargeback process
• Personal travel reporting – corporate tax contacts
• Management report responsibilities – monthly corporate requirement
• Customer feedback – inter department sharing and response

Sources: enter sources here
Flight department vs FAA regulations

Written procedures must coincide with the regs

- Portable electronic devices and inflight operation
- Safety belt, shoulder harness & child restraint systems
- Passenger safety briefing
- Stowage of equipment
- Passenger safety briefing

Sources: enter sources here
Miscellaneous

Forms

• PIF – passenger medical, emergency contact & catering preferences
• eAPIS verification
• Inter department communication – international trips & over water flights
• Duty time extension, vacation request
• FOM exception

Sources: enter sources here
Tips

DON’T

• Make rules you can’t operate with
• Make rules that conflict with your FAA regulations

Sources: enter sources here
Tips

Do!

• Make clear, non ambiguous statements
• Consider professional consultation if the task is too daunting

We have a basic “SOP” template available for you today, sometimes it’s easier to start the process with something other than a blank slate!

Sources: enter sources here
Your time and attention was greatly appreciated.
We hope this session was helpful.
Please share your thoughts for improvement on NBAA’s feedback form.
Thank you!
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