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AIRCRAFT MODIFIER ALLIANCE

AN EDUCATIONAL WHITE PAPER BY **IAMA**

Public Abstract Version



Aircraft Modifications: STC After-Sales Considerations for Airlines



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ABSTRACT

An aircraft modification is accomplished through numerous phases of work, from the initial concept and aircraft survey, to installation, airworthiness testing and certification. The last phase of the modification process is after-sales support. Airline operators and owners have reported to IAMA, the Independent Aircraft Modifier Alliance, that this last phase presents a significant challenge to their operations, particularly following the completion of a modification through a Supplemental Type Certificate (STC).

Once an aircraft modification is completed, and the aircraft has returned to service, airline operators and their operational teams may encounter some difficulties in getting the after-sales support they need to effectively maintain airworthiness and operation of their aircraft. This service shortcoming is often evident throughout the ownership of the aircraft, from the first modification, right through to the end-of-lease transfer.

What airline operators, aircraft owners and modifiers need to address in this situation is a defined best-practices-based approach to after-sales support, like the advice and standards captured in the IAMA Rulebook.

This white paper explores the challenges airlines face, reviews considerations for this crucial After-Sales phase of an STC project and highlights the elements of an optimal process to address airline needs.

FOR MORE CONTENT

Would you like to read more about the supplemental type certificate After-Sales considerations for Airlines?

As an airline or lessor, you can receive our educational content upon request and through a free subscription to IAMA. To request access please send us an email to info@iamalliance.aero.

If you are not an airline or a lessor, you can become an IAMA member to receive our educational content. IAMA is open to all aviation market participants including aircraft manufacturers, airlines, suppliers and lessors. Members have access to specific benefits depending upon their role in the aviation ecosystem, and their membership level. Full and Basic memberships are for organizations with STC capabilities, while Advisory memberships are for airframe and system OEMs (Original Equipment Manufacturers). Get your application [here](#)

ABOUT US

We at IAMA, the Independent Aircraft Modifier Alliance, are advocates and supporters of member companies in the aircraft retrofit modification market. We are educators, identifying and highlighting value of Supplemental Type Certificates (STCs) within the aircraft lifecycle. We collaborate to develop standards that streamline communications and documentation within approved STC modification projects. To ensure that effective modernizations meet aircraft operator and owner requirements, we endorse STC-approved solutions. Founded by retrofit market leaders, we believe an independent, transparent market is a strong market that will benefit everyone.

To learn more and join, visit: iamalliance.aero

Contact us at: info@iamalliance.aero

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THANKS TO OUR MEMBERS FOR MAKING THIS WHITE PAPER POSSIBLE



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