



# CLOSING THE FEEDBACK LOOP: INTEGRATING FIELD INSIGHTS INTO S1000D CONTENT

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# AGENDA

- What Happens in the Field
- Stakeholder Roles & Feedback Paths
- The Authoring Challenge
- Why Feedback Gets Lost
- The Feedback Loop Framework
- Takeaways and Q&A

## WHAT HAPPENS IN THE FIELD?

- Technicians interact with many different tools:
  - Digital forms or tablets
  - Maintenance Software
  - Technical publications such as Aircraft Maintenance Manuals, Fault Isolation Manuals Manuals, Illustrated Parts Catalogs, Service Bulletins
  - Job Cards
- Field personnel rely on real-time data and experience.
- Informal feedback often shared verbally or via email or notes.

# STAKEHOLDER ROLES & FEEDBACK PATHS

Stakeholder	Role	Owns S1000D?	Typical Feedback Path
<b>Original Equipment Manufacturer (OEM)</b>	Creates & owns most original S1000D content (IPC, AMM, CMM, SB etc.)	Yes	External feedback via CIRs from operators or MROs. Internal review before any CPF is issued.
<b>Operator</b>	Uses manuals for line & base maintenance. Often maintains MEL, mods, etc.	No (except custom content)	Feedback to OEM or their own Tech Pubs group if customizing content. May issue CIR or SB review comments.
<b>Owner/Operator (BizJet, AAM, GA)</b>	Uses content, may manage their own revisions	Sometimes	May issue feedback directly to OEM or through maintenance provider. In some cases, manage their own revisions
<b>Maintenance Repair and Overhaul (MRO) Part 145 Repair Station</b>	Executes heavy checks, teardown, and repair work. Consumes S1000D content.	No	Feedback may be routed via operator (if contracted) or shared directly with OEM (if authorized).
<b>Supplemental Type Certificate (STC) Holder/ Mod Shops</b>	Create delta content or supplemental data modules	Yes (for STC scope)	Internal authoring loop. May require OEM alignment if it impacts baseline content.

## THE AUTHORING CHALLENGE

- S1000D authors are expected to produce accurate, usable documentation.
- Field insights are often missing.
- Technicians see real issues: unclear, outdated, or incorrect steps.
- Feedback often gets lost due to lack of structure.
- Revisions are reactive, not proactive.
- Disconnect leads to errors and rework.

## WHY FEEDBACK GETS LOST

- No direct, structured feedback channel from field to authors.
- Lack of easy tools for technicians to submit observations.
- Lack of classification logic to tie to DMC/SNS/IPC.
- Manual updates are delayed or lost.
- Vague prioritization mechanism between requestor and authors.
- Lack of traceable change implementation lifecycle between systems.

## VISION: THE S1000D FEEDBACK LOOP

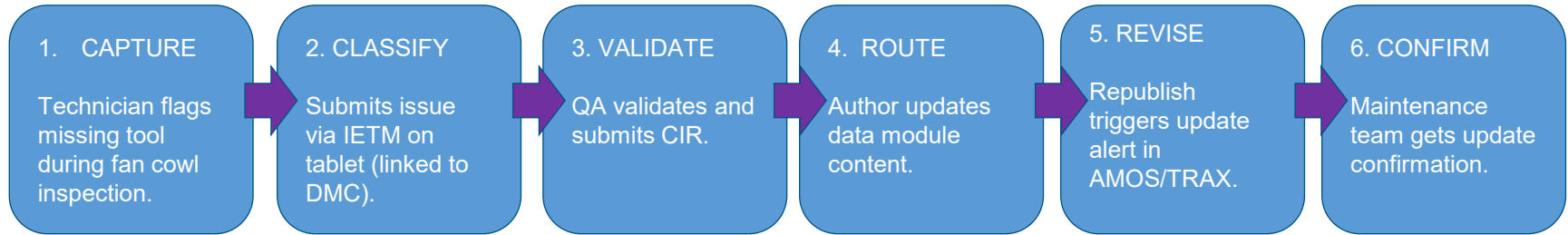
6 Steps to create clear paths for field-to-author feedback using S1000D structures:

1. Capture – Field input via tablet, form, QR code
2. Classify – Link technician reports directly to DMC, IPC, SNS, job card
3. Validate – S1000D Owner QA + SME review and triage
4. Route – Change Implementation Request (CIR) /Change Proposal Form (CPF)
5. Revise – Update and publish
6. Confirm – Notify users of updates

## TOOLS AT EACH STEP

1. Capture: IETM, Maintenance Execution software (AMOS, TRAX, MaintainX, etc), forms
2. Classify: metadata, IPC reference, DMC link
3. Validate: S1000D owner QA tools, tracking dashboards
4. Route: CIR/CPF forms, S1000D owner workflows
5. Revise: CSDB, (R4i, SDL, etc)
6. Confirm: push notifications for users

# EXAMPLE SCENARIO WALKTHROUGH



## HANDLING SILOS AND INTEGRATION ISSUES

- Many operators and MROs still operate with disconnected ecosystems: homegrown maintenance execution systems, standalone CSDBs for S1000D, and local QA tools.
- Fallback methods: Manual entry, QA review if integration is not available.
- Map data manually when automatic linkage is not possible.

## KEY TAKEAWAYS

- Field input is rich, but it can be lost without the right structure.
- Technicians know what's broken, but need simple tools to share that feedback effectively.
- Classifying field feedback to DMCs, IPCs, or job cards helps close the loop.
- Even complex ecosystems (OEM, MRO, STC) can align through consistent workflows.
- Digital enablement wins - IETMs, forms, dashboards, and CSDBs should talk to each other.
- Use S1000D as your backbone, but design your loop around real-world operations.

# Q&A

THANK YOU