

Element Performance Inspection (EPI) Data Collection Tool
1.3.7 Maintenance Providers (AW)
Revision#: 13 Revision Date: 06/23/2014

ELEMENT SUMMARY INFORMATION

Scope of Element:

Purpose (Operator's responsibility): To train, qualify, authorize and manage a maintenance provider who will perform maintenance or required inspections according to their Continuous Airworthiness Maintenance Program and Operations Specifications paragraph D091.

Objective (FAA 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 maintenance provider process.

Specific Instructions:

If the maintenance provider is not an FAA-certificated repair station, the name of the provider **must be** captured per the instructions of 1.1.

When surveillance is conducted on facilities outside of the US inspectors should consider the notification and contact requirements contained in 8900.1, Volume 6, Chapter 2, Section 41.

ASIs must review maintenance provider historical data to help verify that known system weaknesses and/or deficiencies have been corrected. To complete this data review, access the following links and follow the instructions provided:

FAA Certificated Repair Station.

1. **Access the SPAS [repair station profile](#).**
 - a. **Enter the repair station "designator."**
 - b. **Select a minimum of "3" as the number of years to gather information from the drop down menu.**
 - c. **Select the "Go" button.**
 - d. **Review the profile information for the repair station. The profile information can be viewed as follows:**
 - i. **Selecting each of the individual tabs for the repair station; or,**
 - ii. **Selecting the "Hide Tabs" button and viewing one continuous page.**

FAA Certificated Maintenance Personnel and Non-Certificated Repair Facility.

1. **FAA-Certificated Maintenance Personnel.**
 - a. **Access the SPAS [air personnel profile](#).**
 - b. **Enter the air personnel's "Certificate Number," "Social Security No," or "Name."**
 - c. **Select the "Go" button.**
 - d. **Select the air personnel.**
 - e. **To continue select the "Go" button.**
 - f. **Select a performance measure.**
 - g. **Review the profile information for the air personnel. The profile information can be viewed as follows:**
 - i. **Selecting each of the individual tabs for the air personnel; or,**
 - ii. **Selecting the "Hide Tabs" button, and viewing in one continuous page.**

2. **Non-Certificated Repair Facility and Non Certificated Personnel**
 - a. **Access FAA data sources for information, SPAS, ATOS, and PTRS.**
 - b. **Review available data.**

Related EPIs:

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SUPPLEMENTAL INFORMATION

Regulatory Requirements:

D.091, Requirements: Air Carrier Maintenance Providers
119.43, Certificate holder's duty to maintain operations specifications.
121.135, Manual contents
121.137, Distribution and availability.
121.346, Flight data recorders: filtered data
121.363, Responsibility for airworthiness.
121.365, Maintenance, preventive maintenance, and alteration organization.
121.367, Maintenance, preventive maintenance, and alterations programs.
121.369, Manual requirements.
121.371, Required inspection personnel.
121.373, Continuing analysis and surveillance.
121.375, Maintenance and preventive maintenance training program.
121.377, Maintenance and preventive maintenance personnel duty time limitations.
121.378, Certificate requirements.
121.379, Authority to perform and approve maintenance, preventive maintenance, and alterations.
121.380, Maintenance recording requirements.
121.703, Service difficulty reports.
121.705, Mechanical interruption summary report.
121.1005, Hazardous materials training required
121.1007, Hazardous materials training records

Related CFRs & FAA Policy/Guidance:

Related CFRs:

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FAA Policy/Guidance:

FAA Order 8900.1, Volume 2, Chapter 2, Section 6
FAA Order 8900.1, Volume 3, Chapter 18, Section 6
FAA Order 8900.1, Volume 3, Chapter 42, Section 1
FAA Order 8900.1, Volume 3, Chapter 43, Section 1
FAA Order 8900.1, Volume 6, Chapter 2, Section 40
FAA Order 8900.1, Volume 6, Chapter 2, Section 41

EPI SECTION 1 - PERFORMANCE OBSERVABLES	
Objective:	
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.	
Tasks	
	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.

Questions	
1.1	<p>Does the maintenance provider appear on the operator's listing including;</p> <ul style="list-style-type: none"> • Name, • Location, and • General description of work using the following five categories; <ol style="list-style-type: none"> 1. Aircraft maintenance <ol style="list-style-type: none"> a. heavy maintenance b. line maintenance 2. Aircraft engine work 3. Propeller work 4. Component work 5. Specialized service <p>Note(s): <i>When observing a maintenance provider that is not a FAA certificated repair station; you must document the business or person's name in the appropriate comment field exactly as it appears on the air carrier maintenance provider list. Also enter any other certificate they hold such as airframe and powerplant or foreign repair station.</i> <i>When observing a maintenance provider that is a FAA certificated repair station enter/select the repair station designator in the ATOS Repair Station Designator field located in the "Start" section of this activity.</i> <i>The listing required by 14 CFR part 121.369(a) does not apply to persons (sub-contractors) that perform contract maintenance for the repair station under 14 CFR part 145.217.</i></p> <p>Updated: Rev # 5 on 06/01/2010</p>

- Yes
 No, Explain
 Not Observable

	Kind Of Question: Flag, Supplemental, Domestic	
1.2	<p>Did the operator evaluate, accept, and authorize the maintenance provider?</p> <p>Updated: Rev # 3 on 12/03/2009 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 accomplish an audit prior to listing the maintenance provider?</p> <p>Note(s): <i>Essential maintenance provider audits must be accomplished onsite. Essential maintenance encompasses any on-wing accomplishment of any maintenance or alteration that the certificate holder has designated as a Required Inspection Item. Essential maintenance is maintenance that would result in a failure effect that would endanger the continued safe flight and landing of the airplane if it was performed improperly or if improper parts or materials were used. Essential maintenance is the accomplishment of the Required Inspection itself. Essential maintenance does not encompass any off wing maintenance.</i></p> <p>Updated: Rev # 13 on 06/23/2014 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.4	<p>Did the operator perform additional onsite audits of existing essential maintenance providers prior to authorizing changes to essential maintenance that requires a change in the work description category?</p> <p>Updated: Rev # 5 on 06/01/2010 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.5	<p>Did the operator's maintenance provider listing identify their essential maintenance provider(s) and include the specific required inspection item(s) they are authorized to perform?</p> <p>Updated: Rev # 11 on 12/01/2011 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.6	<p>Were on-wing required inspection items (essential maintenance) performed only by a listed essential maintenance provider?</p> <p>Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.7	<p>Did the operator administer clear authority and responsibilities by controlling and directing all contracted work?</p> <p>Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.8	<p>Did the operator maintain oversight of their maintenance and inspection programs?</p> <p>Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.9	<p>Did the operator maintain clear authority and responsibilities by controlling and directing all sub-contracted work?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable

	Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic	
1.10	Did the operator maintain oversight of all sub-contracted work involving their maintenance and inspection programs? Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.11	Did the operator provide appropriate parts of the manual(s) to perform the authorized work? Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.12	Did the maintenance provider use current manual(s) or parts thereof? Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.13	Did the operator appropriately accept the maintenance provider's procedures when necessary? Note(s): <i>Examples of maintenance provider procedures are work/task forms, receiving inspection, and calibrated tool programs.</i> Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.14	Did the maintenance provider only accomplish the work the operator authorized? Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.15	Did the maintenance provider appropriately perform maintenance? Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.16	Did the maintenance provider accurately and completely document all maintenance they performed? Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.17	Did the operator measure and analyze the performance and effectiveness of the maintenance and inspection performed by maintenance providers? Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.18	Did the operator measure and analyze the performance and effectiveness of accepted maintenance provider procedures? Note(s):	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable

	<p><i>Examples of maintenance provider procedures are work/task forms, receiving inspection, and calibrated tool programs.</i></p> <p>Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	
1.19	<p>Did the operator measure and analyze the performance and effectiveness of all sub-contracted work involving their maintenance and inspection programs?</p> <p>Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.20	<p>Did the operator record all oversight and audit findings (including onsite technical representative findings/fixes) and provide a means for them to be collected, analyzed, and used to measure the performance and effectiveness of the operators maintenance and inspection programs?</p> <p>Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.21	<p>Were maintenance provider personnel trained and competent to perform the assigned work?</p> <p>Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.22	<p>Did trained and qualified personnel determine the adequacy of the work?</p> <p>Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.23	<p>Did personnel directly in charge of maintenance, preventive maintenance, or alterations;</p> <ul style="list-style-type: none"> • Hold an appropriate airman certificate, or • Meet 14 CFR 145.153 and 145.157 if the work is performed by a repair station located outside the United States? <p>Updated: Rev # 5 on 06/01/2010 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.24	<p>Did personnel performing required inspections;</p> <ul style="list-style-type: none"> • Hold an appropriate airman certificate, or • Meet 14 CFR 145.155 and 145.157 if the work is performed by a repair station located outside the United States? <p>Updated: Rev # 5 on 06/01/2010 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.25	<p>Did the maintenance provider use the required tools, equipment, and test apparatus?</p> <p>Updated: Rev # 3 on 12/03/2009</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable

	Kind Of Question: Flag, Supplemental, Domestic	
1.26	<p>Were persons performing maintenance or preventative maintenance relieved from duty for a period of at least 24 consecutive hours during any seven consecutive days, or the equivalent thereof within any one calendar month?</p> <p>Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.27	<p>Were the reporting requirements of 14 CFR §121.703, Service difficulty reports, and §121.705, Mechanical interruption summary reports met?</p> <p>Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.28	<p>Did persons performing or directly supervising the acceptance, rejection, handling, storage incidental to transport, including company material on board an aircraft, receive the required initial and/or recurrent Hazardous Materials training?</p> <p>Updated: Rev # 11 on 12/01/2011 Kind Of Question: Flag, Supplemental, Domestic</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 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 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; AC 20-154; Volume 2, Chapter 2, Section 6, Hazardous Materials or Dangerous Goods 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.29	<p>Were the maintenance recording requirements of 14 CFR 121.380 met, including, but not limited to:</p> <ul style="list-style-type: none"> All records necessary to show that all requirements for the issuance of an airworthiness release have been met The total time in service of the airframe and each engine and propeller (with exceptions provided in 121.380(b)) The current status of life-limited parts of each airframe, engine, propeller, and appliance The time since last overhaul of all items that are required to be overhauled on a specified basis The identification of the current inspection status of the aircraft, including the times since the last required inspections The current status of applicable airworthiness directives, a list of current major alterations to each airframe, engine, propeller, and appliance? 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable

	Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic	
1.30	Did the operator follow policies, procedures, instructions, and information for this element? Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.31	Did the operator follow controls for this element? Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.32	Did the records for this element comply with the instructions? Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic <i>Related Performance JTIs:</i> 1. Check at the maintenance provider, for completed work documents to ensure inspections, maintenance, preventive maintenance, or alterations performed were performed in accordance with the operator's manual. <i>Sources:</i> 121.367(a); 121.369(b) 2. Check at the maintenance provider, that training records of personnel performing inspections, maintenance, preventive maintenance, or alterations for the certificate holder, verify they have been trained and qualified in accordance with the operator's procedures and standards. <i>Sources:</i> 121.367(b); 121.369(b) 3. Check at the training center, that training records of personnel performing inspections, maintenance, preventive maintenance, or alterations for the operator, verify they have been trained and qualified in accordance with the operator's procedures and standards. <i>Sources:</i> 121.367(b); 121.369(b) 4. Check the aircraft release record, that each aircraft released to service by the maintenance provider is airworthy following completion of inspections, maintenance, preventive maintenance, or alterations in accordance with the operator's manual. <i>Sources:</i> 121.367(c); 121.369(b) 5. Check at the records repository, to ensure that completed records of maintenance performed by persons outside the certificate holder's organization include the name of the person who performed that work and a general description (or reference to data) of that work in accordance with the operator's manual. <i>Sources:</i> 121.135(a)(1); 121.369(c)(1); 121.369(c)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable

	<p>6. Check at the maintenance provider, to ensure that completed records of maintenance performed by it for the operator includes the name of the person who performed that work and a general description (or reference to data) of that work in accordance with the operator's manual.</p> <p><i>Sources:</i> 121.135(a)(1); 121.369(c)(1); 121.369(c)(2)</p> <p>7. Check at the records repository, to ensure that completed records of maintenance performed by persons outside the operator's organization include the name or other positive identification of the individual who approved the work performed in accordance with the operator's manual.</p> <p><i>Sources:</i> 121.135(a)(1); 121.369(c)(3)</p> <p>8. Check at the maintenance provider, to ensure that completed records of maintenance performed by it for the operator include the name or other positive identification of the individual who approved the work performed in accordance with the operator's manual.</p> <p><i>Sources:</i> 121.135(a)(1); 121.369(c)(3)</p> <p>9. Check at the records repository, for completed records of maintenance of persons performing required inspections for the operator to ensure those persons were appropriately certificated, properly trained, qualified, and authorized to do so in accordance with the operator's manual.</p> <p><i>Sources:</i> 121.371(a)</p> <p>10. Check at the records repository, for completed records of maintenance of persons performing required inspections for the operator to ensure those persons did not perform the item of work required to be inspected in accordance with the operator's manual.</p> <p><i>Sources:</i> 121.371(c)</p> <p>11. Check at the records repository, for completed maintenance records of major repairs or major alterations accomplished by maintenance provider's to determine that work was done in accordance with technical data approved by the Administrator.</p> <p><i>Sources:</i> 121.379(b)</p> <p>12. Check at the maintenance provider, that service difficulty reporting tasks required by Part 121.703, that may have been assigned to the maintenance provider by the Part 121 Certificate Holder, have been reported in accordance with the operator's instructions.</p> <p><i>Sources:</i> 121.703(a)(14); 121.703(a)(15); 121.703(a)(17)</p> <p>13. Check at the operator's specified location, that the operator received copies of each Service Difficulty Report submitted for it by the repair station in accordance with the operator's manual.</p> <p><i>Sources:</i> 121.703; 121.703(a)(14); 121.703(a)(15); 121.703(a)(17)</p>	
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	<p>14. Check at the maintenance provider, that no person is withholding Service Difficulty Reports even though all information required is not available in accordance with the operator's manual.</p> <p>Sources: 121.703; 121.703(a)(14); 121.703(a)(15); 121.703(a)(17)</p>	
1.33	<p>Were the process measures for this element;</p> <ul style="list-style-type: none"> • Effective in identifying actual or potential problems and, • Did the operator identify and take corrective action for identified problems? <p>Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
1.34	<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 # 12 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
1.35	<p>Did the observed interactions between personnel accomplishing interfacing processes produce the desired result?</p> <p>Updated: Rev # 12 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

EPI SECTION 1 - PERFORMANCE OBSERVABLES

Drop-Down Menu

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.

EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

Objective:

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:

- Is responsible for the process
- Is answerable for the quality of the process
- Has the authority to establish and modify the process.

Note: The person with the authority may or may not be the person with the responsibility.

Tasks

	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.
	Note: 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 & 2.

Questions

2.1	Is there a clearly identified person who is responsible for the quality of the processes associated with this element? Updated: Rev # 3 on 12/03/2009 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Observable
2.2	Is there a clearly identified person who has authority to establish and modify the operator's policies, procedures, instructions and information for the processes associated with this element? Updated: Rev # 3 on 12/03/2009 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 # 3 on 12/03/2009	<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 # 3 on 12/03/2009 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 # 3 on 12/03/2009 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 # 3 on 12/03/2009 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 # 3 on 12/03/2009 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 # 3 on 12/03/2009 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 # 3 on 12/03/2009 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 # 3 on 12/03/2009 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.