



**BRITISH AIRWAYS  
ENGINEERING**

**IBERIA**  
MAINTENANCE

Members of IAG

# Stronger Together

- (Your) Total flight **reliability** is our aim.
- Committed and highly skilled engineers focused on **customer satisfaction**.
- We listen to our customers, we **tailor packages** to satisfy every need.
- Committed to enhance and refine our quality and **environmental protection** policies. Certified as ISO 14001:2004 by AENOR.
- All operators can benefit from our compromise to maintain the **highest standards** of MRO Efficiency.
- As operators, Iberia and British Airways, we also leverage our experiences with warranties and are **pleased to manage warranty returns** within the workshop environment on behalf of all operators.
- As one of the world's leading MRO providers, we have established **exceptional relationships with OEMs and industry suppliers** due to the first-rate repair and overhaul capabilities of our own workshops.
- Leading-edge technology, extensive facilities and costs aligned with operational objectives are crucial but **people are truly our best asset**.
- Close **collaboration with customers and manufacturers** has developed a knowledge base and skill set that is at the forefront of new product development in the industry.
- Our aim is to be the **provider of choice of leading MRO solutions**, delivered through the passion and pride of our valued and respected workforce. They work to improve reliability at any opportunity.
- Efficiency and quality are our objectives in all processes. We employ **integrated management systems** to ensure the optimization of our services by including Lean activities, critical chain projects and other continuous improvement programs.


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### **Additional Services**

Iberia Maintenance and British Airways Engineering offer you the full range of MRO products and services needed for a professional support worldwide. We cover supplementary services ranging from metrology and technical training to NDT services, military solutions and IT services.

### **Engine Maintenance**

Iberia Maintenance has been overhauling engines since 1975, covering a wide service spectrum of engines and a full range of engine accessories, in accordance with our Capability List.

### **Component Maintenance**

All operators can benefit from our component repair and overhaul expertise covering avionics, interiors, hydraulic, pneumatic and power generation units.

### **Line Maintenance**

With more manned line stations worldwide than any other airline alliances, Iberia Maintenance and British Airways Engineering, members of the IAG Group, are able to provide an unrivalled breadth of Line Maintenance support.

### **Aircraft Maintenance**

Iberia Maintenance and British Airways Engineering are reference providers of maintenance, repair, overhaul and modification services for civil and military aircraft.

### **Inventory and Logistics**

We operate spare parts pools that encompass several million parts. As a result, customers can call on a huge inventory and do not have to operate their own stocks and materials management, with the associated substantial costs.





Boasting some of the most comprehensive capabilities in the market, we deliver MRO services for:

Boeing 707, 737, 747, 757, 767, 777, 787, MD80 and Airbus 310, 318, 319, 320, 321, 330, 340 and 380. We also have capability for Gulfstream, Falcon 20, 50 and 900, Hercules C130 and P3 Orion aircraft.

- Airframe overhaul services including the deepest maintenance checks.
- Major structural repairs.
- Refurbishment, conversion and enhancement of cabin interiors.
- Aircraft modifications including service bulletin and airworthiness directive embodiment.
- Ageing aircraft inspections including corrosion prevention and control.
- Aircraft painting, including fabrication and application of decals and graphics.
- Aircraft storage including care and maintenance packages.
- Hangar shop and On Wing structural repairs.



- ▶ Home bases in Madrid, London, Cardiff and Barcelona. Our teams working across 50 hangar bays can execute any requirements you have.
- ▶ The Iberia Maintenance and British Airways Engineering alliance makes the MRO Technical Division more competitive on several fronts.
- ▶ Reference providers of maintenance, repair, overhaul and modification services for civil and military aircraft. With tailored maintenance programs and state-of-the-art repair methods.
- ▶ 2,800+ highly-skilled engineers working across 45 hangar bays.
- ▶ Recently refurbished our 2 paint bays.





Our line Maintenance services are available at near 114 locations worldwide. We deliver line and base maintenance services to a broad range of aircraft types including the latest models:

Airbus 310, 318, 319, 320, 321, 330, 340, 380 and  
Boeing 737, 747, 757, 767, 777 and 787



- Pre-flight.
- Transit.
- Daily checks.
- Weekly checks.
- On call requirement/support.
- On wing support.



- ▶ Line Maintenance Services across the world, with our major bases being London, Madrid and Barcelona.
- ▶ Our Line Maintenance stations are strategically located around the globe.
- ▶ With more manned line stations worldwide than any other airline alliances, Iberia Maintenance and British Airways Engineering, members of the IAG Group, are able to provide an unrivalled breadth of Line Maintenance support.
- ▶ In the provision of 24/7 MRO support, size really does matter.
- ▶ No other organization has the depth of expertise across all Airbus and Boeing products that this collective capacity can provide.
- ▶ Mobile maintenance service with highly qualified engineer and mechanic teams. When called on, they are able to repair damage to engines or to the airframe anywhere in the world within a matter of hours.
- ▶ Membership of the European Line Maintenance Organization (ELMO).







We work to improve on-wing durability and reduce non scheduled events or requirements.

- V2500
- CFM56-5A/-B
- CFM56-5C
- CFM56-7B
- RB211-535 E4
- RB211-535 C37
- JT8D-200s
- CF34-3A1/-3B1

### APUs

- GTCP85-98 DHF
- GTCP36-300
- 131-9A

- Full overhaul including parts repair.
- Engine lease pool.
- LRU pool.
- On Wing Support 24/7.
- Engine Trend Monitoring.
- Workscope preparation.
- Round-the-clock spare parts service.
- Test cell for APU.
- 4 plasma spray cabinets (1 HVOF).
- 2 CNC measure machines.
- Vacuum furnaces.

- EDM.
- Fully automatic cleaning & NDT lines.
- 2 high speed laser grinding machines.
- High Pressure Waterjet System.
- New HPC blade shop (robotic machining, laser welding).
- Electrochemical treatment lines large capacity (cadmium, nickel, chrome, etc.).
- Shotpeening & glass wet peening treatments.





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- ▶ MRO and engineering services for engine, APUs, power generation systems and associated accessories and thrust reversers.
  - ▶ Engine shop and test cells located in Madrid.
  - ▶ Iberia Maintenance has been overhauling CFM56 engines since 1992, covering every version. We deliver the perfect unity of experience and expertise to ensure the utmost reliability of operations.
  - ▶ Optimum support for the V2500 engine to ensure predictable maintenance costs, optimized engine performance and reliability.
  - ▶ Largest independent worldwide center for servicing Rolls Royce RB211-535 engines.
  - ▶ Highest flexibility and customized solutions for your engines to assure cost reduction and efficiency.
  - ▶ Extended in house repair capability supported by leading-edge technology.
  - ▶ Test cell capacity: 90,000 lbs.
  - ▶ 450,000+ repairs to 2,000 different parts in several aircraft fleets.

## Mechanical

- Components for fuel, hydraulic and pneumatic systems, and power generation units.
- Mechanical flying controls, wheels and brakes, radomes.
- Engine health, technical support and reliability monitoring.
- Engine accessories.
- Flying control surfaces, engine cowls and thrust reverser repairs.
- Extensive machining capability and full paint shop facility.
- Composite repairs, aircraft welding and pipe manufacture.

## Avionics

- TCAS 7.1 upgrade .
- Boeing and Rockwell ATEs.
- In-flight technology .
- Flight deck, galley, oxygen.
- Radio and radar, navigation, engine controls, flight management and control .
- Actuators, motors, lighting, loom manufacture, fibre optics.
- Batteries.

## Interiors

- Evacuation slides, life jackets, survival packs.
- Technical support and reliability monitoring.
- Seating: flight deck and passengers.
- Cabin interior components, carpet manufacture.
- Toilet modules.
- On wing defect support.
- Oxygen cylinder and fire extinguishers.
- Oxygen masks.



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- ▶ All operators can benefit from our component repair and overhaul expertise covering mechanical, avionics and interiors components supported by our inventory.
  - ▶ Reliable support services which better fits in with your needs: PBH, Fix Price, T&M, MBK,...
  - ▶ Exceptional maintenance experience in providing full support for A320s, A330 and A340 aircraft.
  - ▶ Strong repair engineering department with proven experience developing alternative repair schemes/ deviation that have been approved by the OEM.
  - ▶ No matter where your operations are based, you'll find the high-quality technological standards in our facilities located in Spain and UK.



- Components loans and exchange agreements.
- Inventory of spares available at customer's request at any location.
- Approved secure disposal / destruction of obsolete aircraft parts.
- Inspection services to FAA / EASA requirements.
- Customised storage and delivery solutions.
- Technical packing solutions to DfT standards.
- Airside storage at the heart of the MAD and LHR campus.
- Dangerous goods management.
- Logistics consultancy.



- Memberships of International Airlines Technical Pool (IATP).
- A large inventory of new and used parts for aircraft and aircraft engines. By sharing our in-house resources we are a competitive option in spares support.
- We operate spare parts pools that encompass several million parts. As a result, customers can call on a huge inventory and do not have to operate their own stocks and materials management, with the associated substantial costs.
- Inventory management is supported by our AOG desk and component loan and exchange services.





## Training

- ▶ Aircraft training, specialist training and Part 66 basic skills training for category A, B and C licences.
- ▶ 20 fully flexible classrooms supported by twelve ground simulators comprising advance integrated interactive and virtual reality programs and three static simulators.
- ▶ State-of-the-art A320s, A330, A340, A380, B777 and B787 classrooms demonstrate our commitment to learning.
- ▶ Different types of training: classic classroom training, practical training and e-learning.
- ▶ Our aim is to inspire individual ownership of personal skills development.
- ▶ Iberia Maintenance was the first European airline to join the Airbus Maintenance Training Network.
- ▶ Our approved training centers transfers EASA PART-147 and PART-66 experience to your requirements.

## NDT services

- ▶ Non Destructive Test laboratories in London and Madrid.
- ▶ Inspections can be made at customers' home base and any other specified locations according to operational demands.
- ▶ Qualified technicians under Level III and Level II certificates.
- ▶ Aircraft Delivery Inspection services at Final Assembly Line.

- Ultrasonic inspection.
- Phased array inspections.
- Thermography testing.
- Eddy currents.
- Magnetic particle.
- X-ray.
- Liquid penetrant inspection.
- Gammagraphy.





## /// Military

- ▶ Originally aimed at the civil maintenance market, our services have been extended into the military arena.
- ▶ We provide full maintenance services to transport aircraft belonging to different Air Forces
- ▶ Approved according to the standard PECAL/AQAP 2120 NATO Quality Assurance Requirements for Production.
- ▶ MRO services have been carried out to Presidential and dignitaries' aircraft from different countries.
- ▶ A330 conversion from passengers to Multi Role Tanker Transport (MRTT) aircraft in collaboration with Airbus D&S and also reverse conversion from military to civil purpose.

## /// Metrology Laboratory

- ▶ Iberia Maintenance's Metrology Laboratory calibrates and repairs all necessary instruments and measurement equipment to guarantee quality standards.
- ▶ The laboratory is also certified as ISO 9001: 2000, FAR 145 and PECAL/AQAP 2120 NATO.
- ▶ Accredited with ISO 17025 by Spain's national accreditation body ENAC in electricity, pressure and torque.
- ▶ Calibration measurement, repairs and control equipment.

- Electrical.
- Generation and measurement of voltage, intensity, resistance, capacity, inductance, potency, phase angle, battery chargers, etc.
- Radiofrequency: communication and navigation equipment.
- Time and frequency: metres, signal generators, chronometers, etc.
- Measurement of physical parameters: temperature, RPM, force, torque, flow, fuel gauges, etc.
- Test benches (instruments and control).
- Temperature – indicators, controllers, sensors, transmitters, isothermal devices.
- Pneumatic and hydraulic pressure: manometers, transducers, transmitters ADT, pitot static testers,...
- Torque: measurers, transducers, dynamometric reference keys, shoot and direct reading
- Force: transducers, aircraft weighing systems, tensimeters, scales,...
- Dimensional.
  - Longitude: callipers, micrometres, comparers, mechanical implements.
  - Flatness: flatness tables.





**GLOBAL NETWORK** REASSURANCE  
**SAFETY** **RELIABILITY** CONFIDENCE  
FLEXIBILITY **DELIVERY** **SYNERGIES**

Learn more at: [www.iberiamaintenance.com](http://www.iberiamaintenance.com) and [www.ba-mro.com](http://www.ba-mro.com)



## Contacts and AOG Services.

- Dedicated 24/7 AOG response team on standby committed to getting your aircraft serviceable.
- Tailor-made MRO solutions to keep your operating costs at a low level.
- Significant Airbus and Boeing inventories are located worldwide at our line stations and these can be called upon by our customers.
  - Dedicated and knowledgeable 24/7 AOG managers who will deal with all customer services (exchanges, loans, AOGs etc.)
  - Follow up repair work and control through workshops
  - Exchange, loan and sale
  - Hire and sales of tooling and equipment
  - Logistics management

### IBERIA MAINTENANCE

#### GENERAL ENQUIRIES

##### *Sales and Customer Support*

Madrid-Barajas Airport.  
La Muñoza.

Edif. END. 1ª planta  
28042 Madrid, Spain

Ph. (+34) 91 587 48 27

[maintenance@iberia.es](mailto:maintenance@iberia.es)  
[www.iberiamaintenance.com](http://www.iberiamaintenance.com)

#### *Marketing*

[MROMarketing@iberia.es](mailto:MROMarketing@iberia.es)

#### AOG SERVICES

##### *AOG and Material Services*

[aogdesk@iberia.es](mailto:aogdesk@iberia.es)

Ph. (+34) 91 587 37 19  
Mb. (+34) 638 540 166

#### *Aircraft AOG assistance*

[mcc@iberia.es](mailto:mcc@iberia.es)

Ph. (+34) 91 318 93 00  
Mb. (+34) 680 994 606

#### *Engine AOG support*

[mtengineeronduty@iberia.es](mailto:mtengineeronduty@iberia.es)

Ph. (+34) 91 587 58 98  
Mb. (+34) 609 246 853

#### SALES AND LOANS

[Salesandloans@iberia.es](mailto:Salesandloans@iberia.es)

### BRITISH AIRWAYS

#### GENERAL ENQUIRIES

East Base  
Hatton Cross  
Middlesex  
TW6 2SY

[bae@ba.com](mailto:bae@ba.com)  
[www.ba-mro.com](http://www.ba-mro.com)

#### AOG SERVICES

[aog.desk@ba.com](mailto:aog.desk@ba.com)

#### SALES, LOANS AND EXCHANGES

[aog.sales@ba.com](mailto:aog.sales@ba.com)



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