



# Quidgest

## CASE STUDY

# Portuguese aircraft company implements Quidgest's MRO training management system

The system proved to be an asset in obtaining EASA PART-147 certification

### The client

Portugália Airlines was founded in 1990, offering domestic flights. In 1992 PGA started with international flights including destinations in Spain, France, Italy, Germany and Morocco. In mid-2007, PGA integrates the TAP Group and takes on a new business model.

PGA-MTO, PGA's training school follows two basic lines: the on-site training centre and e-learning. These courses for pilots, with a special training in the Fokker 100 and Embraer 145 fleet, are aimed at basic, recurrent and upgrading competencies.

Its efficient and rigorous management and the team's dedication and commitment to the passengers earned

international recognition, as evidenced when it received the title of Best Regional Airline in Europe from 2001 to 2006 and the Skytrax Award for Best Cabin Staff in Europe, in 2005.

### The challenge

In order to meet the challenges posed by the European Aviation Safety Agency (EASA) and to obtain the Part-147 certification by the Portuguese Institute of Civil Aviation (INAC), the objective of this project was to develop a user-friendly, flexible and reliable MRO training system that meets regulatory compliance requirements.

### The solution

The solution developed by Quidgest included a support tool for training management, in accordance with Annex IV of the European Regulation 2042/2003 (part 147).

This application supports PGA-MTO to manage all training, examination and audit processes more efficiently. The new features control all running educational processes, allowing integrated and systematic management of all requirements, records and documents.

The exam generation processes are in compliance with the European Regulation 1149/2011 and include generation of basic and type exams (theory and practical).

### The results

Implementation of the MRO training system resulted in more efficient training, exams and audit processes.

Furthermore, PGA obtained the Maintenance Training Organisation Certificate (Part-147) provided by Portuguese Institute of Civil Aviation. This certificate ensures PGA is in compliance with EASA regulations, and approved to provide training and conduct examinations for Embraer 145 and Fokker 100, as well as to issue related certificates of recognition to trainees.

According to PGA, the system's main benefits include ease of use, reliability of information and ease of adaptation to changing client needs. In fact, thanks to Genio, Quidgest's platform for automatic code generation, it was possible to easily and efficiently adjust the system to the needs that have arisen throughout the project.

**“It was a pleasure to work with Quidgest’s team, which included strategic and sales consultants as well as programmers. This system has been developed with Quidgest’s platform for automatic code generation, Genio. I consider the professionals working with the platform a key factor for the company. Without detracting from Genio’s merits, I believe the professionals working with the platform are one of Quidgest’s key success factors. In summary, Quidgest’s team stands for excellence.**

*Daniel Coimbra, Quality Manager at PGA-MTO*

For more information, please inquire: [quidgest@quidgest.com](mailto:quidgest@quidgest.com)

**Quidgest Portugal:**  
R. Castilho, n.º 63 – 6.º  
1250-068 Lisboa | Portugal  
tel. (+351) 213 870 563

**Quidgest Moçambique:**  
R. John Issa, 260  
Maputo | Moçambique  
tel. (+258) 21 30 37 32

**Quidgest Timor-Leste:**  
R. Mártires da Pátria, Landmark 2.16  
Fatuhada | Dili | Timor-Leste  
tel. (+670) 732 68 23

**Quidgest Macau** 器德師澳門有限公司  
Av. Infante D. Henrique, No. 43-53A, 7 Andar,  
Edf. The Macau Square  
澳門殷皇子大馬路43-53A號澳門廣場7  
tel. 電話 (+853) 6672 8759

**Quidgest Alemanha:**  
Konrad-Zuse-Platz 8  
81829 München | Germany  
tel. (+49) 89 207042850