



TOPS Best Practices (2019)

TOPS Best Practice	Explanation / Discussion	Co.	Auditor
Color coded seat belt pairs	The buckle and tab pairs have been color coded with colored tape to avoid mixing seat belt pairs. Eases loading process.	NS	Bill
Multi Lingual speaking agents	Facilitates briefing and loading of passengers.	NS	Bill
Inclusion of technician training in the maintenance tracking program	Training requirements are entered into the maintenance-tracking program. This provides notification when a particular training requirement is due.	NS	Bill
FAA Diamond Award	100% participation by at least the Bronze level. Shows a continuing effort to enhance maintenance training.	BH	Bill
Using the Flight and Duty Tracker	CP is working directly with developers to modify current program to accurately track flight and duty times and recurrent training and certificate requirements	BH	Bill
Risk Assessment on Management changes	The risks associated with multiple management changes have potential for mishaps and/or oversights. The SRM exercise performed indicated risks to be low if suggested control measures were put in place. Excellent application of SMS process.	BH	Bill
Combination of ERP and Operational Control Manual	This puts all the required information into the hands of the person who is charged with Operational Control. This manual is kept in the dispatch area and is readily available to the dispatchers.	CH	Bill
Record of internal maintenance record audits	This is a practice the DOM follows. He records the date and outcome of his periodic record reviews. He also tracks changes made due to any findings.	CH	Bill
Using the Flight and Duty Tracker	CP is working directly with developers to modify current program to accurately track flight and duty times and recurrent training and certificate requirements	HH	Bill
Risk Assessment on Management changes	The risks associated with multiple management changes have potential for mishaps and/or oversights. The SRM exercise performed indicated risks to be low if suggested control measures were put in place. Excellent application of SMS process.	HH	Bill

Weekly leadership and safety meetings	Company leadership conducts weekly operational and safety meetings	SD	Keith
Mechanic hearing protection with headset radio	Maintenance personnel use hearing protection headgear with communication ability within the maintenance department.	SD	Keith
Orange dot on aircraft seat belts	The passenger seat belts have an orange dot on them to indicate where the belt connects	SD	Keith
Safety Policy letter with posters	Safety Policy letter is combined in a poster format that company has employees sign.	SD	Keith
AED at all bases and heliports	Proactive medical devices	SD	Keith
ASTAR Simulator	The Class 5 simulator at home base is money well spent. With initial and recurrent training, it should save time and resources on the actual aircraft with pilots already being familiar with routes, radio calls and aircraft equipment prior to them actually flying the aircraft on tour.	TH	Dan
Safety Communication	All managers and responsible positions receive emails when safety reports are submitted.	TH	Dan
Parts tracking	Using a system such as Quantum allows tracking and inventory of parts throughout the company.	TH	Dan
3rd Party Training	The company has used 3rd party people for safety and flight training.	TH	Dan
I Saw It – I Said Something I Found It – I Fixed It	Another way of getting safety reports, this is a less formal way of getting safety/general information from the employees.	TH	Dan
Specialty Ladders	The company has invested in ladders designed for the aviation maintenance environment thus reducing the chance of falls. Company is looking into maintenance stands that will reduce the chance of falls as well.	TH	Dan
Ground Crew Panel Checks	After loading passengers, the auditor noticed the ground crew doing physical checks of panels, running their hands over the panels to ensure they are closed.	TH	Dan
Enhanced/Synthetic Vision	The company has invested in Enhanced/Synthetic Vision systems that helps with situational awareness for pilots and will help in low visibility situations. The auditor was shown the system during a simulator event. Excellent addition.	TH	Dan
Oil Surveillance Program	Company uses Jet Care International. This service can tell where any particle in the oil sample is from. They also use international fleet trend analysis for their clients.	TH	Dan
Maintenance Data Sharing	A unique situation, TEMSCO has common ownership with NorthStar Trekking and Coastal Helicopters. They have a shared fleet	TH	Dan

	of aircraft and share safety and maintenance related data.		
Functional Check Pilots	The use of dedicated FCPs is outstanding. This allows a level of aircraft familiarity and knowledge amongst the FCPs and leads to quicker troubleshooting and fixes, thus getting aircraft back to operations sooner.	PH	Dan
Crash Resistant Fuel Cells	The company has replaced all but one of their aircraft fuel cells with crash resistant fuel cells as part of their dedication to safety. This has been done in 13 months at a cost of \$5 million dollars.	PH	Dan
Standardization	The company easily has the most standardization of any company with numerous bases/operations this auditor has seen to date. All bases were very similar with their processes and procedures with only local variations.	PH	Dan
Cleanliness of maintenance spaces	Maintenance spaces were very clean and organized at the two major maintenance facilities.	PH	Dan
Maintenance Training	The company has invested in training classrooms with on-hand parts for their company mechanics and outside mechanics and have a certified IA course. Also have a full time Training Director.	PH	Dan
Flow and Control of Passengers	Excellent passenger flow from check-in to the safety brief and to/from aircraft. Safety is always paramount.	PH	Dan
Company Communication	Company uses "Slack" program to communicate with everybody or selected groups via text. Keeps everybody on same page with information.	PH	Dan
Mishap Kits	The Director of Safety has mishap kits at all the sites and remote landing areas and it is available to company personnel as well as any other company/entity that is having an emergency.	PH	Dan

Table Legend	
Company Codes: NS = NorthStar, BH = Blue Hawaiian, CH = Coastal Helicopters, HH = Hawaii Helicopters, SD = Sundance Helicopters, TH = TEMSCO Helicopters, PH = Papillon Helicopters	
Auditors: Bill Payne , Keith Cianfrani , Dan Cerkan	