

# Million Air Freeman Holdings

STANDARDIZATION VISITS



# Site Visits

## What they are?

- ▶ Assistance Visits
- ▶ Sharing of best practices
- ▶ Provide GM Standardized products as applicable
- ▶ Through review of all areas
- ▶ To help busy GM and staff get up to speed on the myriad of programs
- ▶ Provide the GM comprehensive feedback on all aspects of the FBO



# Site Visits

## What they are not?

- ▶ An HQ inspection
- ▶ Designed to put anyone on report



# FBO Site Assistance Visits

## ▶ Personnel

- ▶ Records, Employment Requirements, Employee Roster
- ▶ Drug and Alcohol, CHRC
- ▶ Hire Date, Pay Rate, Last Review, Talent Plus, Culture Index
- ▶ Everify, Hiring Practices, Job Ads
- ▶ Employee Handbook, Required Federal/State Posters
- ▶ Orientation, Million Air Culture



# FBO Site Assistance Visits

- ▶ Training
  - ▶ Orientation
  - ▶ Training Syllabus/Plan
  - ▶ Training Records
  - ▶ Daily Take Off's
  - ▶ WIND
  - ▶ Marketing
  - ▶ Emergency Action Plan



# FBO Site Assistance Visits

- ▶ Customer Service
  - ▶ CSR Binders
  - ▶ Upselling
  - ▶ Phone Etiquette/Radio Procedures
  - ▶ Uniform Appearance
  - ▶ Condition of Lobby
  - ▶ Catering
  - ▶ Hotels/Rental Cars/Crew Cars/Restaurants
  - ▶ Crew Cars



# FBO Site Assistance Visits

- ▶ Safety
  - ▶ Safety Committee/Safety Red Tags/Incident Reporting Procedures
  - ▶ PPE
  - ▶ HAZMAT/HAZCOM/MSD/Storage
  - ▶ Uniforms/Vests/Whistles/Radios
  - ▶ Towing/Chocking
  - ▶ Cell Phone Usage/Smoking Area
  - ▶ Run/Hide/Fight/Staff Protection
  - ▶ Fire Extinguishers/Training
  - ▶ Workers Comp
  - ▶ First Aid/CPR/AED



# FBO Site Assistance Visits

- ▶ Fuel Quality
  - ▶ Fuel Storage ATA-103
  - ▶ Refueler Checks ATA-103
  - ▶ Aircraft Refueling NATA/ATA-103
  - ▶ Receive Load/Quality Control Checks
  - ▶ Overwing Fueling
  - ▶ Single Point Fueling
  - ▶ FAR 139/NFPA 407/409
  - ▶ SPCC





# FBO Site Assistance Visits

- ▶ Maintenance
  - ▶ GSE Shop
  - ▶ GSE Mechanic
  - ▶ Record Keeping
  - ▶ Outside Maintenance
  - ▶ Parts Ordering/Procedures
  - ▶ Vendors
  - ▶ Technical Publications



# FBO Site Assistance Visits

- ▶ Leases and Contracts
  - ▶ All Scanned to PDF/Inventory with FHG HQ
  - ▶ Clauses, Escalator/Termination
  - ▶ Leases Office/Tie Down/Hangar Templates
  - ▶ Lease Tickler File
  - ▶ FCC Radio Licenses



# FBO Site Assistance Visits

- ▶ Marketing and Sales
  - ▶ Social Media/Website
  - ▶ Professional Photos
  - ▶ Data Mining
  - ▶ Favorites
  - ▶ Clothing/Giveaways/Co-op dollars
  - ▶ Stationary/Business Cards/Thank You Cards
  - ▶ Pricing
  - ▶ Fuel Slips
  - ▶ Contract Fuel Customer Applications



# FBO Site Assistance Visits

- ▶ Transactions/Accounting
  - ▶ Per CFO
  - ▶ Fuel Tickets/Process Improvement
  - ▶ Fuel/Oil Inventories
  - ▶ Cash Box Procedures



# FBO Site Assistance Visits

- ▶ Equipment
  - ▶ Listing Update
  - ▶ Insurance Listing
  - ▶ Material Condition
  - ▶ Safety Equipment
  - ▶ Maintenance/Record Keeping



# FBO Site Assistance Visits

- ▶ Facilities
  - ▶ General Appearance
  - ▶ HVAC
  - ▶ Maintenance
  - ▶ Cleaning Plan
  - ▶ Hangar Stack Plan
  - ▶ Lighting
  - ▶ Signage
  - ▶ Security Alarms
  - ▶ Cameras



# FBO Site Assistance Visits

- ▶ Standards
  - ▶ FHG PnP
  - ▶ Million Air Interlink COM
  - ▶ ATA-103/NFPA/NATA
  - ▶ Safety
  - ▶ Human Resources



# FBO Site Assistance Visits

- ▶ Staff Training
  - ▶ Orientation/Trainers
  - ▶ Credo Cards
  - ▶ Locations in the network
  - ▶ SPCC training actual drill
  - ▶ Emergency Action Plan Drill
  - ▶ Talent Plus/Culture Index





# FBO Site Assistance Visits

- ▶ Leave Behinds
  - ▶ PnP/Employee Handbook
  - ▶ Front Desk/LST Binder
  - ▶ Orientation PPT
  - ▶ Hiring Packets
  - ▶ Mandatory Postings
  - ▶ Emergency Action Plan
  - ▶ Training Syllabus all Positions
  - ▶ SRT Read Board
  - ▶ Functioning Safety Committee
  - ▶ Job Ads
  - ▶ Current Version of COM



# FBO Site Assistance Visits

