

## Pantau dan Rektifikasi *Repetitive Problem* Sesuai dengan Prosedur

Sering munculnya *Repetitive Problem* pada saat *handling* merupakan hal yang signifikan yang dapat mempengaruhi *airworthiness* dari pesawat terbang. Yang menjadi *question mark* adalah apakah rektifikasi yang kita lakukan sudah benar dan efektif?

Berdasarkan **DGCA Safety Circular AU/0649/DSKU/03/2007**:

*"Discrepancies, which reoccurs 2 (two) times on ATA 21, 22, 24, 27 28, 29, 31, 32, 34, 36, 45, 49, 52, 53, 54, 55, 56, 57, 71, 72, 73, 74, 75, 76, 77, 79, and 80 on the same aircraft during 30 (thirty) consecutive day in operations shall be identified as a Repeat Discrepancy."*

Berdasarkan **DGCA Safety Circular SE 46 Tahun 2018**:

*"Any defect concerning aircraft system, engine or propeller that recurs three (3) times on an aircraft registration within fifteen (15) flight legs shall be identified as a repeat discrepancy/repetitive defect."*

Berdasarkan *requirement* di atas, **Engineer dan/atau Certifying Staff harus:**

1. Melakukan review setiap *trouble* yang dikategorikan sebagai *repetitive defect* dalam 15 *leg* atau 30 hari di AML.
2. Jika *repetitive defect* pada spesifik ATA yang disebutkan di atas terjadi 2 kali dan dapat di-*"deffered"* as per MEL, *discrepancy* tersebut harus di-input ke dalam *Hold Item List* (HIL).
3. Jika *corrective action* yang dilakukan dan ditulis di MAREP pada AML, FAULT CODE tersebut harus diisi secara lengkap.
4. Membuat *techlog* di SWIFT (T-Code: LBK1) termasuk FAULT CODE yang berkaitan dengan *trouble* tersebut.
5. Jika menemukan *repeat discrepancy/problem* terjadi 3 (tiga) kali dalam 15 *leg* atau 30 hari, informasikan kepada MCC untuk *further dispatch approval* kepada *Operator Airworthiness Management*.

**MCC/MOD harus:**

1. Menginformasikan kepada *Airworthiness Management* jika *repetitive problem* terjadi 3 (tiga) kali dalam 15 *leg* atau 30 hari.
2. Menginformasikan kepada Engineer dan/atau Certifying Staff mengenai *decision* dari *Airworthiness Management* terkait dengan *dispatch approval*.

**Maintenance Support harus:**

1. Mengikuti *procedure* pada CMM III-2-6 terkait dengan *Repeat Discrepancy Management*.

### **Lesson Learn:**

Tingkatkan *awareness* untuk menuliskan, me-review *record* pada AML, dan *monitoring* terhadap *repetitive problem* sebagaimana mestinya. Berikut tips yang dapat dilakukan untuk meningkatkan *awareness* kepada setiap *maintenance personnel*:

1. Pastikan *step by step* HIL sudah sesuai dengan referensinya (MEL, AMM, TSM)
2. Lakukan *deep troubleshooting* jika terdapat *repetitive problem*.
3. Lakukan review AML minimal 3 *sequence* sebelumnya, pastikan jika ada *repetitive problem* dikomunikasikan dengan MCC.



**"Engineer dan MCC bertanggung jawab untuk memonitor dan menangani repetitive problem.  
Pastikan penanganan repetitive problem dilaksanakan sesuai prosedur."**



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## QUALITY ASSURANCE REMINDER

<b>SUBJECT:</b>	<b>No. QAR-2021-003</b>
<b>Repetitive Problem Handling Procedure - Reissue</b>	<b>Date</b> : 10 Mar 2021
	<b>Reference</b> : GA/QG CMM III-2-6
	<b>Attention</b> : Engineer, Certifying Staff, MCC, Maintenance Support
	<b>Issued by</b> : Rahmadhi P. 
	<b>Approved by</b> : Asep S. 

**DISTRIBUTION:**

TLG, TLN, TLS, TLK, TLB, TLM, TLD.

Refer to reminder QAR-2018-04 and QAR-2019-04, regarding repetitive problem handling, there are update procedure to handling repetitive defect.

**Refer to:** DGCA Safety Circular AU/0649/DSKU/03/2007 states that the discrepancies, which reoccurs 2 (two) times on ATA 21, 22, 24, 27, 28, 29, 31, 32, 34, 36, 45, 49, 52, 53, 54, 55, 56, 57, 71, 72, 73, 74, 75, 76, 77, 79, 80 on the same aircraft during 30 (thirty) consecutive day in operations shall be identified as a "Repeat Discrepancy".

**Refer to:** DGCA Safety Circular SE.46 Tahun 2018 states that any defect concerning aircraft system, engine or propeller that recurs three (3) times on an aircraft registration within fifteen (15) flight legs shall be identified as a repeat discrepancy/repetitive defect.

Based on these requirements, Engineer and/or Certifying staff must:

1. Review any trouble to be categorized as repetitive defect by within 15 legs or 30 days in AML.
2. When repeat discrepancy on that specific ATA mentioned above occurred 2 (two) times and can be deferred as per MEL, then the discrepancy shall be insert into Hold Item List (HIL).
3. When action taken have been performed and write up MAREP on AML, then FAULT CODE shall be filled accurately.
4. Create techlog on Swift (T-Code: LBK1) including the correct FAULT CODE correspond to the trouble.
5. If found repeat discrepancy/problem occurred 3 (three) times within 15 legs or 30 days, inform to the MCC for further dispatch approval to Operator Airworthiness Management.

For MCC/MOD must:

1. Inform to the Airworthiness Management if repetitive problem occurred 3 (three) times within 15 legs or 30 days.
2. Inform to the engineer and/or certifying staff regarding the decision of Airworthiness Management related of dispatch approval.

For Maintenance Support must follow procedures on CMM III-2-6 concerning Repeat Discrepancy Management.

This reminder shall be well implemented by Engineer, Certifying staff, MCC/MOD and Maintenance Support. After read this reminder, all personnel should register via this link <http://bit.ly/QAR-2021-003> or QR Code via Figure 1.



Figure 1 QR Code Scan for Read and Sign

## 1. GENERAL

DGCA Safety Circular SE.46 Year 2018 says that the repeated discrepancies is a technical discrepancy of a system that occurs 3 (three) times on an aircraft in 15 (fifteen) flight segments or less.

DGCA Safety Circular AU/0649/DSKU/03/2007 says that the limitation of repeat discrepancy as follow :

- Maximum occurs 2 (two) times during any 30 (thirty) consecutive days and directly inserted to HIL/DMI management and by making a priority of improvements without further delay for "Required Inspection Item" (RII) and all aircraft system and component which include in ATA 21, 22, 24, 27, 28, 29, 31, 32, 34, 36, 45, 49, 52, 53, 54, 55, 56, 57, 71, 72, 73, 74, 75, 76, 77, 79, 80 on the same aircraft in operations shall be identified as a "repeat discrepancy" shall have a positive plan of corrective action be pursued to preclude further reoccurrence, or
- Maximum occurs 4 (four) times on the ATA other than described above on the same aircraft during any 30 (thirty) consecutive days in operations and shall have a positive plan of corrective action be pursued to preclude further reoccurrence.

The aircraft problem will be included at repeated discrepancy if it have trough trouble shooting process requiring one flight leg or more and is declared as solved problem by trouble shooter but the same reoccurs at less than 30 (thirty) consecutive days.

An aircraft problem will also be included at repeated discrepancies if it trouble shooting process require more than 15 (fifteen) consecutive days and is still not declared as solved problem by trouble shooter yet.

The purpose of the Repeat Discrepancy Management is to identify and control all of any repeat discrepancies which are not solved yet and need further trouble shooting and investigations advice/assistance. Every effort shall be made to prevent repeat discrepancies in order to maintain safety, to eliminate unnecessary airplane out-of-service time and the cost of unnecessary component inspections and overhauls.

## 2. RESPONSIBILITY

VP Engineering and Maintenance shall stop the aircraft operation when repeated discrepancy identified to perform investigation on the main causes of defect and report to Principal Airworthiness Inspector to get direct supervision.

SM Maintenance Management is responsible to manage the procedure for identification and handling of repeated discrepancy of Citilink aircraft, based on input from Airframe and System Engineering.

Technical Operations Control (TOC) is responsible for monitoring, supervising, and coordinating with AMO Maintenance Control Center (MCC) in order to manage all activities related to discrepancies occurring on Citilink Indonesia aircraft during line operations.

AMO MCC Maintenance Support is responsible for the coordination of all maintenance activities relating to repeat discrepancies occurring on Citilink aircraft during line operations.

## 3. REQUIREMENTS:

The Repeat Discrepancy Management consists of the 4 main element below.  
For detailed descriptions of the procedures defined for each element, refer to TP 5-04:

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## COMPANY MAINTENANCE MANUAL

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a. **Identification:**

In-Service data must be continuously collected and monitored for each aircraft to identify potential repeating discrepancies, and any identified issues must be reported to Citilink TOC for further action.

b. **Rectification:**

When repeating discrepancy has been identified, the TOC must ensure appropriate maintenance action is evaluated, decided and accomplished in due time by the contracted MRO, and being reported back to Citilink.

c. **Review and Follow-up:**

When the decided maintenance action has been accomplished, the effectiveness of the action must be specifically reviewed for a period of time. If the performed maintenance action does not appear to be fully effective, further trouble shooting and maintenance action must be evaluated and performed.

d. **Monitoring**

Citilink TOC must monitor that above process, is performed in accordance with TP 5-04, with the expected results and within the required timeframes. If this is not the case, TOC must ensure that corrective actions are taken in order to be in compliance with the Citilink policies and requirements above.

#### 4. MAINTAVI MESSAGE FORM

PREFIX	ADDRESS
ORIGINATOR	DATE/TIME (IN UTC)
NUMBER OF MAINTAVI/ FINAL PK-..... /.....	Flt. No/Date
KEEP TEXT SHORT AND CLEAR	
<b>A.</b> 1. XXXXX 2. XXXXX — AML or CML seq No Description of trouble from AML or CML	
<b>B.</b> 1. XXXXX 2. XXXXX — Rectification/action taken to the A/C trouble	
<b>C.</b> 1. XXXXX Defect Finding/ CMC Fault For A-330/ B747-400 2. XXXXX — Finding trouble	
<b>D.</b> 1. XXXXX 2. XXXXX — Rectification of the finding trouble	
<b>E.</b> 1. XXXXX — Servicing (Engine oil, Hydraulic fluid, etc.) 2. XXXXX	
<b>F.</b> ETA/ATA XXXX/XXXX ETD/ATD XXXX/XXXX—The estimate/actual time of arrival /departure	
<b>G.</b> TOTAL DELAY XXXX MIN ————— Total delay and delay code (IATA/GA-PIP delay code)	
<b>H.</b> HIL ( raised prior to dispatch the A/C)	
<b>I</b> <b>SI</b> : Special Information for ETOPS, Autoland Status, Repeated Discrepancies, etc.	
BRGDS	The name of Originator/Sender

END III-2-6