



27th July 2026

MAINTENANCE TASKS OVERRUN

1 Purpose

- 1.1 This Safety Information is issued to remind all Continuing Airworthiness Management Organisation (CAMO) on the importance of ensuring that all maintenance tasks are planned, monitored and accomplished within the intervals specified in the Approved Maintenance Programme (AMP) and to highlight recent occurrences of maintenance tasks overruns identified by CAAM.

2 Background

- 2.1 The continuing airworthiness of the aircraft and the operational efficiency of its maintenance programme depend on the effective implementation of the AMP. To optimise costs and minimise management errors, most organisations utilise computerised maintenance tracking and scheduling systems that require human interaction, primarily through manual data entry.
- 2.2 Human factors remain a critical element in managing maintenance tasks. Computerised systems rely on manual data entry; consequently, any human error during this process compromises the data integrity. Such inaccuracies directly lead to flawed monitoring, erroneous planning, or scheduling errors.
- 2.3 Analysis of Mandatory Occurrence Reports (MOR) received by the Civil Aviation Authority of Malaysia (CAAM) highlights a recurring safety concern related to maintenance task overruns, including overdue airworthiness directives (AD). Specifically, from January 2025 until May 2026, a total of 10 such cases were reported. Safety investigations identified human error as the primary contributing factor, with the majority of occurrences attributed to inaccuracies during manual data entry into the tracking systems.
- 2.4 Where a maintenance task exceeds the interval specified in the AMP, the aircraft no longer complies with its approved continuing airworthiness requirements. Consequently, the aircraft's Certificate of Airworthiness (CofA) is rendered invalid in accordance with Regulation 27(1)(b) of the Civil Aviation Regulations 2016. Operation of an aircraft with an invalid CofA constitutes a breach of the applicable regulatory requirements and may compromise the safety of the aircraft and its occupants.



3 Recommended Actions

- 3.1 To mitigate the occurrence of maintenance tasks overrun and to ensure the continuing airworthiness of the aircraft, CAAM urges all CAMO to implement the following preventive measures:
- a) **Human Factor Training:** Review the effectiveness of the existing Human Factor training programmes and enhance the training content to address human performance limitations and the criticality of accurate data entry in the management of maintenance tasks. Training should commensurate with the responsibilities of personnel involved in task monitoring, scheduling and data management.
 - b) **Personnel Competency:** Ensure that only trained and competent personnel are responsible for updating, monitoring and executing maintenance tasks within the planning function. This is to preclude erroneous task entries and to prevent maintenance task overruns.
 - c) **Procedural Review:** Review existing processes and procedures for managing and tracking maintenance tasks to ensure that they are effectively implemented and sufficiently robust to prevent data entry errors. Procedures shall include clear verification steps and cross-checks to validate task interval entries prior to scheduling. The procedure shall incorporate ongoing monitoring to ensure long-term data integrity and error prevention.
 - d) **Quality Assurance and Internal Auditing:** Strengthen the quality assurance function of the organisation by conducting periodic audits of the maintenance task scheduling process. Such audits shall verify that task schedules generated by the tracking system remain fully aligned with the requirements specified in the AMP, and that any discrepancies are identified and rectified in a timely manner.

4 Conclusion

- 4.1 The above recommendations are consistent with the provisions contained in:
- a) Civil Aviation Directive (CAD) 6801 – Continuing Airworthiness of Aircraft (CAAM Part M); and
 - b) Civil Aviation Directive (CAD) 6802 – Continuing Airworthiness Management Organisation Approval (CAAM Part M Subpart G).



CIVIL AVIATION AUTHORITY OF MALAYSIA SAFETY INFORMATION 04/2026

- 4.3 CAAM views the issue of maintenance tasks overrun seriously and will continue to work closely with the CAMO to monitor compliance and to promote a proactive safety culture within the industry.
- 4.4 CAMO is strongly encouraged to review their internal processes and procedures, strengthen human performance defences and report any vulnerabilities identified through established safety reporting channels.



DATO' CAPTAIN NORAZMAN BIN MAHMUD

Chief Executive Officer
for Civil Aviation Authority of Malaysia
27 July 2026