



OPERATIONAL PERFORMANCE

Boeing Customer-Originated Change



LIFECYCLE
SOLUTIONS



BOEING CUSTOMER-ORIGINATED CHANGE

Many Boeing maintenance documents are “customized” – which means that these manuals contain information tailored to specific aircraft tail numbers. Boeing provides for the incorporation of customer-originated changes into the following customized manuals: AMM, BCLM, FIM, FRM, PPBU, Task Cards, SSM/WDM, and IPC. This service is offered as a convenience to our customers to provide a means of publishing document changes unique to a particular customer.

Boeing Commercial Airplanes

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USING BOEING DOCUMENTS HELPS WITH REGULATORY APPROVAL

Customer-originated changes to manuals include, but are not limited to, changes in

- Procedures (maintenance procedure sequence and/or methodology, tools required, and materials applicable).
- Configuration (physical airplane changes and additions, deletions, and modifications to airplane parts and systems).

Key benefits

Saves money

- No need for costly airline supplemental documents.
- Library administration cost is greatly reduced.
- Simplifies document processing within airline computing systems.
- Eliminates need for costly third-party work.

Saves time

- Line mechanic has one place to look – critical for improved dispatch reliability.
- Reduces the need for engineering review and reconciliation at the time of each document revision.

Improves quality

- Boeing technical support is enhanced through visibility of current aircraft configuration data.
- Usage of Boeing documents can help with regulatory approval.
- For engineering orders, Boeing will determine all appropriate documentation changes for you, ultimately reducing costly errors.

Submit COC request

If conditions* are met, please submit a request with variable numbers of applicable aircraft and the documents to be processed. Upon acceptance of the quote, COCs are typically completed in the next publication revision.

Online form via MyBoeingFleet.com

*Must be the current owner and/or operator of subject aircraft; must have your own customized manuals available to apply the COC changes; must have valid CSGTA (Customer Services General Terms Agreement); and must have available credit with Boeing upon authorization, or supply cash with order. If the aircraft is leased, leasing company/aircraft owner (Lessor), who is also the document owner, must provide written authorization for Lessee to request applicable COCs.