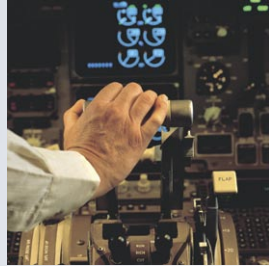




## Flight Training and Technical Data



The Flight Training and Technical Data (FTTD) organization supports our customers with state of the art flight crew manuals, flight operational data, authoring services, and flight crew training. We are committed to the safety and efficiency of your operations with customized

products to meet your needs. Our staff is comprised of highly professional engineers and instructor pilots with wide-ranging technical background and training experience. We offer flexible data delivery options which can improve efficiency and add value to your airline.

We have extensive knowledge and expertise in Boeing airplane systems, procedures, and digital data authoring and delivery systems. Together we can satisfy your flight crew and cabin crew information and data requirements.

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### FTTD PRODUCTS AND SERVICES

Our **Flight Crew Operations Manual** (FCOM) provides information required by the flight crew to operate your airplanes. It is customized to reflect the airplane configurations in your fleet. It contains all the normal and supplementary operating procedures, as well as descriptions of all airplane systems, related controls and indicators, and selected performance data.

The FCOM comes with a **Quick Reference Handbook** (QRH), which contains normal and non-normal checklists and selected in-flight

performance data. The QRH is easy to use on the flight deck.\*

If you do not have a customized FCOM/QRH, we can develop one to give you coverage for all the airplanes in your fleet under our **Manual Development** agreement. If you purchase or lease airplanes, and they are not covered by other incorporation agreements, we can add coverage for those airplanes to your existing FCOM/QRH under our **Airplane Incorporation** agreement.

Our **Customer Originated Changes (COC) Publishing**



## FTTD PRODUCTS AND SERVICES

**Service** allows you to add or modify information and data in your FCOM/QRH to suit your particular needs. Our publishing system enables us to offer many enhancements, including unique operating procedures, system changes, customer logos, and custom artwork.\*

The **Electronic Checklist (ECL)** contains all normal and non-normal checklists in electronic form for ECL equipped airplanes. The ECL can also be modified under our **Customer Originated Changes (COC) Publishing Service**, which allows you to add or modify information and data in your ECL. ECL author training is also available for operators who choose to make their own ECL changes.

The **Flight Crew Training Manual (FCTM)** contains training maneuvers, airplane operating techniques and characteristics, and information about flight path control. It is a study and reference guide that serves as a basis for standardization. The FCTM is model specific, and additional customization can be done under a Customer Originated Change agreement, which allows you to add or modify information and data to your FCTM.

The **Flight Attendant Manual (FAM)** is our study and reference manual for use in flight attendant training programs, describing all pertinent cabin equipment and airplane systems. For our BBJ customers, we offer a **Cabin Crew Manual (CCM)** similar to the FAM.

The **Fault Reporting Manual (FRM)** is used by flight crews for malfunction analysis and identification. Each malfunction has a unique fault code which assists with identifying the corrective action. If you purchase or lease airplanes, and they are not covered by other incorporation agreements, we can add coverage for those airplanes to your existing manual.

The **Airplane Rescue and Fire Fighting Information (ARFF)** document contains illustrations for airport fire fighting and rescue units to identify critical flight deck control switches, location of flammable material reservoirs (hydraulic, fuel, etc.), and the location and operation of all access points for emergency rescue.

Customers who do not receive **Revision Service** under the terms of their airplane Purchase Agreement may purchase revision service for their FCOM/QRH, FCTM, FRM and ECL. Typically, revision service covers a one-year period which includes two revisions and applicable bulletins. This service is renewed annually.\*

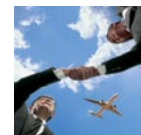
Electronic versions of the FCOM/QRH, FCTM, FAM, and CCM are available in various digital data formats for delivery on CD or through MyBoeingFleet.com.\* The major formats are Adobe FrameMaker, Portable Document Format (PDF), HTML, and XML.

■ **Adobe FrameMaker:** Data is provided with the graphics embedded in the files. Text, graphics, and structure can be changed to help you create your own manual.

■ **Portable Document Format (PDF):** Data is provided with the graphics imbedded in the files. These files are bookmarked and hyperlinked. This format is suitable for viewing or printing paper copies.

■ **HTML:** Data is provided with graphics embedded in the files and is suitable for web browser viewing.

■ **XML:** Data can be provided for all models. The XML data package includes HTML, XML stylesheets, JPG and CGM graphics, and is ready for web browser or EFB display. It could also be used with an airline's XML publishing and document management system.



\* Pricing information is available by contacting us at [FlightTraining@Boeing.com](mailto:FlightTraining@Boeing.com).

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