

Perform Air International Inc.
Quality System Manual
Policy QSM.29: AOG Policy

Revision	Revision Date	Revision Change
N/I	03/20/2023	New Issue
1	07/05/2024	<i>Revised to remove revision table from page 2.</i>

It is the policy of Perform Air International Inc. to provide Aircraft on the Ground (AOG) service to our airline customers 24 hours per day, 365 days a year.

The request for AOG service from our customers requires all departments work together to ensure an aircraft that has been grounded can get the product it needs and be put back into service as quickly as possible. This will require coordination between departments, and will be viewed as our highest priority throughout the system. It is a requirement that each department involved in an AOG situation accomplish their task as quickly as possible, communicate both internally and extrinsically, and ensure all quality standards are maintained throughout the process.

The Perform Air International Inc. requirements to classify a work order as AOG are as follows:

Airline or aircraft owner

AOG verification through flight aware.

Aircraft Tail Number

Signed AOG acknowledgement form (V. Forms 52.01)

Next Scheduled Flight

Shipping Information

Address

Level

Account Number/Courier

Any other requirements deemed necessary to prevent delays in the process.

Upon verification through Flight Aware, if the tail number has service scheduled the AOG status will be denied.

Perform Air International Inc.
Quality System Manual
Policy QSM.29: AOG Policy

In the event an AOG is acknowledged, verified, and approved by Perform Air International Inc. The unit will be the highest priority for all staff at Perform Air International Inc., and whatever is required to ensure completion will be accomplished as quickly as possible.

It is the requirement for Perform Air International Inc. that management personnel from each required department must be on call over the weekend. This will be updated weekly on the AOG calendar to include phone number for each staff member for each department.

It is the goal of Perform Air International Inc. to ensure our customers' aircraft is returned to service, with a quality product, as quickly as possible.