

Managed Service

Safety Management – Regulatory Management



Design, Build and Provision of Outsourced Aircraft Registry Management Service



Isle of Man Government

The Isle of Man launched an international Aircraft Register in 2007 for private and corporate jets and high quality twin turbine-engine helicopters - the first dedicated corporate aircraft register service in a European time zone. The Isle of Man Government sought a service that would support the Aircraft Registry to execute policy regulations and recommend the issue and renewal of certificates of airworthiness.

Client Profile

The Isle of Man Aircraft Registry was established to provide a customer focused service for the registration of high quality private and corporate jets and high quality twin turbine-engine helicopters. As the only dedicated corporate aircraft register in Europe, the Registry offers high international standards and a competitive scheme of charges.

The Challenge

The law prohibits an aircraft from flying unless a certificate of airworthiness issued or rendered valid under the law of the country in which the aircraft is registered or the State of the operator, is in force in respect of the aircraft.

The Department can only issue a certificate of airworthiness in respect of an aircraft registered in the Isle of Man if it is satisfied that the aircraft is fit to fly having regard to the design, construction, workmanship and materials of the aircraft and of any equipment carried in the aircraft which it considers necessary for the airworthiness of the aircraft.

The Isle of Man Department of Economic Development required:-

- The delivery of a customer focussed service that operated as a supportive regulator
- Technical leadership, expertise and proactive support to setup an international aircraft registry
- Access to mobile, flexible, skilled and qualified resources that could be operated under a professional service-based philosophy to conduct recommendations for certificates of airworthiness issue or renewal on its behalf, anywhere in the world.

The Solution

Under a professional service level agreement framework, Baines Simmons designed, built and delivered an outsourced managed service.

- The service held authoritative skills, processes and knowledge to recommend Airworthiness Certification for the registration of high quality private jets, corporate jets and turbine engine helicopters. T
- The service was built to operate globally and flexibly. Baines Simmons immediately understood the regulatory environment and requirements for best practice and compliance and was able to rapidly provide customer facing systems and processes to manage the aircraft registration activities.
- We were able to appoint, accredit and manage highly skilled and operationally flexible surveyors and schedule them to aircraft locations all around the world.

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“Baines Simmons has played a significant part in the success of the new Isle of Man Aircraft Registry – we have been highly impressed with their managed service support.

Hartley Elder
Director of Civil Aviation

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- We set up systems to manage documentations, procedures and client communications with aircraft owners and supporting airworthiness representatives around the world.

The Outcome

The Registry has been a resounding success;

- In just over 4 years from launch 400 aircraft were attracted to register
- It is the eighth largest business jet register in the world (according to Flightglobal)
- Its success has been acknowledgedly built up on a reputation for good customer service, by being both proactive and responsive to its clients.

Client Testimonial

“Working with the Baines Simmons team over the last four years has enabled us to fulfil and maintain our vision of being the best international offshore aircraft register in the world”.

“Baines Simmons has played a significant part in the success of the new Isle of Man Aircraft Registry – we have been highly impressed with their managed service support.

They rapidly mobilised to our challenge and introduced extensive experience of international regulations to the project. This has provided the Registry with professional airworthiness policies and procedures which have enabled us to establish safe and efficient airworthiness oversight of our registered aircraft.

Their Airworthiness Surveyors have a pragmatic approach to solving problems, strong technical knowledge, high standards and deliver surveys that are always conducted in a friendly business-like manner, which is greatly appreciated by our corporate customers.

The impressive accomplishment of the registry is largely due to the shared values of the Isle of Man Government and Baines Simmons towards customer service balanced with the highest standards of independent regulatory oversight.”

Hartley Elder Director of Civil Aviation

Summary of Baines Simmons services utilised

Managed Service support:

- Technical and Regulatory Expertise
- Customer facing Service Provision
- Resource Management and Quality Control