

# Training Management System (TMS) Drives Reformed Compliance; 99.8% Efficiency

## Challenges

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

### Compliance Gaps & Regulatory Pressure

Difficulty meeting directive and compliance requirements since were not able to track down recurrent training's for Staffs & vendor.

### Fragmented Data & Systems

Lack of a centralized platform, training-related data not scattered across all Business units/departments, Maintain outdated Training Profile in Excel files, Manual attendances in physical folders & Real time difficulties to improve performance of staffs through training's.

### 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

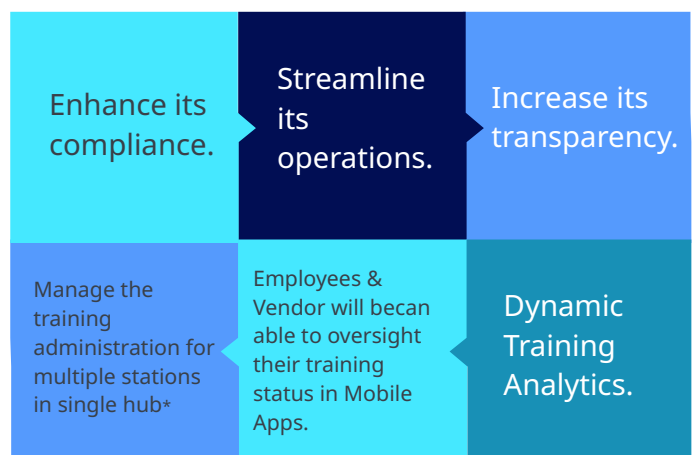
Heavy reliance on spreadsheets and paper-based processes.



## Customer

Pos Aviation Sdn Bhd is a world-class aviation ground services provider offering Ground Handling, Cargo Handling, Inflight 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 Air Transport Association (IATA), the International Civil Aviation Organization (ICAO) and local aviation regulatory bodies.

## Data Transformation Goals

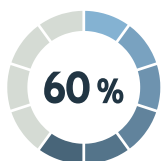


### \*Example Stations list :

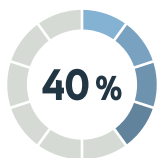
BKI, IPH, KCH, KUL, LGK, MKZ, PEN, SZB, TWU, KUA at the moment.

## 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 & 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, a 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 used to take 14 days to extract now can be done within 10 seconds.

**85%**

Reduction on manual tasks and focus on other strategic operational matters.

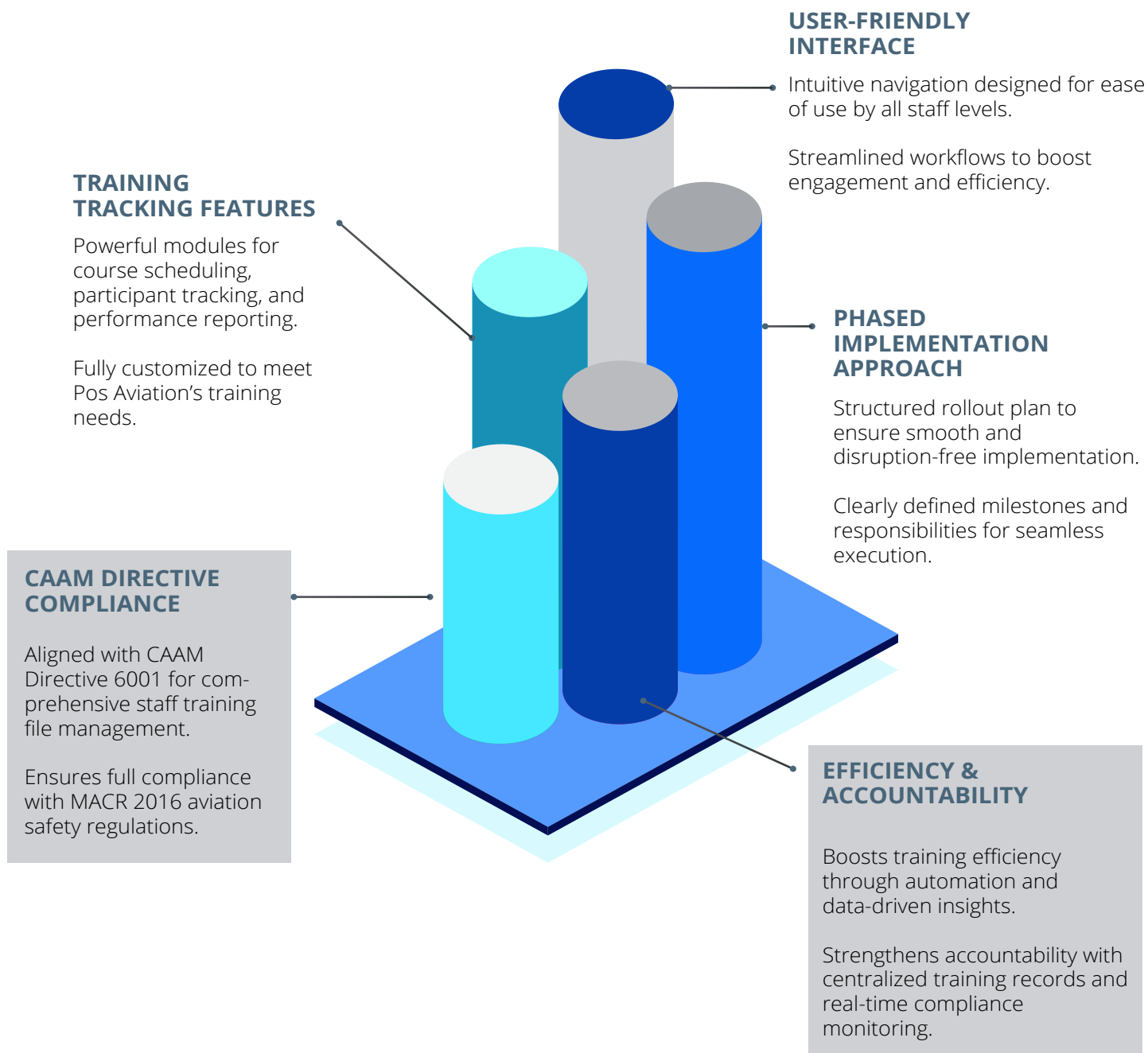
**70%**

### Faster Training Cycle Completion

Course assignment to validation were streamlined, enabling faster onboarding and certification renewals.

## Benefit

Pos Aviation experienced a **100%** compliance with CAAM Directive 6010 and resulting in **zero audit flags**. Its streamlined training operations **slashed the manual workloads by 85%**. This **accelerated the onboarding and certification renewals**; marking Pos Aviation's cutting edge for scalable growth and long-term regulatory confidence.



## 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 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 Aventura 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