

**Business Aviation
Best Practices Series**



RECORDS RETENTION

| Best Practice | Elements |
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| <p>Ensure the metrics you are tracking and recording are in-line with your company's aircraft use policy and established utilization of your business aircraft;</p> | <ul style="list-style-type: none"> • Determine your company's business strategy. • Determine key priorities for which an aircraft can provide assistance. • Develop key metrics that support those priorities. • Ensure metrics are measurable and quantifiable. • Engage customers and frequent fliers. |
| <p>Keep your records current -- on a trip-by-trip basis -- rather than waiting until the end of the year to fill in the blanks;</p> | <ul style="list-style-type: none"> • Follow through on a consistent, trip-by-trip basis. • Create a routine for operators, pilots, etc. <u>after trips.</u> • Recognize what may make each trip unique. • Encourage and capture feedback from employees and travelers. |
| <p>Maintain complete records to capture all of your flight segments; and</p> | <ul style="list-style-type: none"> • Create a routine for operators, pilots, etc. <u>between segments.</u> • Recognize that all segments should hold value. Capture that value by recording information. |
| <p>Retain records for an appropriate amount time</p> | <ul style="list-style-type: none"> • Establish a method to catalog records. • Use historical records to provide evidence of aircraft value. • Look for trends and patterns. |