

"Tech Tips"

Tech Tip #2- Communication

Communicate - Communicate - Communicate. It seems we are constantly reminded of this and when you think about it, rightfully so. It's a simple concept yet one that more often than not is forgotten about or not given the proper consideration.

I would like to give you an example of communication that I used to use when I was turning wrenches as a Maintenance Supervisor on a CL-604.

My aircraft's owner was an individual who took considerable interest in everything about the aircraft. He would on several occasions ask me questions about the aircraft and its maintenance, especially when it came out of "major" maintenance events, inspections, modifications, etc. He wanted to know the aircraft's condition ? when it was taken apart, did things look O.K.? Were there signs of corrosion?, fatigue?

Knowing his interest and desire to be informed, I would put together a short, concise report of the completed work package. When I could, I would include pictures as well. I would leave this on his chair in the aircraft cabin for his review while on his next flight.

It was a good way to keep him informed yet remain in the background. I knew if he had questions, he would see me on his next trip out.

I'm sure some of you are doing this already. For others, you may not have the type of owner that would want this. Perhaps you could question the owner as to whether or not he or she would like to have this type of communication or a variant of it? At the least, it's just another example of the benefit and value of good communication.