



Bridging the Gap: PSA Airlines' Revolutionary **Blueprint for A&P Training Excellence**

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Introduction



Personal Background

Worked at PSA as their AD of Maintenance Training for the past 5 years. I have an AS in Aeronautics, BS in Adult Education and MEd in Training & Development, and worked in various L&D Roles for the following companies over the past 20 years:

- Swift Air
- Honda Aircraft Company
- Kawasaki Motors Manufacturing
- Piedmont Airlines



PSA Airlines

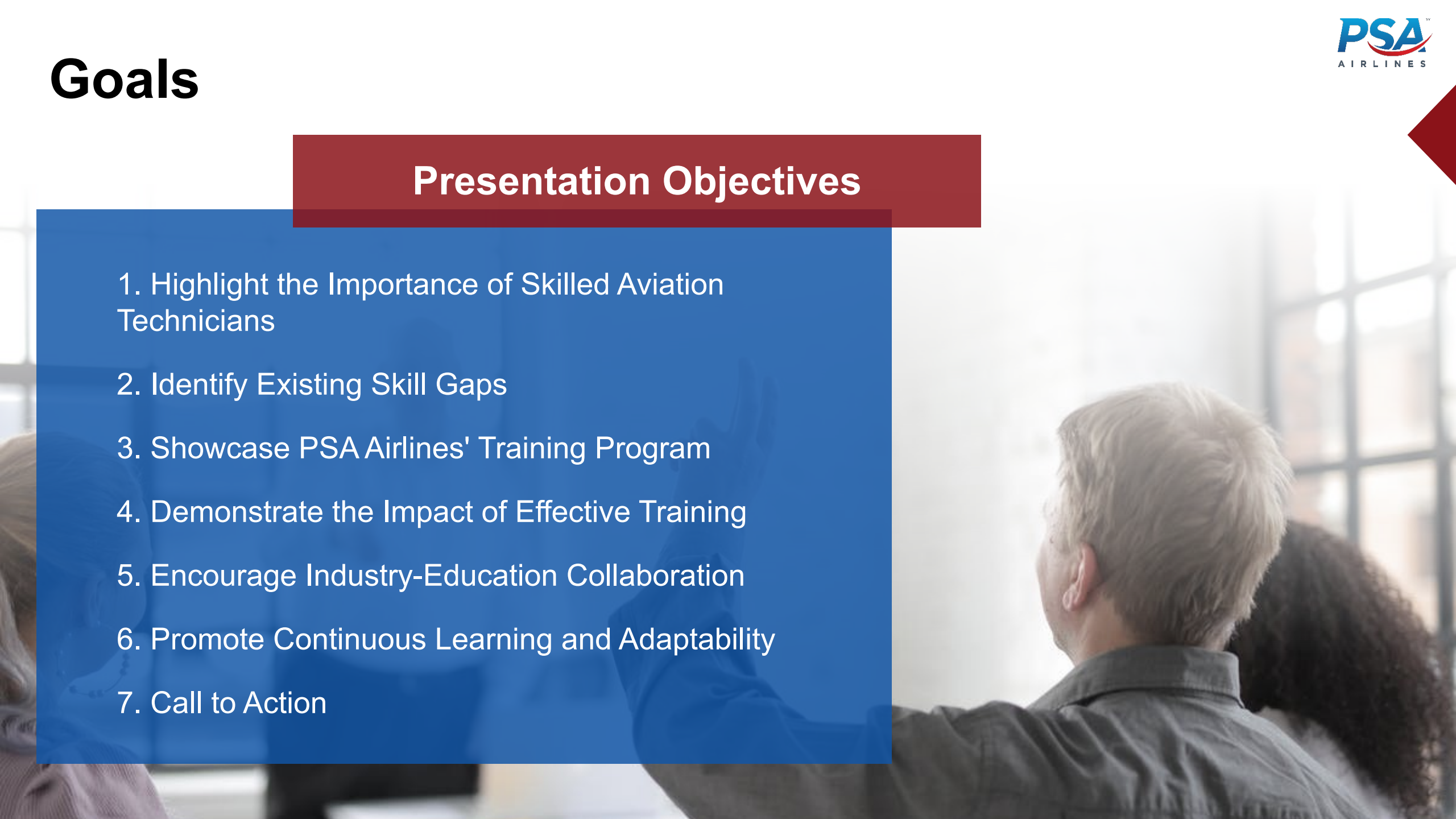
- PSA Airlines is a wholly owned regional airline, owned by American Airlines Group based out of Dayton, OH. We currently operate 61 CRJ-700s and 76 CRJ-900s, performing maintenance at 9 base locations including:

- DAY
- CVG
- CAK
- ORF
- CLT
- GSP
- SAV
- PNS
- DFW



Goals

Presentation Objectives

1. Highlight the Importance of Skilled Aviation Technicians
 2. Identify Existing Skill Gaps
 3. Showcase PSA Airlines' Training Program
 4. Demonstrate the Impact of Effective Training
 5. Encourage Industry-Education Collaboration
 6. Promote Continuous Learning and Adaptability
 7. Call to Action
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Industry Trends & Skill Gaps

What does the most current data show us about current trends within the Industry

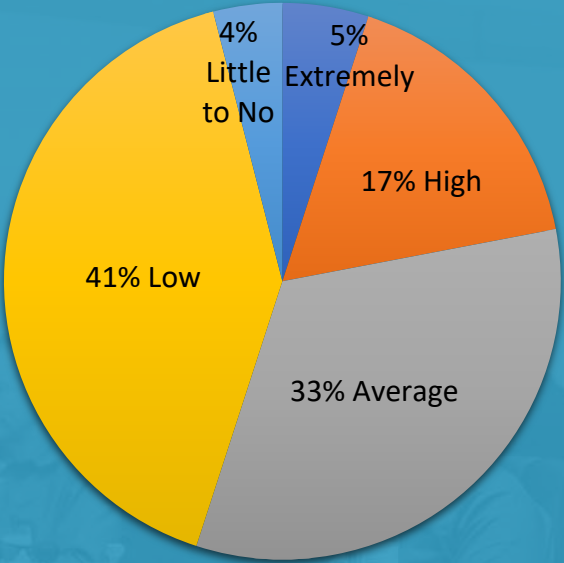




- Increased reliance on digital technologies
- Growing importance of sustainability
- Identified skill gaps: advanced avionics, digital troubleshooting, soft skills
- Computer driven and computer-controlled aircraft

Industry Trends & Skill Gaps

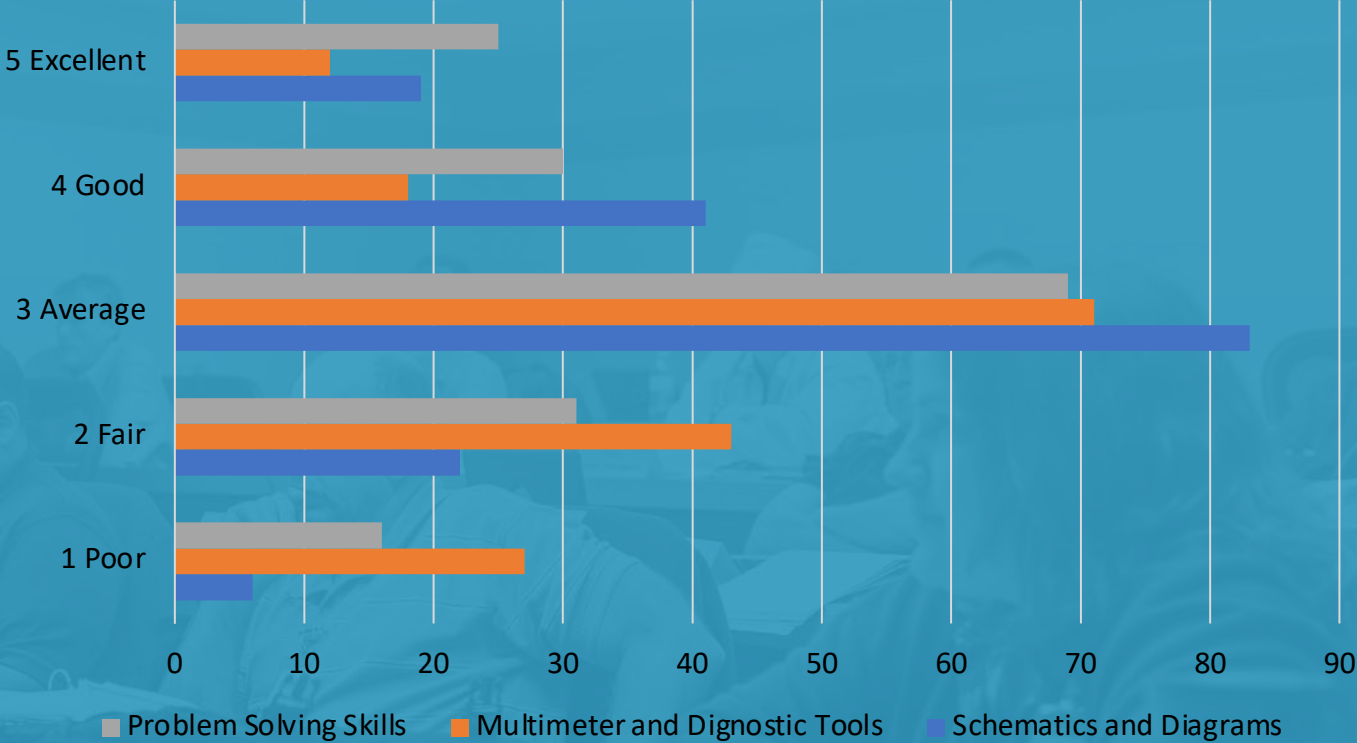
Troubleshooting Skills



Extremely High Average Low Little to No

“How would you rate your troubleshooting skills coming to PSA?”

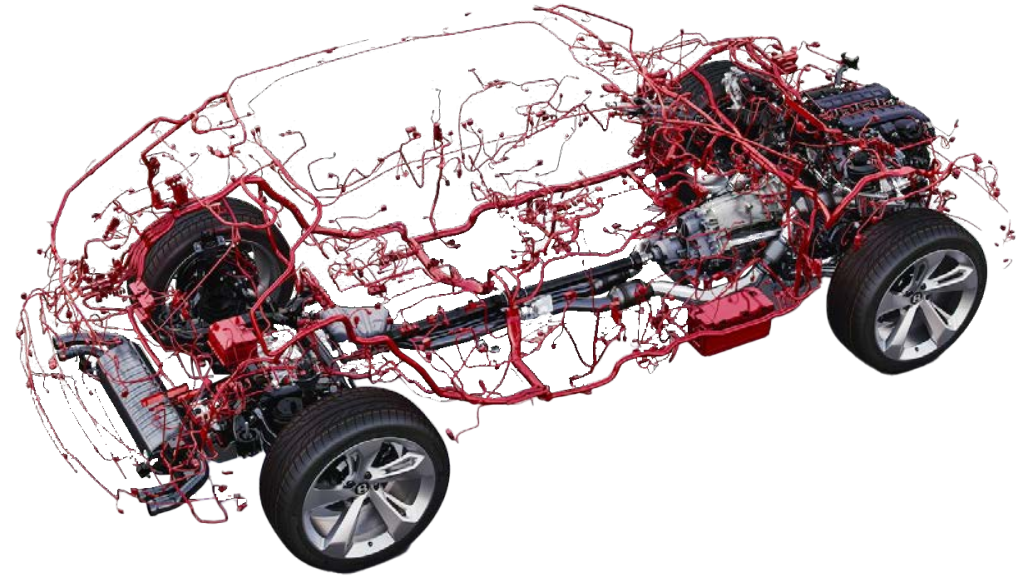
Practical and Theoretic Skills



1. “Rate your ability to solve complex electrical problems from 1 to 5”
2. “How comfortable are you with using multimeters and other diagnostic tools?”
3. “Rate your understanding of electrical schematics and diagrams on a scale from 1 to 5”

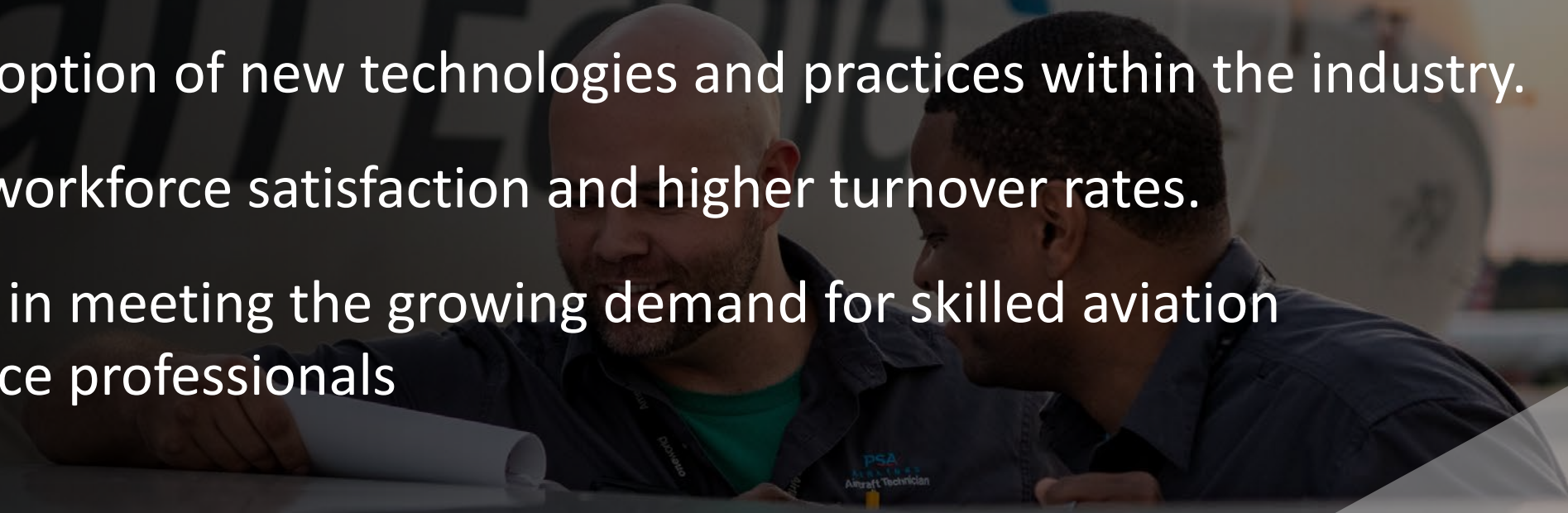
A recent survey highlighted nearly 80% of industry respondents noting a lack of soft skills in entry-level candidates. This includes issues related to professionalism and adaptability, emphasizing the need for educational programs to integrate soft skills training into their curricula. Efforts are underway at institutions like Southern Utah University, which has introduced initiatives to enhance students' understanding and application of soft skills, vital for their future careers in the aviation maintenance industry

Industry Trends & Skill Gaps



What we train and
educate our technicians
to work on:

What we then expect
them to be experts
working on:

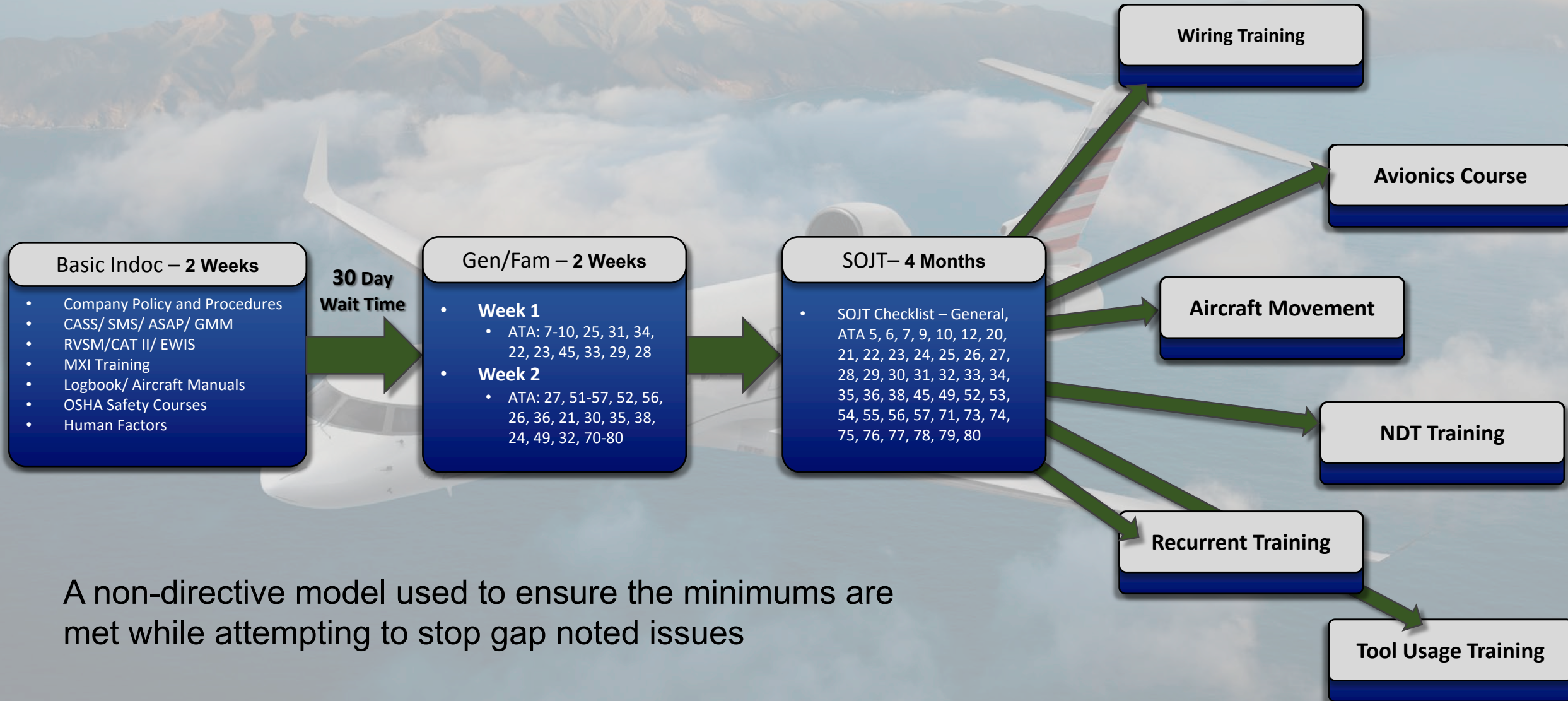
- Increased maintenance and operational costs due to inefficiencies.
 - Elevated risk of safety incidents and non-compliance with standards.
 - Slower adoption of new technologies and practices within the industry.
 - Reduced workforce satisfaction and higher turnover rates.
 - Challenge in meeting the growing demand for skilled aviation maintenance professionals
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PSA Training Program Overview

A new model of training to bridge the gaps

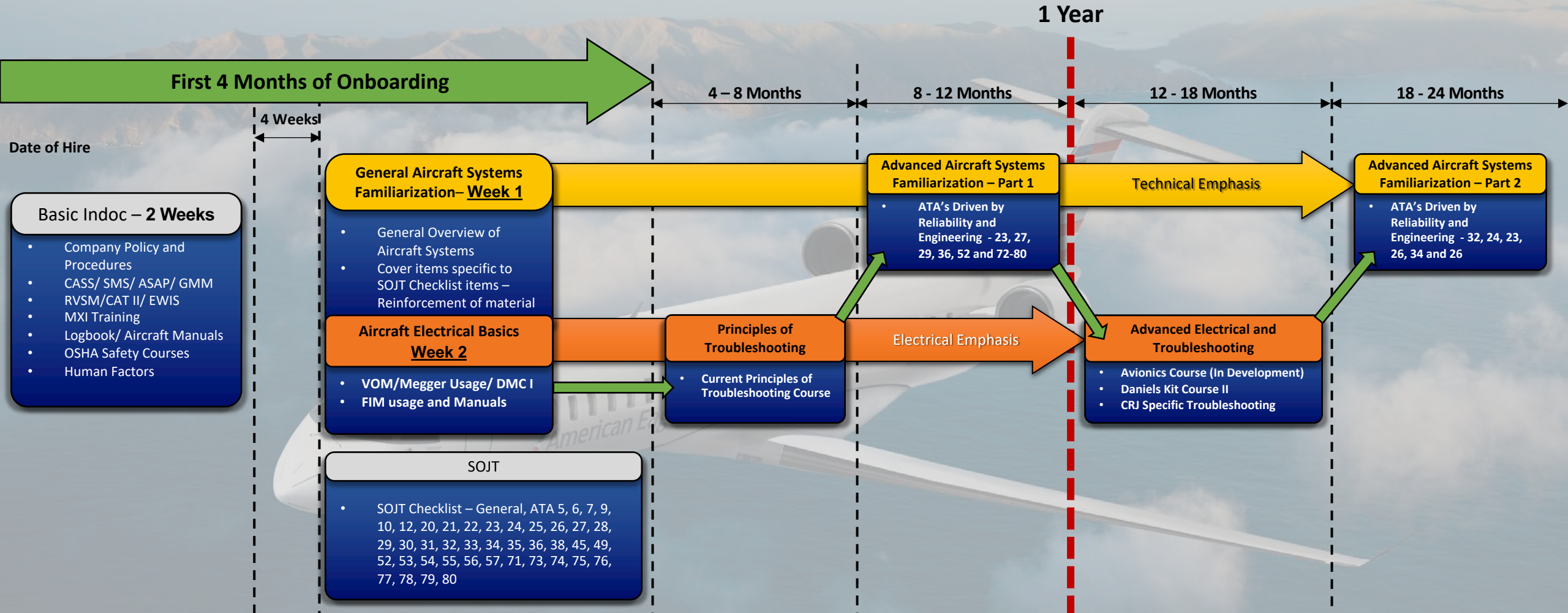


Common Airline Training Model



A non-directive model used to ensure the minimums are met while attempting to stop gap noted issues

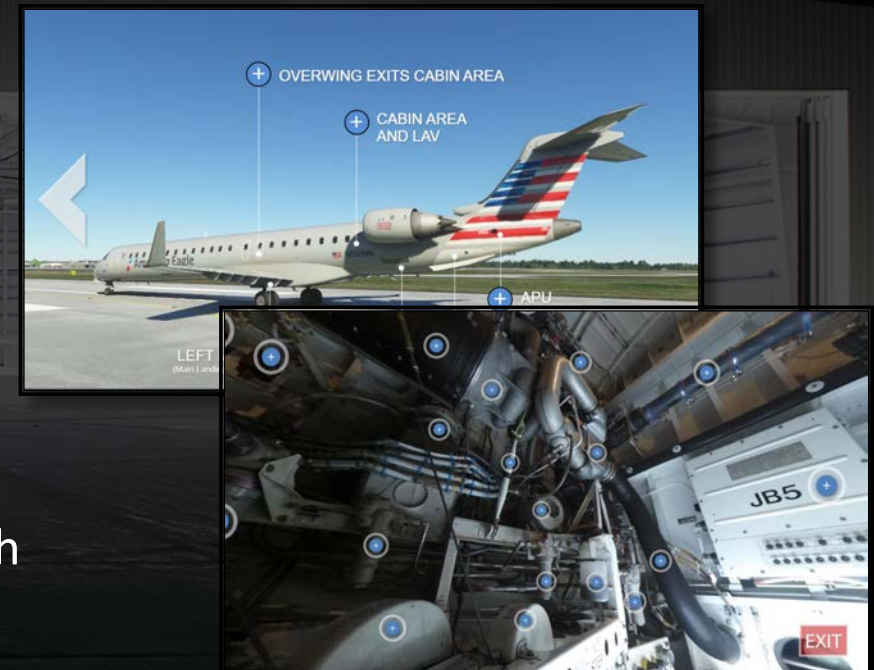
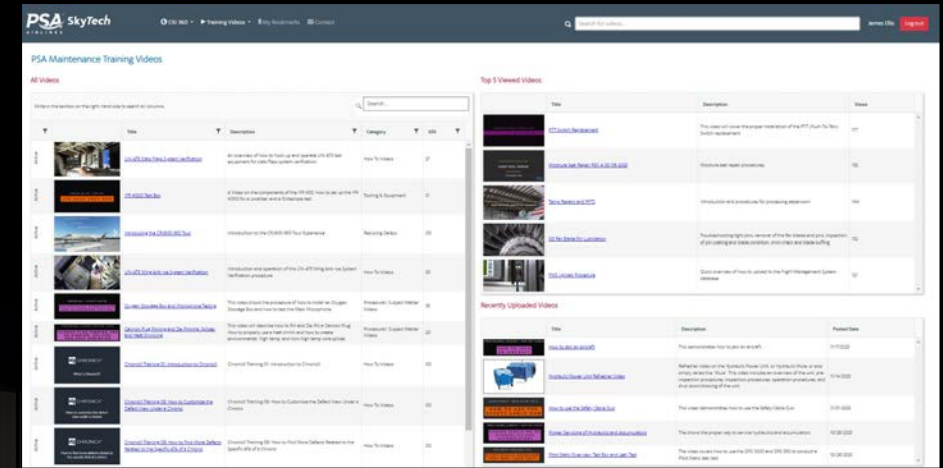
Progressive Training Model



- Determined through skill gap analysis of new techs from A&P Schools
- Gen/Fam and SOJT re-written to be complementary
- A true “Just in Time” training model

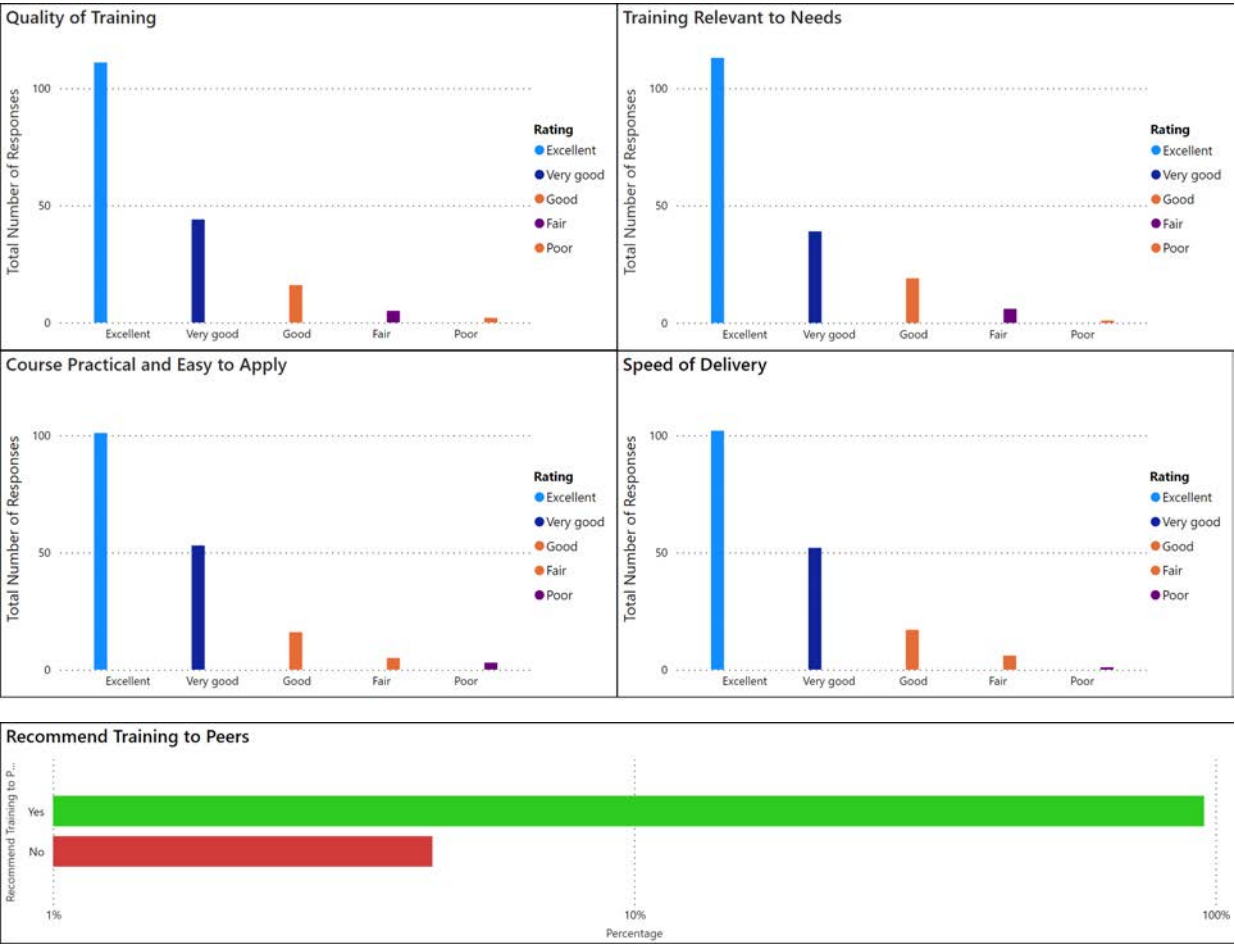
It is critical to combine theoretical knowledge and hands-on experiences to help instill previously learned information and concepts to increase the proficiency and efficiency of our technicians. Some additional tools include:

- Hands on OJT on Troubleshooting and Tool Usage
 - DMC, VOM and like practical training on the floor
- SkyTech Training Video Platform
 - YouTube type site with aircraft specific tasks. These videos are currently being hyperlinked from to our manuals
- Virtual 360 Aircraft
 - Provides the user a complete 360 degree view in specific areas around the aircraft.
 - For in class utilization as well as for personal familiarization with the aircraft. This includes:



Success Metrics

- Post-Training Employment Attrition Rates – Seen a drop of over **20%** in attrition year over year
- Participant Feedback over the past year and half



Yes: 95.51%
No: 4.49%



Broader Implications and Future Direction

A new model of training to bridge the gaps



Importance of Collaboration

- **Mutual Growth** – Synergistic growth in expertise and resources
- **Industry-Relevant Content** – Curriculum that mirrors industry needs and anticipates future trends
- **Real-World Experience** – enhancing the readiness for the workforce
- **Technology Exchange** – help provide the latest tools, parts and equipment



Feedback Loop

- **Continuous Improvement** – Feedback ensures training remains cutting-edge and industry-relevant
- **Industry Challenges** – With changes in technology, we can adapt and prepare students accordingly
- **Open Channels** – Established channels could provide feedback between industry professionals and educators



Adaptability and Continuous Learning



- **Evolving Industry** – Fast paced change in aviation technology and the need to quickly adapt
- **Lifelong Learning** – Need for lifelong learning and professional development as cornerstones
- **Innovative Thinking** – Need for innovative thinking and problem-solving skills
- **Training Technologies** – Using technology helps foster adaptability and facilitates continuous learning

Comments and Questions?

