

# Promises fulfilled

## Without its repair station certificate, BCA couldn't make good on its obligations to customers

By KATHRINE BECK

A special group of skilled Boeing aviation maintenance technicians keeps its bags packed at all times. If a Boeing-built airplane is grounded, for example, because a catering truck at an airport collided with it during servicing, a Boeing Commercial Airplanes Airplane On Ground (AOG) team can head out at short notice to assess the damage, work with the customer to determine the best course of action, and perhaps provide mechanical support and parts.

But the AOG team couldn't operate without a U.S. Federal Aviation Administration repair station certificate. That's because all the work Boeing performs on an airplane that's already been delivered must be performed in compliance with regulations set forth by the FAA and other regulatory bodies around the globe.

When Boeing builds commercial airplanes, it does so under the authority of an FAA production certificate—which ensures that everything is done according to specifications and standards, and the process includes certification of the people who perform the work and quality inspections of the airplane. Once the airplane is built, it receives an FAA airworthiness certificate. It becomes, in Commercial Airplanes parlance, a “ticketed” airplane (see Page 18 of the October 2007 *Boeing Frontiers*).

Any work after an airplane is ticketed must be performed under another license known as a repair station certificate, which carries the official title “Air Agency Certificate.” It's required for every job Boeing performs on a post-ticketed airplane, including AOG repairs, aircraft modification, product overhaul and warranty work.

“The Repair Station is what allows us to support our customers,” said Jim Testin, AOG director of operations. “Without the Repair Station, there'd be no interface, and AOG would cease to exist.”

Boeing personnel operating under the Boeing repair station certificate also provide post-airworthiness certificate support during the delivery phase, after an airplane is ticketed. That's important because Boeing is responsible for an airplane's continued airworthiness after ticketing and before ownership officially changes. During that time, maintenance and other postproduction support is needed as issues arise before the airplane can be turned over to its new owners. However, Boeing mechanics can't touch the airplane and Quality personnel can't inspect it without Repair Station authority.

There's Repair Station activity on just about every commercial airplane that Boeing delivers, as airline customers may require some final touches. One example might be an airplane that goes through predelivery flight tests has some resulting wear on its tires. If the customer's contract calls for brand-new tires on the delivered airplane, they need to be changed. That can't happen without Repair Station authorization to make sure the work is done properly—which provides quality and reliability to the airline and safety for passengers.

## 'Heart and soul' of Repair Stations has a wealth of knowledge

If sorting out government regulations with the U.S. Federal Aviation Administration seems like a challenge, then try doing the same thing with an aviation regulatory agency on the other side of the world.

It's just one of Rose Scoones' responsibilities at Boeing Repair Stations, and nobody does it better. Scoones is administrative manager of the Seattle Repair Station.

“She has the ability to sit back and look at all the aspects,” said Bob Archibald, FAA's principle maintenance inspector for Repair Stations.

**On the Boeing Field flight line in Seattle, Rose Scoones, administrative manager for Boeing's Seattle Repair Station, reviews paperwork as aviation maintenance technician Russ Opthof performs work under Repair Station authority, reinstalling plugs that were removed to inspect the engine on a ticketed 777.**

JIM ANDERSON PHOTO



“The Repair Station organization makes sure everything is done properly and all the paperwork is in order,” said Rose Scoones, administrative manager for the Seattle Repair Station. “It can get pretty complicated, especially when requirements change or multiple regulatory agencies are involved.”

There are Boeing Repair Stations in the Puget Sound region; Long Beach and Palmdale, Calif.; San Antonio; Heath, Ohio; Salt Lake City; and Wichita, Kan. They’re also at Boeing subsidiaries Spectrolab in Van Nuys, Calif.; Boeing Australia, at Amberley and Eagle Farm in Queensland; and Aviall in many locations.

Repair Station management is responsible for coordinating with FAA, determining signing authority, making sure work is done properly and paperwork is complete, and maintaining the repair station certificate.

“It’s vital that Repair Station operations are performed quickly and accurately,” Scoones said. Otherwise, promised delivery dates of new or modified airplanes would be compromised and grounded airplanes would sit idle, resulting in revenue loss for customers—serious business in today’s highly competitive commercial aviation environment. ■

*kathrine.k.beck@boeing.com*



**“She creates this trusting relationship, which is the foundation for all of the relationships she’s built at Boeing, FAA and foreign regulatory agencies.”**

— Carl Lester, 737 field operations superintendent of Boeing Commercial Airplanes, on Rose Scoones, administrative manager for the Seattle Repair Station

Whether it’s one of Scoones’ colleagues outside of Boeing or those who work within the company, all say that her deep knowledge of regulatory issues and her personality help Scoones excel at her job.

“Based on the way she interacts with people, she creates this trusting relationship, which is the foundation for all of the relationships she’s built at Boeing, FAA and foreign regulatory agencies,” said Carl Lester, 737 field operations superintendent of Boeing Commercial Airplanes.

Scoones coordinates audits, keeps up with the latest regulatory issues and maintains Boeing’s air agency certificate, which allows the company to perform aftermarket work on airplanes.

“It’s a never-ending endeavor,” said Scoones. “Everything is just a little different and you just have to sort through the various issues and work to come up with a solution. That’s interesting to me.”

In her 38-year career at Boeing, Scoones worked on some of the company’s most storied airplane programs. She started with the 727 and 737 programs, installing insulation blankets and floor tubing, then transferred to Everett, Wash., to work on the 747-100SP (special performance) and eventually returned to Renton, Wash., to work in final assembly inspection.

Repair Stations is perhaps where Scoones has made her biggest mark, earning the respect of the worldwide aviation industry.

“Rose is the heart and soul behind BCA Puget Sound Repair Station activity,” said Scott Peterson, Scoones’ direct manager and director of regulatory and quality systems oversight for Commercial Airplanes.

—Wilson Chow