Transforming Training Management with AI-Powered Software Engineering

Challenges

Faced with compliance blind spots and critical training that risked regulatory penalties, operational downtime, and reputation damages:

Compliance Gaps & Regulatory Pressure
Difficulty in meeting directive and compliance requirements since were not able to track recurring training's for staffs & vendor.

Fragmented Data & Systems
Lack of a centralized platform, training-related data scattered across all business units/departments, maintain outdated training profile in excel files, manual attendances in physical folders & real time difficulties to improve performance of staffs through trainings.

High Operational Risk Exposure
Staff readiness across critical airport ground operations.

Lack of Digital Audit Trail
Increased vulnerability during internal or external audits.

Poor Visibility & Reporting Limitations
Delayed decision-making and hampered readiness for audits with not the actual data.

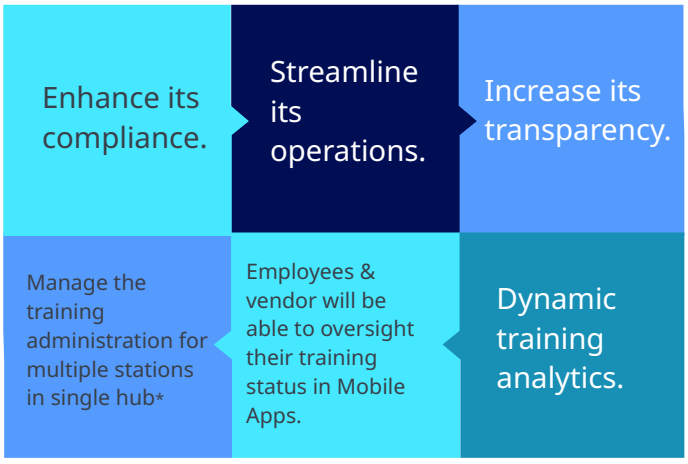
Scalability Concerns
Existing manual systems were not scalable to support future growth or workforce expansion.

Manual Training Management
Heavy reliance on spreadsheets and paper-based processes.

Customer

Pos Aviation Sdn Bhd is a world-class aviation ground services provider offering Ground Handling, Cargo Handling, In-flight Catering and Aircraft Maintenance and Engineering services to inbound and outbound international commercial airlines in Malaysia. We aligned TMS with aviation regulations and audit standards set by authorities such as Civil Aviation Authority of Malaysia (CAAM), International Air Transport Association (IATA), the International Civil Aviation Organization (ICAO) and local aviation regulatory bodies.

Data Transformation Goals



***Example stations list :**

BKI, IPH, KCH, KUL, LGK, MKZ, PEN, SZB, TWU, KUA at the moment.

Business Implication & Missed Opportunities

The reliance on manual training processes and scattered records results in:

Increase in audit preparation time

Longer onboarding cycles

Exposed the company to potential regulatory penalties

Solution & Support

The approach for **Pos Aviation** was focused on two aspects: **Compliance** and **Ease**. The TMS solution was designed to ease its training journey and value driven to the learning ecosystem. It helps organizations efficiently manage the entire life-cycle of training programs; from course creation, scheduling to trainers registration, course tracking, creating digital certificates and reporting. The system enables HR admin to create staffs/vendor enrolment, training coordinators to automate key tasks such as monitoring training's validity and sending nominations through system. It also provides insights into the effectiveness of training initiatives to the Training Department to identify skill gaps, improve employee performance, and ensure compliance with industry standards or regulations.

In summary, the Training Management System serves as a central hub for managing all aspects of training within an organization, improving efficiency, tracking progress, and enhancing the learning experience.

Outcome

100% — **Compliance Readiness**
TMS aligned Pos Aviation with CAAM Directive 6010 ,enabling real-time compliance tracking and seamless audit preparedness; resulting in zero audit flags.

99.8% — **Efficiency Boost**
The platform ensured clean, validated records accessible on demand. Employee development records once took 14 days to extract now can be done within 10 seconds.

85% — **Value Driven Task**
Reduction on manual tasks and focus on other strategic operational matters.

70% — **Faster Training Cycle Completion**
Course assignment to validation were streamlined, enabling faster onboarding and certification renewals.

Benefit

Pos Aviation achieved **100%** compliance with CAAM Directive 6010, resulting in **zero audit flags.** The optimization of training processes **slashed manual workloads by 85%**, accelerating **onboarding and certification renewals**; marking **Pos Aviation's edge in scalable growth and long-term regulatory confidence.**

Technology

.NET Blazor, PowerBI, NET Core Web API, Azure SQL, OAuth2.0 , Azure App Service, DevOps, Docker

USER-FRIENDLY INTERFACE

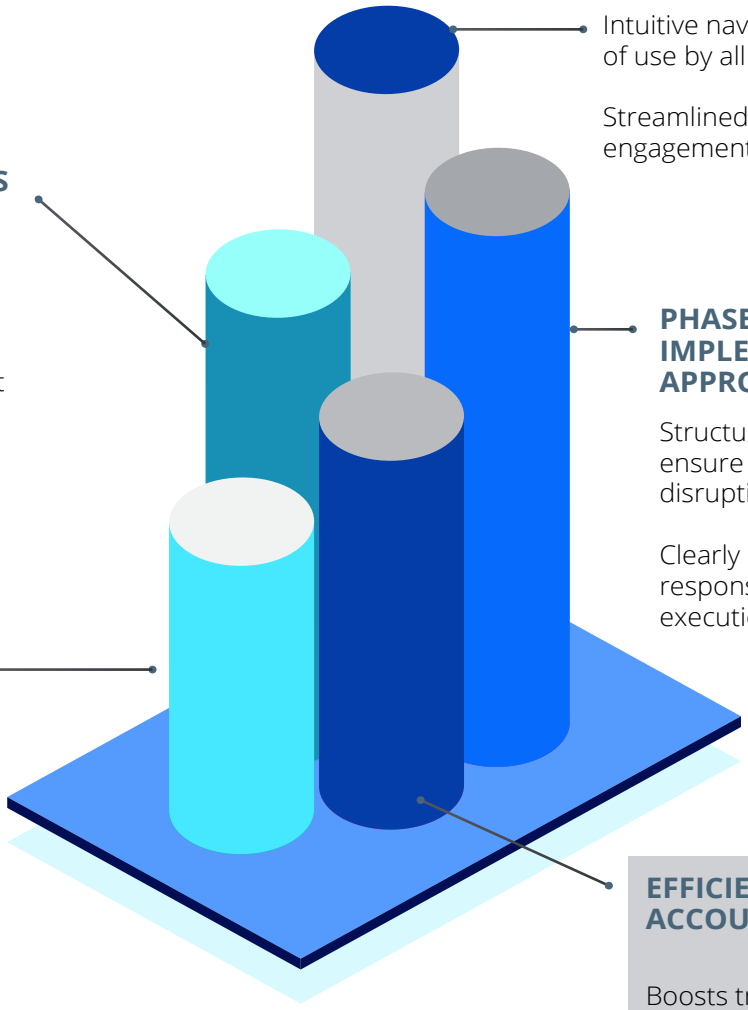
Intuitive navigation designed for ease of use by all staff levels.

Streamlined workflows to boost engagement and efficiency.

TRAINING TRACKING FEATURES

Powerful modules for course scheduling, participant tracking, and performance reporting.

Fully customized to meet Pos Aviation's training needs.



PHASED IMPLEMENTATION APPROACH

Structured rollout plan to ensure smooth and disruption-free implementation.

Clearly defined milestones and responsibilities for seamless execution.

CAAM DIRECTIVE COMPLIANCE

Aligned with CAAM Directive 6010 for comprehensive staff training file management.

Ensures full compliance with MACR 2016 aviation safety regulations.

EFFICIENCY & ACCOUNTABILITY

Boosts training efficiency through automation and data-driven insights.

Strengthens accountability with centralized training records and real-time compliance monitoring.

Quotes By Customer

" When you treat your vendor as a partner, you go further than expected. At Pos Aviation Sdn Bhd, we are proud to align with our parent company Pos Malaysia with sustainability commitment & goals to create long term value. As we expand our footprint, TMS collaboration injects fresh energy into our journey. TMS is more than just a solution—it's a testament to our shared commitment to consistency, risk reduction, and long-term strategic growth. Together, we're not just meeting industry standards; we're rising TMS to fully integrated with Learning Management System (LMS) and Learning Experience Platforms (LXP) enabling seamless learning experience at all levels. This is only the beginning. With strong partnerships with Aventra Group, we're confident that many more milestones await as we continue to shine in the aviation industry."

— Saravanan Ramasamy, Chief Executive Officer, Pos Aviation Sdn Bhd