

**Element Performance Inspection (EPI) Data Collection Tool**  
**1.3.25 Cargo Handling Equipment, Systems and Appliances (AW)**  
**Revision#: 11 Revision Date: 06/23/2014**

**ELEMENT SUMMARY INFORMATION**

**Scope of Element:**

**Purpose** (operator's responsibility): To ensure the operator's Cargo Handling Equipment, Systems and Appliances process will support safe and reliable operations.

**Objective** (FAA's oversight responsibility): To determine:

- The effectiveness of the operator's procedures in meeting the desired output of the process,
- If the operator follows its procedures, controls, process measurements, and interfaces, and
- If there were any changes in the personnel identified by the operator as having responsibility and/or authority, for the Cargo Handling Equipment, Systems and Appliances process.

**Specific Instructions:**

The inspector should familiarize themselves with the operator's Cargo Handling Equipment Systems, Equipment and Appliances procedures, including dangerous goods policies.

**Related EPIs:**

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**SUPPLEMENTAL INFORMATION**

**Regulatory Requirements:**

D.072, Aircraft Maintenance - Continuous Airworthiness Maintenance Program (CAMP) Authorization.  
E.096, Weight and Balance Control Procedures  
43.13, Performance rules (general).  
43.16, Airworthiness Limitations  
45.15, Marking requirements for PMA articles, TSO articles, and Critical parts.  
119.5, Certifications, authorizations, and prohibitions.  
119.43, Certificate holder's duty to maintain operations specifications.  
121.105, Servicing and maintenance facilities.  
121.123, Servicing maintenance facilities.  
121.133, Preparation.  
121.135, Manual contents  
121.306, Portable electronic devices  
121.363, Responsibility for airworthiness.  
121.367, Maintenance, preventive maintenance, and alterations programs.  
121.373, Continuing analysis and surveillance.  
121.379, Authority to perform and approve maintenance, preventive maintenance, and alterations.  
121.1003, Hazardous materials training (General)

**Related CFRs & FAA Policy/Guidance:**

**Related CFRs:**

Intentionally left blank

**FAA Policy/Guidance:**

FAA Order 8110.29A, Cargo Compartment Requirements for Air Shipment of Livestock

FAA Order 8900.1, Volume 2, Chapter 2, Section 6

FAA Order 8900.1, Volume 3, Chapter 47, Section 1

AC 20-162, Airworthiness Approval and Operational Allowance Of RFID Systems

AC 25-5, Installation Approval on Transport Category Airplanes of Cargo Unit Load Devices Approved as Meeting the Criteria in NAS 3610

AC 120-85, Air Cargo Operations

<b>EPI SECTION 1 - PERFORMANCE OBSERVABLES</b>	
<b>Objective:</b> The tasks and questions in this section of the EPI are designed to assist in determining if the operator follows its written procedures and controls and meets the established performance measures of the process. The initial series of questions address the output(s) of the process and the last several questions address whether or not various aspects of the process were followed.	
<b>Tasks</b>	
	The inspector shall accomplish the following tasks:
1	Review the information listed in the Supplemental Information Section of this DCT.
2	Review policies, procedures, instructions, and information for this element.
3	Review the most recently accomplished Safety Attribute Inspection (SAI) for this element.
4	Observe the performance of this element to gain an understanding of the procedures, instructions, and information.
5	Discuss this element with the personnel who perform the duties and responsibilities required by the process.

<b>Questions</b>		
1.1	<p>Did the operator perform proper cargo loading ground operation activities and ensure the airworthiness requirements of cargo handling equipment, systems, and appliances were met for each Make/Model/Series observed?</p> <p><b>Note(s):</b> <i>The operator's procedures must also be followed when the equipment used to load the operator's aircraft is owned and operated by an outsource entity.</i></p> <p>Updated: Rev # 7 on 03/01/2012 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.2	<p>Did the operator perform proper maintenance of their cargo loading equipment, Unit Loading Devices (ULDs), and appliances whether the work was performed by it, or by other persons?</p> <p><b>Note(s):</b> <i>Cargo loading and restraint systems may combine OEM and after market systems that can cause variances to the application of restraint devices, pallet dimensions, fragile cargo loading sequence, or the number of locks required for securing pallets, bins, or ULDs. Ensure that any system combination is clearly identified and procedures for cargo positioning and restraint are fully explained.</i></p> <p>Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.3	<p>Did the operator maintain and inspect (as applicable):</p> <ul style="list-style-type: none"> <li>• Unit Loading Devices, cargo nets, 9-G nets/barriers, and</li> <li>• Cargo tie down locks, cargo compartments, and cargo build-up?</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable

	Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	
1.4	Did the operator perform periodic testing and calibration of scales used to determine cargo weight and did that periodic testing and calibration have traceability to the National Institute of Standards and Technology or equivalent?  Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.5	Were the operator's personnel trained who: <ul style="list-style-type: none"> <li>• Determine the serviceability of ULDs,</li> <li>• Handle hazmat or frangible load requirements,</li> <li>• Maintain cargo loading system,</li> <li>• Repair ULDs and cargo restraint systems,</li> <li>• Perform receiving inspections for contractor repaired ULDs,</li> <li>• Is responsible for the operator's records requirements,</li> <li>• Supervise aircraft cargo handling, and</li> <li>• Is responsible for ULD build-up and aircraft loading?</li> </ul> Updated: Rev # 3 on 09/01/2010 Kind Of Question: Flag, Supplemental, Domestic  <i>Related Performance JTIs:</i> <ol style="list-style-type: none"> <li>1. Verify that the operator's maintenance, shipping, and/or storage personnel received the hazardous material (HAZMAT) training requirements to identify, safely move, store, handle, mark, label, and dispose of HAZMAT  <i>Sources:</i> AC 20-154; Volume 2, Chapter 2, Section 6, Hazardous Materials or Dangerous Goods</li> <li>2. Verify when the operator chooses not to carry hazardous material (HAZMAT), their maintenance, shipping, and/or storage personnel received the HAZMAT recognition program training.  <i>Sources:</i> 121 App..O; Volume 2, Chapter 2, Section 6, Hazardous Materials or Dangerous Goods</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.6	Did the operator ensure the requirements of 14 CFR part 121.306 were complied with before Radio Frequency Identification (RFID) System component installation or portable RFID device use?  <b>Note(s):</b> <i>The operator must show how a device not specifically identified in 14 CFR part 121.306 will not cause interference with the navigation or communication systems.</i>  Updated: Rev # 11 on 06/23/2014 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.7	Did the operator, before loading or transporting livestock, ensure:	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

	<ul style="list-style-type: none"> <li>• A means to prevent livestock container from shifting,</li> <li>• Protective flooring exists during loading and transportation,</li> <li>• Containment of livestock excreta, ventilation was adequate, and</li> <li>• Maintained an acceptable humidity level in the aircraft?</li> </ul> <p>Updated: Rev # 3 on 09/01/2010 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Not Observable
1.8	<p>Did the operator perform a preflight inspection and condition assessment to ensure the airworthiness requirements were met for each temperature controlled shipping container prior to air transport?</p> <p><b>Note(s):</b> <i>During interline activities the temperature controlled shipping container owner must ensure:</i></p> <ul style="list-style-type: none"> <li>• <i>The interline operator is authorized to carry these containers,</i></li> <li>• <i>The containers are loaded per the owner's procedures, and</i></li> <li>• <i>Only trained and qualified personnel are used for the air transport process.</i></li> </ul> <p>Updated: Rev # 3 on 09/01/2010 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.9	<p>Did the operator perform a preflight inspection and condition assessment to ensure the airworthiness requirements were met for each Active ULD prior to air transport?</p> <p><b>Note(s):</b> <i>During interline activities the "Active ULD" owner must ensure:</i></p> <ul style="list-style-type: none"> <li>• <i>The interline operator is authorized to carry these containers,</i></li> <li>• <i>The containers are loaded per the owner's procedures, and</i></li> <li>• <i>Only trained and qualified personnel are used for the air transport process.</i></li> </ul> <p>Updated: Rev # 8 on 09/30/2012 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.10	<p>Did the operator follow policies, procedures, instructions, and information for this element?</p> <p>Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check at the aircraft that the operator's maintenance, preventive maintenance, alterations, inspection, overhaul, repair, preservation, and replacement parts of the operator's cargo handling equipment, systems, and appliances ensure the work performed by it, or by other persons, followed: Continuous Airworthiness Maintenance Program,</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable

	<p>The applicable Original Equipment Manufacture (OEM), and serviceability limits, inspection limits, inspection frequency, and receiving inspection requirements?</p> <p>Sources: FAA Order 8900.1, Volume 3, Chapter 47, Section 1; FAA Order 8900.1, Volume 6, Chapter 2, Section 4.</p>	
1.11	<p>Did the operator follow controls for this element?</p> <p>Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.12	<p>Did the records for this element comply with the instructions?</p> <p>Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.13	<p>Were the process measurements for this element:</p> <ul style="list-style-type: none"> <li>• Effective in identifying actual or potential problems, and</li> <li>• Did the operator identify and take corrective action for identified problems?</li> </ul> <p>Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.14	<p>Did the operator follow its method for evaluating the impact of changes in this process to other related processes that interface with this process?</p> <p>Updated: Rev # 10 on 09/30/2013 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable <input type="checkbox"/> Not Observable
1.15	<p>Did the observed interactions between personnel accomplishing interfacing processes produce the desired result?</p> <p>Updated: Rev # 10 on 09/30/2013 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable

<b>EPI SECTION 1 - PERFORMANCE OBSERVABLES</b>	
<b>Drop-Down Menu</b>	
1.	Personnel.
2.	Tools and Equipment.
3.	Technical Data.
4.	Policies, procedures, instructions, or information.
5.	Materials.
6.	Facilities.
7.	Controls.
8.	Process Measures.
9.	Interfaces.
10.	Desired Outcome.
11.	Other.

<b>EPI SECTION 2 - MANAGEMENT RESPONSIBILITY &amp; AUTHORITY OBSERVABLES</b>	
<b>Objective:</b>	
Answers to questions in this section address the responsibility and authority of the people who manage this process. They will help determine if there is a qualified and knowledgeable person who:	
<ul style="list-style-type: none"> <li>• Is responsible for the process,</li> <li>• Is answerable for the quality of the process,</li> <li>• Has the authority to establish and modify the process.</li> </ul>	
<b>Note(s):</b> <i>The person with the authority may or may not be the person with the responsibility.</i>	
<b>Tasks</b>	
	The inspector shall accomplish the following tasks:
1	Identify the person who has overall responsibility for the processes associated with this element.
2	Identify the person who has overall authority for the processes associated with this element.
	<b>Note:</b> If there have been no major changes in key personnel or the program since the last SAI or EPI was accomplished, then only answer questions 1 and 2 below, and select "No Change" (N/C) for the remaining questions. If changes have occurred that affect the responsibility or authority attributes for this element, then accomplish all tasks and answer all questions.
3	Review the duties and responsibilities for the person(s) who manage the processes associated with this element.
4	Review the appropriate organizational chart.
5	Discuss the processes associated with this element with the management personnel identified in tasks 1 and 2.
6	Review the qualifications and work experience of the management personnel identified in tasks 1 and 2.

<b>Questions</b>		
2.1	Is the identified person who is responsible for the quality of the processes associated with this element actively filling that position?  Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
2.2	Is the identified person who has authority to establish and modify the operator's policies, procedures, instructions and information for the processes associated with this element actively filling that position?  Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
2.3	Does the responsible person know that he/she has responsibility for the processes associated with this element?  Updated: Rev # 2 on 03/03/2010	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change <input type="checkbox"/> Not Observable

	Kind Of Question: Flag, Supplemental, Domestic	
2.4	Does the person with authority know that he/she has authority for the processes associated with this element?  Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change <input type="checkbox"/> Not Observable
2.5	Does the person with responsibility for the processes associated with this element meet the qualification and work experience standards?  Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change <input type="checkbox"/> Not Observable
2.6	Does the person with authority to establish and modify the processes associated with this element meet the qualification and work experience standards?  Updated: Rev # 7 on 03/01/2012 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change <input type="checkbox"/> Not Observable
2.7	Does the person with responsibility understand the controls, process measurements, and interfaces associated with this element?  Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change <input type="checkbox"/> Not Observable
2.8	Does the person with authority understand the controls, process measurements, and interfaces associated with this element?  Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change <input type="checkbox"/> Not Observable
2.9	Does the person with responsibility know who has authority to establish and modify the processes associated with this element?  Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change <input type="checkbox"/> Not Observable
2.10	Does the person with authority know who has the responsibility for the processes associated with this element?  Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change <input type="checkbox"/> Not Observable

## EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

### Drop-Down Menu

1. Assignment of responsibility.
2. Assignment of authority.
3. Does not understand policies, procedures, instructions, or information.
4. Does not understand controls.
5. Does not understand process measurements.

6.	Does not understand interfaces.
7.	Span of control.
8.	Position vacant.
9.	Other.