



PROVISION OF AN INTERIM QUALITY MANAGER AT TAG FARNBOROUGH ENGINEERING

Baines Simmons was invited by TAG Farnborough Engineering Limited, an EASA Part-M subpart G CAMO and Part-145 Maintenance Organisation, to support its management team during a short but challenging stage in its development. By inserting a highly experienced Principal Consultant at the heart of its management team, Baines Simmons was able to support, influence and coordinate a thorough overhaul of the organisation's policies and procedures.



CLIENT PROFILE

TAG Farnborough Engineering Limited (a TAG Aviation Group company) provides business aviation aircraft and component maintenance services at its facilities at Farnborough Airport, UK. Specialising in Bombardier, Dassault, and Hawker aircraft, it also acts as an authorised dealer for Honeywell, Rockwell, Pratt & Whitney and other equipment manufacturers. The company holds maintenance organisation regulatory approvals from EASA, FAA, and a number of other national aviation authorities.

At the time, it also managed the continuing airworthiness of a number of customers' aircraft.



THE CHALLENGE

Due to compliance issues associated with its policies and procedures as documented in their CAME and MOE, our client found themselves in urgent need of an experienced and capable manager to act as Quality Manager in relation to its EASA Maintenance Organisation and CAMO approvals.

THE SOLUTION

Baines Simmons provided a highly experienced Principal Consultant on a part-time basis for a period of approximately 6 months, during which time he supported the management team in achieving a number of key objectives and carried out the following broad activities:

- Reviewed and revised the CAME and MOE content within tight timescales
- Realigned specific management roles to better suit the organisation in the future
- Coached and trained managers in those realigned roles
- Maintained scheduled audit performance
- Managed the issue and renewal of maintenance certifying authorisations

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We were extremely satisfied with the advice and guidance we received from the Baines Simmons Consultant who stepped into the role of Quality Manager for us at very short notice.

His knowledge of the regulations and expertise provided us with the right level of confidence and assurance that we needed at the time.

As a result, our policies and procedures were overhauled to bring them into line with the regulations and our approvals safeguarded for the future.”

Greg Hoggett, Managing Director,
TAG Farnborough Engineering



THE OUTCOME

Our client was able to satisfy its regulator with its actions and responses and as a consequence, retained its approvals and was able to continue to provide its contracted customers with its high quality services.

In addition, assisted by the advice given, our client subsequently elected to surrender its CAMO approval as part of a business re-organisation with its parent company, TAG Aviation.

SUMMARY OF BAINES SIMMONS SERVICES UTILISED

SMARTT® Consulting services and tools

+ CR08: Outsourced Interim Management Services –
Continuing Airworthiness