



**DEPARTMENT OF MARKETING & LOGISTICS  
COURSE SYLLABUS  
BLB 225, 1400-1520**

**TERM:** Fall 2017

**COURSE TITLE:** LGAV 3110.001, Aviation Maintenance Programs

**COURSE DESCRIPTION FROM CATALOG:** Basics of aviation maintenance management. Familiarization with functions and responsibilities of aviation maintenance managers. Topics include managing maintenance; complying with regulatory, legal and technical requirements of aviation maintenance; and defining safety concepts of the aviation maintenance industry. Emphasis on the identification of optimum applications used in aviation maintenance.

**INSTRUCTOR:** Steve Joiner  
BLB, Rm 338E  
940.565.3085 (office)  
E-mail: [steve.joiner@unt.edu](mailto:steve.joiner@unt.edu)

**OFFICE HOURS:** Tuesday: 11 am to 12 noon  
Thursday: 11 am to 12 noon  
Other times by appointment.

**REQUIRED TEXT:** Kinnison, Harry: "*Aviation Maintenance Management*"  
"Publisher: McGraw-Hill Professional; Second edition  
ISBN: 978-0-07-180502-5. Current FAR/AIM.

Course materials including PowerPoint slides, assignments, and outside readings will be made available on Blackboard Learn (<http://BlackboardLearn.unt.edu>). Some materials will be available in Adobe Acrobat Reader (\*.pdf) format. You can obtain Adobe Acrobat Reader via the Internet at [www.adobe.com](http://www.adobe.com).

**TA INFORMATION:** If re-directed to my TA for any grade changes, questions posed etc., you may contact Ashleigh Allison via email: [ashleighallison2@my.unt.edu](mailto:ashleighallison2@my.unt.edu)

**COURSE MATERIALS** *Blackboard Learn.* Course materials, assignments, and any outside readings will be available within Blackboard Learn. Students can access Blackboard Learn using the Internet at the website <https://ecampus.unt.edu>. The site is password protected

and can be accessed using your EUID. You can learn more about Blackboard Learn by reviewing the on-line student manuals.

*Outside readings:* Outside readings may be required for several class sessions. In the event there are any outside readings, they will be posted by chapter in Blackboard Learn and can be downloaded.

*Internet Software:* You will need Internet access and a web browser such as Firefox or Microsoft Internet Explorer. Course materials and assignments will be distributed via Blackboard Learn. You will be responsible for accessing Blackboard Learn to obtain all course materials and to post completed assignments when so required. Adobe Acrobat Reader will be required to read the majority of these materials. Acrobat Reader is available free from the Adobe web site: [www.adobe.com](http://www.adobe.com). Many of the printed materials required for this course will be stored in PDF. This format is common for materials published throughout the web and for full-text articles obtained on-line from the UNT library. Materials written in PDF can be viewed and printed only using the Adobe Acrobat Reader. Once the Reader is installed on your system, when you click on one of the items in PDF format, your web browser should automatically load the Adobe software within the browser, and show you what the document looks like. You can then print the document by clicking on the printer icon on the Adobe Acrobat Reader's window.

*Class PowerPoint Presentations:* Copies of the PowerPoint slides used in-class can be downloaded from Blackboard Learn. The PowerPoint files will be saved as PDF (three slides per page) for note-taking and in the regular format. I would encourage you to download and print copies of the slides in advance of reading the book chapter.

*Class Objectives:* The daily objectives for each class session are posted by chapter in Blackboard Learn.

**COURSE  
OBJECTIVE:**

To provide an understanding of the regulatory, legal and technical requirements of maintenance in the aviation industry. Students will learn about the different aspects of the aviation maintenance industry. Particular emphasis will be placed on defining the various safety concepts and optimum applications used in aviation maintenance.

**COURSE  
FORMAT:**

The course will be conducted in a blended format, combination of in-class and distance. The lectures **supplement** the course text. As a result, you must attend the lectures **and** read the assigned material in the course text as well as the PowerPoint presentations for each chapter.

This course will not be about Aircraft maintenance but rather will be somewhat unique. It will be about all these topics-maintenance, engineering, management. We will be looking at the “big picture”. We will be looking at maintenance, engineering and management as an integrated whole. We will examine how all these disciplines combine and coordinate to accomplish the goals and objectives of aviation maintenance.

The class will adhere as closely as possible to the schedule posted in the syllabus. You must progress with the schedule shown in this syllabus.

Before you begin any chapter, you should first refer to the chapter objectives posted in Blackboard Learn. You will find information on how to prepare for the chapter, the reading and viewing assignments, any required or recommended outside readings or videos, key learning objectives, and discussion questions, if any.

In several instances, the material in the book may already be outdated. If the material in the PowerPoint slides contradicts or contains different information from the book, you need to use the information which is contained in the given PowerPoint slides.

Any questions regarding the course should be posted in the discussion area. I will create a discussion area for each chapter and assignment. Post your questions in this area, and I will respond. This approach will ensure all students benefit from your question and my response.

**GRADING:**

You should not view the graded elements, or assessments, as separate from learning course content. These assessments are an integral part of learning about aviation maintenance. Each graded element provides an opportunity for you to interact with the different problems frequently encountered by aviation professionals and to receive immediate feedback on how you have performed. The purpose of these assessments is to further your understanding of aviation.

The graded elements within the course include two examinations, a paper abstract, resume submission and quizzes. In addition, you are required to attend two presentations in the executive lecturer series or at professional meetings where a speaker is present. The weights assigned to each element are shown in the following table:

Graded Element	Percentage
Exam 1	25%
Exam 2	25%
Quizzes	20%
Team Project	15%
Resume Submission	10%
Professional Development (2)	5%
Total	100%

Your course grade will be determined based on the following evaluation instruments:

1. *Exams.* Two exams will be given. The exams will consist of questions drawn from the readings, lectures, speakers, presentations, and assignments. **You are responsible for the material even if it is not emphasized or covered during the lectures.** Past experience strongly suggests you will learn much more (and thus perform better) in the class if you have completed the reading assignment before viewing the assignment and taking the quizzes and examinations. The book chapters cover much of the material addressed in this course; however, I will cover material in addition to the text in the in-class lectures and PowerPoint slides. It is strongly recommended that you take thorough notes. Exams will focus on the chapters and modules contained in the class schedule; however, due to the nature of the course and subject matter, all exams contain some comprehensive elements. There will be no make-up exams except in extraordinary situations that require approval before the scheduled exam. **The exams are not cumulative; however, you must be familiar with basic concepts covered earlier in the class throughout the semester.**
2. *Quizzes.* A quiz will be administered online 0800 the Friday of the end of the week the chapter or subject is presented. You will be informed about the manner of the quiz in the class that week.

Quizzes will consist of five to ten questions covering the material assigned for the class period. Failure to prepare for the quizzes may seriously affect your grade. **The quizzes are representative of the multiple choice questions that you can expect to see on the examinations. On-line quizzes given will be available beginning 0800 on the Friday of the week in which it was covered and will close by 1350 the following Tuesday. As a general rule, on line quizzes cannot be made up.**

3. *Resumes.* **Resumes will be submitted by 1700, Friday, 08 Sep 2017.** Resumes should be submitted as an attachment (see Attachment 1 of this syllabus for instructions). You must include the resume release form with your resume. The file name for the resume must follow the directions shown in attachment 1, otherwise points will be deducted. You will receive a 100 percent if you complete the resume and release form assignment. Please do so whether or not you want your resume released to get a grade.
4. *Team Project:* There will be a team project assigned to evaluate systems employed by Southwest Airlines.  
*Guidelines:* Class will be divided into teams. Detailed instructions will be provided prior to the event.
5. *Class participation.* Participation will be based on preparation for class, frequency of participation, quality of participation, organization, and conciseness. Participation consists of individual in-class discussion of daily course content, outside readings, and in-class quizzes. Make sure that you are making your presence known through positive class contributions. Behavior detrimental to class discussion and progress (e.g., talking, making noise, sleeping, newspaper reading, etc.) will be considered in this component. It is of particular importance that you show respect for visitors (guest lecturers) to the class.
6. *Professional development.* It is understood that the best form of enrichment in learning about a practical discipline is to participate in activities categorized as “Professional Development” (PD). PD includes activities of service or learning with members of the profession. Suitable activities include attending meetings of professional organizations, attending presentations by industry leaders, working on practical projects within the scope of the discipline, and participating in other industry/profession focused learning events.

There are two (2) categories of PD – Primary and Supplemental. Primary PD consists of attendance at one of the scheduled College of Business Distinguished Speaker, Center for Logistics Education and research Speaker Series events, Onboarding speaker series or attendance at one of the DFW professional association meetings. These are the only activities that pre-qualify for Primary PD credit. Each student is expected to participate in at least two (2) Primary category events during the semester (each event earns 2.5 points for a total of 5 points).

The Supplemental category of PD is somewhat broader and includes many activities related to student organizations in the college. This includes attendance at AAAE, Alphas Eta Rho, LogSA or ISM meetings when an industry speaker is present, tours of industry operations organized by one of the organizations, and any leadership positions held in one of the student organizations. If there are other activities you believe may qualify for consideration, please seek approval from the instructor **AHEAD OF TIME**. Many of the opportunities are space limited, so plan early. Students can earn up to 1 point each for a limit of 3 supplemental events.

This semester the Logistics Executive Lecture Series is scheduled on six (6) and Onboarding Program are scheduled on four (4) Fridays each from 1200 to 1300. To receive the full 2.5 points for Primary PD, you must: A) RSVP in advance by midnight the day prior; B) sign the attendance sheet when you attend. If you are unable to attend and have RSVP'd, you must e-mail me prior to the event or lose 1 point from your PD credits. The link to RSVP is:

<http://www.cob.unt.edu/logisticscenter/students/lectureseries/speakers.php>  
<http://www.cob.unt.edu/logisticscenter/students/onboarding/onboarding.php>

**ASSIGNMENTS AND DUE DATES:** You are expected to approach each assignment with the professionalism required in the “real” world .Each assignment must be received by 1700 on the day due. A 50% penalty will be assessed for submissions within 24 hours after the assignment is due (one day late). Correct spelling, grammar, and punctuation are expected and will be considered in the grading of all assignments. The overall appearance and professionalism of the submission will also be considered in the grade. All submissions will be typed (25% penalty if not).

**GRADING SCALE:**

The grading scale is guaranteed. You will receive no less than the grade listed within the appropriate interval. I reserve the right to adjust the grading scale in favor of the class if warranted.

Numeric grades are not rounded up to the next high letter grade. I frequently curve the grades for many of the assessments in the course. Rounding would result in an additional curve for a limited number of students near grade “breaks.”

Grade	Numeric Range	Grade Points
A	90 to 100	4.0
B	80 to 90	3.0
C	70 to 80	2.0
D	60 to 70	1.0
F	Below 60	0.0

**LIBRARY ASSIGNMENTS:**

Students can use the library to research materials for their classes. Students will need to access the UNT library’s electronic resources to obtain full-text access, [www.library.unt.edu](http://www.library.unt.edu).

**COMPUTER APPLICATIONS:**

The Internet provides considerable resources for obtaining additional information regarding the subjects covered in the class. Course materials will be accessed via the Internet using Blackboard Learn. Students are encouraged to use the Internet.

**ACADEMIC INTEGRITY**

Cheating, plagiarism, or other inappropriate assistance on examinations will be treated with **zero tolerance** and will result in a grade of “F” for the course. Any work on the assignments is to be treated identically to examination: the work must be entirely yours with ABSOLUTELY NO outside help or assistance. When working on the assignments, you must not discuss your work with anyone (other faculty or other students) unless specifically approved by the instructor.

You must footnote any outside sources used when preparing your assignments. Copying or using material from assignments previously submitted by other students (at UNT or other learning institutions) or downloaded from the Internet is plagiarism. If you quote material, you must cite your sources. Large scale “cutting and pasting” from other sources, even if properly footnoted does not meet the criterion of submitting your own work and will result in a failing grade for the course if resorted to in your assignments.



The examination instructions are very clear regarding what materials may be used on the exam. If you use any materials other than those permitted on the exam, talk with other individuals during the exam, exchange information about an exam with an individual that has not taken the exam, or copy or use material from another individual's exam, you will receive a failing grade for the course.

According to University policy, if you become aware of any misconduct related to academic integrity, you should inform me or another proper authority such as the department chair or associate dean.

**AMERICANS  
WITH  
DISABILITIES  
ACT**

The College of Business complies with the Americans With Disabilities Act in making reasonable accommodations for qualified students with a disability. If you have an established disability as defined in the Act and would like to request accommodation, please see me as soon as possible. I can be contacted at the location and phone number shown in this syllabus. Please note: University policy requires that students notify their instructor within the first week of class that an accommodation will be needed. Please do not hesitate to contact me now or in the future if you have any questions or if I can be of assistance.

**GRADE  
APPEALS,  
WITHDRAWALS,  
&  
INCOMPLETES**

Please refer to the UNT Undergraduate Catalog for policies governing these actions. If you have any questions, please contact me for clarification.

**EXAM AND  
ASSIGNMENT  
GRADE  
APPEALS**

If you disagree with how any assignment, quiz or examination was graded, you must submit a written appeal by email before the end of the following week. The email must clearly state the rationale for the appeal and provide evidence to support your position. For example, you may cite text references, PowerPoint slides, or outside readings to support your position—these must be clearly referenced by title and page number. The rationale should be objective in nature and should not include subjective opinions. Appeals that do not provide supporting rationale and specific reference(s) to course materials will be returned without consideration.



**COURSE  
DISCLAIMER:**

The schedule, policies, and assignments, contained in this course syllabus, are subject to change however all changes will be announced prior to taking effect with a posted change to the syllabus being placed in Blackboard Learn.

**OTHER:**

All cellular or digital phones and pagers are to be turned off during class. Failure to comply with this request will result in a letter grade deduction if repeated.

**PROPOSED CLASS SCHEDULE & READINGS ASSIGNMENTS**  
**LGAV 3110, Aviation Maintenance**

*1400 to 1520 PM, Tuesday and Thursday, (Section 001): BLB 225*

Date	Topic Covered
<b>Week 1</b> 29 Aug	Course introduction and Chapter 1: Why do we have maintenance
31 Sep	Chapter 1: Why do we have maintenance (continued) <b><i>Resumes due by 1700, 08 Sep (see Attachment 1 for instructions)</i></b>
<b>Week 2</b> 05 Sep	Chapter 2: Developing Maintenance Programs
07 Sep	Chapter 3: Definitions, Goals, Objectives
<b>Week 3</b> 12 Sep	Chapter 4: Aviation Industry Certification requirements
14 Sep	Chapter 5: Documentation for Maintenance
<b>Week 4</b> 19 Sep	Chapter 6: Requirements for a Maintenance Program
21 Sep	Chapter 7: Maintenance and Engineering Organization
<b>Week 5</b> 26 Sep	Chapter 7: Maintenance and Engineering Organization (continued)
28 Sep	Barry Lott, SWA Reliability, Maintainability and Availability
<b>Week 6</b> 03 Oct	<b><i>Team Assignments</i></b> Appendix D
05 Oct	Human Factors in Maintenance Continental Express Crash
<b>Week 7</b> 10 Oct	<b>Midterm Review</b>
12 Oct	<b><i>Midterm Exam</i></b>
<b>Week 8</b> 17 Oct	<b>Harley Moulder, SWA to review MX scheduling project</b>
19 Oct	Chapter 8: Engineering

Date	Topic Covered
<b>Week 9</b> 24 Oct	Chapter 9: Production Planning and Control
26 Oct	Chapter 10: Technical Publications
<b>Week 10</b> 31 Oct	Chapter 11: Technical Training
02 Nov	Chapter 12: Aircraft Maintenance Management
<b>Week 11</b> 07 Nov	Chapter 13: Line Maintenance (on aircraft)
9 Nov	Chapter 14: Hangar Maintenance (on aircraft)
<b>Week 12</b> 14 Nov	<i>Team Presentations</i>
16 Nov	<i>Team Presentations (cont)</i>
<b>Week 13</b> 21 Nov	<i>Team Presentations (cont)</i>
<b>23 Nov</b>	<i>Thanksgiving Break</i>
<b>Week 14</b> 28 Nov	Chapter 15: Materiel Support
30 Nov	Chapter 16: Quality Assurance Chapter 17: Quality Control
<b>Week 15</b> 05 Dec	Chapter 18 Reliability Chapter 19: MX Safety
07 Dec	<i>Final Exam Review</i>
<b>Week 16</b> 14 Dec	<i>Final Exam (1330-1530)</i>

## Attachment 1 Resume Assignment

So, you attend a professional meeting tonight and chat with a vice president with an aviation related company. “Looking for an exceptional UNT graduate highly capable to do great things for your company?” you ask. She replies, “Send me your resume by Noon tomorrow.”

Now is the time to get your resume in shape. Complete the attached resume cover sheet and post in the Assignments area within Blackboard Learn no later than 1700 on September 8<sup>th</sup>. To avoid a reduction in participation points name your resume file using your last name and the term and year of your graduation. For example:

**Lastname\_GraduationTerm\_GraduationYear.doc**  
**Example: Doe\_Spring\_2018.doc**

Failure to properly name your file will result in a penalty toward participation points. Late submissions will receive a three point reduction in their final grade. The aviation and logistics faculty will use this resume to send to companies that contact us throughout the semester so make sure it is your very best, no excuses. You have the right to request your resume **not** be distributed to potential employees.

**YOU MUST COMPLETE THE RESUME RELEASE FORM AND TURN-IN A SIGNED COPY as a scanned pdf or Word document (cut and paste off of Black Board) and post with your resume by September 8<sup>th</sup>. It is also accessible in the assignments tab in Blackboard Learn and can be printed out from there.**