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Interview by Anthony Lam 林嘉伟

Briefly, in stages, how does the completions management process work?

AP Completion Services carries out many steps before the completion process even begins, including meeting potential clients – either in person or with today's technology such as FaceTime and Skype – and getting to know their needs, likes, and dislikes. It is very important to discuss and explain the OEM completion process to our clients, because for many of them it is their first aircraft purchase. For example, a new aircraft purchase will go through many completion stages, including:

- Build of the "Green Aircraft" (a flyable aircraft not yet fitted with avionics or furnishings)
- Infrastructure Phase (installation of wiring, insulation, floorboards, etc.)
- Interior Installation (cabin pre-fit, final installations, and all soft materials)
- Painting
- Certification (reinstating the aircraft Certificate of Airworthiness, prior to flight test)
- Flight Test (The OEM will carry out their internal flight test, and once the aircraft is ready for client presentation, AP carries out a detailed and thorough flight test inspection called

a "Cold Soak" flight. Depending on the aircraft model, the length of the flight may vary. For example a Global 5000/6000 can be 8-10 hours, a Challenger 605 5-6 hours, a Challenger 300 4 hours, a G550 8-10 hours, a Falcon 7X 8-10 hours, etc.)

AP Completion Services is present to oversee the completion process on a daily basis, or as deemed necessary during all of these stages as we carry out progressive inspections to ensure our client a safe and high-quality aircraft. Once these stages have been successfully achieved, the OEM will prepare the aircraft (final details, grooming etc.) for presentation to the client and customer representative. As part of our continuous process we will inspect the complete aircraft from the interior (ensure it is to completion spec and fit, form and function) to paint and all mechanical aspects to ensure the aircraft is operating properly and within operating limits. Once the aircraft is to our satisfaction on all levels, this is usually the trigger for our client to proceed with the final closing of the transaction.

What services do you provide that differentiate you from competitors?

AP Completion Services offers turnkey solutions for our clients, including contract negotiations and review of purchase

简单来说, 竣工管理程序的每一阶段是如何运作的呢?

在竣工管理开始之前, AP Completion Services 就进行了许多步骤, 包括会见潜在客户 (亲自会面或者利用诸如Facetime和Skype等现代科技) 来了解他们的需求以及个人偏好。由于许多客户是第一次购买飞机, 因此与客户讨论并解释OEM (原始设备制造商) 竣工程序就尤为重要。举例来说, 购买一架新飞机需要经过多重竣工步骤, 包括:

- "绿色飞机" 的构架 (一架未安装航空电子设备和陈设的可飞行飞机)
- 基础设施阶段 (安装配线、绝缘层、地板以及其它)
- 内部设施 (装配前的客舱、最终设备以及所有的软件)
- 喷漆
- 认证 (在飞行测试前, 恢复飞机的适航许可)
- 飞行测试 (OEM会进行内部飞行测试, 一旦准备好将飞机呈交客户, 便会进行名为 "冷浸" 飞行的飞行测试检查。根据飞机机型的不同, 飞行时长可能会有所不同。举例来说, 一架环球5000/6000为8-10小时, 挑战者605为5-6小时, 挑战者300为4小时, G550为8-10小时而一架猎鹰7X为8-10小时。)

在执行渐进式检查的各个阶段, AP Completion Services每天会监督进程, 以确保客户拥有一架安全且高品质的飞机。一旦圆满完成这些阶段, OEM会将飞机呈交客户和客户委托的竣工代理人。随后我们将继续对飞





agreements; assistance with design and engineering considerations; green aircraft inspection; completion management from induction to delivery; entry-into-service support; support during warranty visits, in-service follow-up; pre-purchase inspections and appraisals for pre-owned aircraft; and interior refurbishments, modifications and overhauls. This allows us to live our passion for aviation. Our staff is comprised of highly experienced program managers & aircraft maintenance engineers whom are licensed on various aircraft types such as the Global, Challenger 605, CRJ 100-200, Dassault Falcon 7X, Boeing 737 600-700-800 (BBJ), Boeing 767, and Bell Helicopters.

Using our many years of completion management experience, AP Completion Services has created an extremely useful mobile device app that truly connects aircraft owners with the intricate details of their new aircraft completion or refurbishment. Enabling “round the clock” access to updated information on the progression of the aircraft development, the app provides peace of mind during

the complete life cycle of the project. With instant access to aircraft status reports (weekly or bi-weekly), identified discrepancy reports, a time line showing every stage of the build to date, a complete image library and a schedule to show how long is left on the project, the app is designed so everyone with a stake in the finished aircraft can keep up to speed with all the on-going progress.

Whether it's the owner, the chief pilot, the director of maintenance, or the director of aviation, if there is something they wish to check relating to the aircraft, all they need do is connect to the app on their iPad via the fully customizable secure login, and it is all there at the tip of their fingers. Another useful tool the app provides is direct communication with AP Completion Services via a built-in e-mail system. At AP Completion Services, our clients are the biggest deal of all!

What are the challenges for you as the customer's completion representative?

First-time aircraft buyers are not

机进行全方位的检查, 以确保飞机可以正常运行, 并在规定的运行限制内。一旦飞机在各个层次均达到了要求, 客户便可以安心地完成交易。

您认为是何种服务让AP Completion Services脱颖而出呢?

AP Completion Services可为客户提供整体的解决方案: 从合同谈判和购买协议的审查、设计和工程注意事项的协助, 到“绿色飞机”检查; 从引入至交付的装饰管理、投入使用的支持、保修期内上门拜访, 在役追踪服务, 到购买前检查和二手飞机评估、内饰翻新、改装和大修。我们一直保持对航空航天的热情。我们的员工由经验丰富的项目经理和飞机维修工程师组成。他们均拥有如环球, 挑战者605, CRJ 100-200, 达索猎鹰7X, 波音737 600-700-800 (BBJ), 波音767和贝尔直升机等不同机型的认证。

根据多年的竣工管理经验, AP Completion Services开发了一款非常有用的移动设备应用程序, 可使飞机所有者更全面地了解有关新飞机装饰或翻新的复杂细节。您可以全天24小时获取飞机进展的最新信息。通过飞机状态报告(每周或每两周更新)和已识别差异报告, 您可即时获取显示每一个制造步骤的时间轴、完整的图象库和完成该项目所需剩余时间的时间表。该应用程序的设计细致入微, 让每一位飞机股东都可以时刻掌握进程。

always aware of how detailed the completion process can be, sometimes leading to challenging situations. Through continuous communication, professionalism, transparency, experience and know-how, AP Completion Services provides guidance to customers so they can make educated choices.

What key expertise and work ethic should a customer look for in a completion representative?

I believe a client should consider how extensive and comprehensive a representative's pedigree is and check his or her technical expertise. Besides the technical aspect, attention to detail, strong communication skills, honesty and transparency are key factors.

What is the one best advice you could give to a buyer/owner looking for a completion representative?

Aside from my comment in the point above, the client should feel comfortable and know they can trust their representative, as well as have the peace of mind knowing that their aircraft project is in good hands. ✈

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无论是飞机所有者、总飞行师、维修总监, 还是民航处长, 若想核实与飞机有关的事情, 只需使用iPad连接到该应用程序, 通过定制化的安全登入, 所有需要的欣喜便触手可及。该应用程序提供的另一个实用工具是可以透过内置的电邮系统与AP Completion Services进行直接联系沟通。在AP Completion Services, 一切的服务都以客户为中心!

作为客户的竣工委托代理人, 您所面临的挑战是什么呢?

并不是所有初次购买飞机的买家都了解竣工检验过程的复杂性和挑战性。通过与客户之间的不断沟通, 我相信客户可以感受到我们的专业性、透明度, 以及丰富的经验和专业技能。

AP Completion Services为客户提供的专业服务, 定能助客户做出明智的选择。

选择委托代理人时, 客户应注重的关键技能和职业道德是什么呢?

我认为客户应当考虑代理人的专业背景和专业技能。除技术方面外, 对于细节的专注、良好的沟通能力、诚实和透明度也都非常重要。

对于该如何寻找委托代理人, 您给飞机买家和拥有者的一条最佳建议是什么呢?

除了之前谈到的要点外, 代理人应该是值得客户完全信任, 并能带给客户舒适感的。只有在确保飞机项目进展顺利的情况下, 客户才可以完全无忧。✈