Element Performance Inspection (EPI) Data Collection Tool
3.1.2 Crewmember Duties / Cabin Procedures (OP)
Revision#: 11 Revision Date: 09/30/2013

ELEMENT SUMMARY INFORMATION

Scope of Element:

Purpose (operator's responsibility): To ensure crewmember (flight attendant and pilot) duties and responsibilities provide for the safety of cabin occupants.

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 Crewmember Duties/Cabin Procedures process.

Specific Instructions:

- This element is applicable to all passenger carrying operations conducted with or without flight attendants.
- This element is also applicable to the carriage of persons who are not subject to passenger carrying requirements specified under 14 CFR part 121.583.

Related EPIs:
Intentionally left blank

SUPPLEMENTAL INFORMATION

Regulatory Requirements:
A.003, Airplane Authorization
119.43, Certificate holder's duty to maintain operations specifications.
121.135, Manual contents
121.137, Distribution and availability.
121.306, Portable electronic devices
121.309, Emergency equipment.
121.313, Miscellaneous equipment.
121.333, Supplemental oxygen for emergency descent and for first aid; turbine engine powered airplanes with pressurized cabins.
121.337, Protective breathing equipment.
121.391, Flight attendants.
121.393, Crewmember requirements at stops where passengers remain on board.
121.394, Flight attendant requirements during passenger boarding and deplaning
121.397, Emergency and emergency evacuation duties.
121.542, Flight crewmember duties.
121.549, Flying equipment.
121.570, Airplane evacuation capability.
121.571, Briefing passengers before takeoff.
121.573, Briefing passengers: Extended overwater operations.
121.576, Retention of items of mass in passenger and crew compartments.
121.577, Stowage of food, beverage, and passenger service equipment during airplane movement on the surface, takeoff, and landing.
121.580, Prohibition on interference with crewmembers.
121.582, Miscellaneous equipment
121.583, Carriage of persons without compliance with the passenger-carrying requirements of this part.
121.701, Maintenance log: Aircraft.
121.1500, SFAR No. 111--Lavatory Oxygen Systems

Related CFRs & FAA Policy/Guidance:

Related CFRs:
Intentionally left blank

FAA Policy/Guidance:
FAA Order 8900.1, Volume 3, Chapter 23, Section 4
FAA Order 8900.1, Volume 3, Chapter 23, Section 5
FAA Order 8900.1, Volume 3, Chapter 23, Section 6
FAA Order 8900.1, Volume 3, Chapter 33, Section 3
FAA Order 8900.1, Volume 3, Chapter 33, Section 4
FAA Order 8900.1, Volume 3, Chapter 33, Section 6
AC 120-48, Communication and Coordination Between Flight Crewmembers and Flight Attendants
AC 120-88, Preventing Injuries Caused by Turbulence
AC 121-24, Passenger Safety Information Briefing and Briefing Cards
AC 121-33, Emergency Medical Equipment
InFO 12013 Airworthiness Directive (AD) 2012-11-09 on Lavatory Oxygen Installation
## 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

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Review the information listed in the Supplemental Information Section of this DCT.</td>
</tr>
<tr>
<td>2</td>
<td>Review policies, procedures, instructions, and information for this element.</td>
</tr>
<tr>
<td>3</td>
<td>Review the most recently accomplished Safety Attribute Inspection (SAI) for this element.</td>
</tr>
<tr>
<td>4</td>
<td>Observe the performance of this element to gain an understanding of the procedures, instructions, and information.</td>
</tr>
<tr>
<td>5</td>
<td>Discuss this element with the personnel who perform the duties and responsibilities required by the process.</td>
</tr>
</tbody>
</table>

### Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Did a crewmember conduct the required cabin preflight duties, including a check for all PBEs located in the cabin, prior to takeoff of the first flight of the day?</td>
</tr>
</tbody>
</table>

**Note(s):**

PBE check includes:
- Properly stowed;
- Serviceable; and
- Properly charged, if not chemically generated.

Updated: Rev # 4 on 09/01/2010  
Kind Of Question: Flag, Supplemental, Domestic

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Yes</th>
<th>No, Explain</th>
<th>Not Applicable</th>
<th>Not Observable</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2</td>
<td>Did crewmember(s) check the cabin emergency and flotation equipment?</td>
</tr>
</tbody>
</table>

**Note(s):**

Check includes:
- A preflight inspection; and
- A check for ready accessibility to both crew and passengers.

Equipment to be checked, as applicable:
- Hand fire extinguishers;
- Megaphone(s);
- Portable lights;
- Portable oxygen equipment;
- Life Preservers within easy reach and readily removable; and
- Life rafts.

Updated: Rev # 7 on 09/01/2011
Kind Of Question: Flag, Supplemental, Domestic

Related Performance JTIs:

1. Check in the aircraft cabin if conducting extended over water operations: That a life preserver equipped with an approved survivor locator light is provided to each occupant of the airplane and that it is within easy reach and readily removable from the airplane; and that the required life rafts, life preservers, and survival-type emergency locator transmitter are easily accessible in the event of a ditching without appreciable time for preparatory procedures in accordance with the operator's design.

Sources: 121.339(b); 121.340(a)

1.3 Did crewmembers verify passenger information cards, specific to the make and model of the aircraft, are available to each passenger?

Note(s):
Although a crew preflight check may not be required, a card is required to be available for each passenger to supplement the oral passenger safety briefing.

Updated: Rev # 8 on 12/01/2011
Kind Of Question: Flag, Supplemental, Domestic

Related Performance JTIs:

1. Check in the aircraft cabin that the printed passenger briefing cards include instructions for the use of the passenger chemical supplemental oxygen system. This should include donning techniques, adjustment requirements and any action necessary to initiate oxygen flow, in accordance with the operator's design.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1806

2. Check in the aircraft cabin that on each passenger-carrying airplane, there are printed cards supplementing the oral briefing located in convenient locations for use of each passenger. Each card must contain: Information pertinent only to the type and model airplane used for that flight; Diagrams of all emergency exits; Methods of operating all emergency exits; and, Other Instructions necessary for use of emergency equipment, in accordance with the operator's design.

Sources: 121.571(b)

3. Check in the aircraft cabin that if the aircraft is equipped with different types of flotation equipment, each different type of equipment is: Explained on the passenger information cards. If, each cabin section
uses a different information card, ensure that the equipment and the card match, and the different methods of donning and/or the operation of the individual flotation means is depicted on the card, in accordance with the operator's design.

Sources: FAA Order 8900.1, Volume 3, Chapter 33, Section 6, Paragraph 3-3575

4. Check in the aircraft cabin that printed passenger briefing cards contain correct oxygen mask location, information and instructions. If the operator elects to reference lavatory oxygen systems on their briefing card, ensure the configuration of the lavatory systems on the aircraft, specified in 121.1500 SFAR 111 as amended in InFO 12013, agrees with the card.

Sources: 121.1500; AC 121-24; InFO 12013

1.4 On flights requiring flight attendants, did each flight attendant have access to their copy of the current manual(s) and use of a flashlight when performing assigned duties?

Note(s):
Check that the crewmember(s):

- Manual is up to date with current changes and additions;
- Manual is accessible when performing assigned duties; and
- Flashlight is in good working order and readily available for use.

Updated: Rev # 4 on 09/01/2010
Kind Of Question: Flag, Supplemental, Domestic

1.5 On flights requiring flight attendants, were flight attendants evenly distributed throughout the aircraft when passengers were on board?

Note(s):
This includes when aircraft is parked at gate, during movement on the surface and during operation of the flight, flight attendant(s):

- Are not congregated in one area; and
- Are at required flight attendant station(s).

Updated: Rev # 4 on 09/01/2010
Kind Of Question: Flag, Supplemental, Domestic

Related Performance JTIs:

1. Check at the aircraft cabin that: 1) During take-off and landing, flight attendants are located as near as practicable to required floor level exits and are uniformly distributed throughout the airplane in order to provide the most effective egress of passengers in event of an emergency evacuation; and 2) During taxi flight attendants are at their duty stations with safety belts and shoulder harnesses fastened except to perform duties related to the safety of the airplane and its occupants, in accordance with the operator's design.
2. Check at the aircraft cabin, when passengers are on board, including when the aircraft is parked at the gate and during movement on the surface, that flight attendants are: 1) Uniformly distributed throughout the cabin during operation of the flight; 2) Do not congregate in one area (such as the first class cabin); and, 3) Are located at required flight attendant stations, in accordance with the operator's design.

Sources: FAA Order 8900.1, Volume 3, Chapter 33, Section 4, Paragraph 3-3512

1.6 Was the passenger cabin prepared for movement on the surface, takeoff, and landing?

Note(s):
Cabin preparation includes the following (as applicable):

- Seat backs in upright position;
- Seat belts fastened;
- Each unoccupied seat had seat belt secured from interference of duties or egress;
- No air carrier provided food, beverage or tableware located at passenger seat;
- All food and beverage trays and seat back tray tables secured in stowed position;
- All movie screen/s that extend into an aisle stowed; and
- Notification by flight attendant to captain that cabin was secure, if applicable.

Updated: Rev # 4 on 09/01/2010
Kind Of Question: Flag, Supplemental, Domestic

1.7 When equipped, were aircraft exits armed during movement on the surface, takeoff, and landing?

Updated: Rev # 3 on 12/03/2009
Kind Of Question: Flag, Supplemental, Domestic

Related Performance JTIs:

1. Check at the aircraft cabin that the airplane: 1) Is not moved on the surface; 2) Does not take off; and 3) Does not land, unless each automatically deployable emergency evacuation assisting means is ready for evacuation in accordance with the operator's design.

Sources: 121.570(a)

1.8 Were required safety demonstrations and passenger briefings accomplished?

Note(s):
Oral briefing must include:
Smoking: a) When, where, and under what conditions permitted; b) Passenger must comply with posted signs, placards and crewmember instructions; c) No tampering or destroying lavatory smoke detector; and, d) No smoking in lavatory or passenger cabin;

Location of emergency exits;
Use of seat belts: a) How to fasten and unfasten; b) When, where, and under what conditions must be fastened; c) Passenger must comply with posted signs, placards and crewmember instructions;

Location and use of emergency flotation means;
Use of oxygen in event of decompression;
For operations without a flight attendant, additional information: a) Place seat backs in upright position prior to takeoff; b) Location of survival equipment; c) If flight operates above 12,000 MLS, normal and emergency use of oxygen; d) Location and operation of fire extinguisher;

For extended overwater operations: a) Location and operation of life preservers; b) Location and operation of liferafts and sliderafts; c) Location and operation of other means of flotation.

After takeoff and immediately before or immediately after turning off seat belt sign, that passenger should keep their seat belts fastened while seated, even when the seat belt sign is off;

Use of portable electronic devices;
Content of passenger safety information card; and
As required, an individual briefing to each person who needs the assistance of another to move to an exit in an emergency: a) Route to most appropriate exit; b) Most appropriate to begin moving to exit; c) Ask most appropriate manner of assisting the person.

This briefing is not required if the briefing was given before the previous leg in the same aircraft when the crewmembers on duty have been advised as to the appropriate manner of assisting the person so as to prevent pain and further injury.

The following must also be demonstrated on aircraft requiring flight attendants:

Method of donning and inflating life preserver; and
Use of the oxygen-dispensing equipment including location identification.

When carrying persons that are authorized to be carried under the provisions of 14 CFR part 121.583, all such passengers are briefed by an appropriate crewmember concerning:

Smoking;
The use of seatbelts;
Location and operation of emergency equipment;
Use of oxygen and emergency oxygen equipment; and
For applicable extended overwater operations, the location of the rafts, and location and operation of life preservers, which includes a donning and inflating demonstration.

Updated: Rev # 4 on 09/01/2010
Kind Of Question: Flag, Supplemental, Domestic

Related Performance JTIs:
1. Check at the aircraft cabin that if the airplane proceeds directly over water after takeoff, the extended overwater briefing required by 121.573(a) is done before takeoff; or, if the airplane does not proceed directly over water, that briefing is given before reaching the overwater part of the flight in accordance with the operator's design.

Sources: 121.573(c)

2. Check in the aircraft cabin that on airplanes with no flight attendants, the flight crew instructs each passenger to place his or her seatback in the upright position for takeoff and landing, in accordance with the operator's design.

Sources: 121.311(e)(3)

3. Check in the aircraft cabin that passenger briefings and demonstrations are given and include information on oxygen mask location, proper placement of oxygen masks on the face, how to adjust the oxygen mask straps, and an indication of oxygen flow, in accordance with the operator's design.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1806

4. Check in the aircraft cabin that the pre takeoff oral briefing is given, by the responsible crewmember, so that each passenger can clearly hear it and easily see required demonstrations and that the crewmembers giving demonstrations coordinate them with the information being given in that briefing in accordance with the operator's design.

Sources: AC 121-24 1. Appendix 1 Part 121 Operations with Flight Attendants

5. Check in the aircraft cabin that when the pre-takeoff oral briefing uses videotape presentations any screens used during these presentations that extend into the aisles are properly stowed prior to movement on the surface, takeoff or landing; that the flight attendants are evenly distributed, close to their assigned flight attendant seats; and that by interview of the responsible crewmember that the crewmember knows the operator's alternative briefing procedures to follow if the videotape or audiotape presentation becomes inoperative, in accordance with the operator's design.

Sources: AC 121-24 1. Appendix 1 Part 121 Operations with Flight Attendants

6. Check in the aircraft cabin that the responsible crewmember orally briefs passengers, before each takeoff, that seatbelts should be worn low and tight, in accordance with the operator's design.

Sources: AC 121-241. (3)

7. Check in the aircraft cabin that before each takeoff, on operations that do not use flight attendants, the pilot briefs each passenger on: The placement of seatbacks in an upright position during takeoff and landing; The location of survival equipment; The normal and
emergency use of oxygen if the flight involves operations above 12,000 MSL; The location and operation of fire extinguishers in accordance with the operator's design.

Sources: 121.571(a)(1)(v)(D)

8. Check in the aircraft cabin that the responsible crewmember briefs and demonstrates the accurate life preserver donning, tightening of waist straps, manual and automatic inflation techniques, and points out survivor light. This demonstration and briefing should also include the stowage location of life preservers, removal, and extraction from pouches, in accordance with the operator's design.

Sources: AC-121-24C1 (12)(b)

9. Check that the passenger safety briefing contained the correct oxygen mask locations.

Sources: Notice N-8900.165,6.a.

1.9 On aircraft requiring flight attendants, were flight attendants properly restrained at their assigned duty stations with safety belts and shoulder harnesses fastened for movement on the surface, takeoff, and landing except to perform duties related to the safety of the airplane and its occupants?

Updated: Rev # 3 on 12/03/2009
Kind Of Question: Flag, Supplemental, Domestic

Related Performance JTIs:

1. Check at the aircraft cabin that: 1) During take-off and landing, flight attendants are located as near as practicable to required floor level exits and are uniformly distributed throughout the airplane in order to provide the most effective egress of passengers in event of an emergency evacuation; and 2) During taxi flight attendants are at their duty stations with safety belts and shoulder harnesses fastened except to perform duties related to the safety of the airplane and its occupants, in accordance with the operator's design.

Sources: 121.391(d)

1.10 Was crew baggage, and when applicable, galleys and carts secured for movement on the surface, takeoff, landing, and when not in use?

Updated: Rev # 7 on 09/01/2011
Kind Of Question: Flag, Supplemental, Domestic

Related Performance JTIs:

1. Check at the aircraft cabin that each item of galley equipment and each serving cart, when not in use which is carried in a passenger or crew compartment is properly secured to prevent it from becoming a hazard by shifting under the appropriate load factors corresponding to the emergency landing conditions under which the airplane was type certificated in accordance with the operator's design.

Sources: 121.576
2. Check at the aircraft cabin that a crewmember ensures that the galley restraints are: 1) Available; and 2) Functioning properly, in accordance with the operator's design.

Sources: FAA Order 8900.1, Volume 3, Chapter 33, Section 6, Paragraph 3-3568

3. Check at the aircraft cabin that a flight attendant: 1) Pulls vigorously on carts, oven doors, drawers, and other components to ensure that they are secured when stowed; 2) Ensures the safe and correct parking of carts on mushrooms; 3) Ensures that brakes are operational on carts equipped with brakes; and, 4) Ensures that a galley container key is in the locked position, if keys are applicable to the container, in accordance with the operator's design.

Sources: FAA Order 8900.1, Volume 3, Chapter 33, Section 6, Paragraph 3-3568

4. Check at the aircraft cabin that a flight attendant: 1) Ensures galley curtains are secured open for both take-off and landing; and, 2) Visually checks the galley, galley components, and galley cart security, in accordance with the operator's design.

Sources: FAA Order 8900.1, Volume 3, Chapter 33, Section 6, Paragraph 3-3568

5. Check at the aircraft cabin that prior to movement on the surface, a flight attendant ensures that: 1) All primary galley restraints are available and in working order; 2) All galley items are picked up and stowed with the exception of paper cups and plastic glasses as long as galley security is maintained; and, 3) The galley and galley components are properly stowed and restrained, in accordance with the operator's design.

Sources: FAA Order 8900.1, Volume 3, Chapter 33, Section 6, Paragraph 3-3568

6. Check at the aircraft cabin that while in flight, flight attendant(s): 1) Do not leave galley carts unattended; 2) Are not more than 10 feet away (approximately three rows) from carts left in the aisles; 3) Do not park carts out of their normal galley take-off/landing positions unless the carts can be properly restrained; 4) When flight attendant(s) park carts in cabin locations equipped with proper restraint devices, most items are cleared from the top of the carts; and, 5) Flight Attendant(s) engage the cart brake when the cart is stationary, in accordance with the operator's design.

Sources: FAA Order 8900.1, Volume 3, Chapter 33, Section 6, Paragraph 3-3568

7. Check at the aircraft cabin that while in flight, flight attendant(s) restock carts only in galley in accordance with the certificate holder's design.

Sources: FAA Order 8900.1, Volume 3, Chapter 33, Section 6, Paragraph 3-3568

8. Check at the aircraft cabin that flight attendant(s) maintain galleys in
an orderly fashion, supplies are stowed or left in their containers and
tops of carts are kept as clear as possible during turbulence, and hot
liquids are removed from the tops of carts in accordance with the
operator’s design.

_Sources:_ FAA Order 8900.1, Volume 3, Chapter 33, Section 6,
Paragraph 3-3568

<table>
<thead>
<tr>
<th>1.11</th>
<th>Did all crewmembers observe sterile flight deck procedures?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Updated:</strong> Rev # 3 on 12/03/2009</td>
</tr>
<tr>
<td></td>
<td><strong>Kind Of Question:</strong> Flag, Supplemental, Domestic</td>
</tr>
</tbody>
</table>

_Related Performance JTIs:_

1. Check at the aircraft cabin and at the aircraft cockpit that, during
critical phases of flight, crewmembers do not engage in activities
such as non-essential conversations within the cockpit or non-
essential communication between the cabin and cockpit crews in
accordance with the operator’s design.

_Sources:_ FAA Order 8900.1, Volume 3, Chapter 33, Section 6,
Paragraph 3-3568

<table>
<thead>
<tr>
<th>1.12</th>
<th>Were all cabin maintenance discrepancies documented?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Updated:</strong> Rev # 9 on 03/01/2012</td>
</tr>
<tr>
<td></td>
<td><strong>Kind Of Question:</strong> Flag, Supplemental, Domestic</td>
</tr>
</tbody>
</table>

_Related Performance JTIs:_

1. Check at the aircraft cabin that after landing a flight attendant ensures
that all reports of malfunctioning galley restraints, galley components
and galley carts are properly reported/document in accordance
with the operator's design.

_Sources:_ FAA Order 8900.1, Volume 3, Chapter 33, Section 6,
Paragraph 3-3568

2. Check that a tripped circuit breaker is not reset in flight unless doing
so is consistent with explicit procedures specified in the approved
operating manual, and that the crewmember makes a detailed
logbook write-up including the conditions existing when the CB was
tripped in accordance with the operator's design.

_Sources:_ FAA Order 8900.1, Volume 3, Chapter 33, Section 3,
Paragraph 3-3490

3. Check that the crewmember who observed a malfunction critical to
the safety of flight followed the operator’s procedure for reporting and
that all malfunctions were entered in the aircraft logbook.

_Sources:_ 121.701(a)

4. Check that the pilot in command ensures all cabin maintenance
discrepancies are entered in the aircraft logbook.
<table>
<thead>
<tr>
<th>1.13</th>
<th>Was the required number of crewmembers present whenever passengers were on board?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No, Explain</td>
</tr>
<tr>
<td>Not Applicable</td>
<td>Not Observable</td>
</tr>
</tbody>
</table>

Updated: Rev # 3 on 12/03/2009
Kind Of Question: Flag, Supplemental, Domestic

**Related Performance JTIs:**

1. Check at the aircraft cabin that at all times, the required flight attendant(s) are on board the airplane, during passenger boarding and deplaning, in accordance with the operator’s design.

   **Sources:** FAA Order 8900.1, Volume 3, Chapter 33, Section 4, Paragraph 3-3511A

<table>
<thead>
<tr>
<th>1.14</th>
<th>Were passengers remaining onboard during en route stops monitored?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No, Explain</td>
</tr>
<tr>
<td>Not Applicable</td>
<td>Not Observable</td>
</tr>
</tbody>
</table>

Updated: Rev # 3 on 12/03/2009
Kind Of Question: Flag, Supplemental, Domestic

**Related Performance JTIs:**

1. Check at the aircraft cabin that during stops where passengers remain onboard an airplane for which a flight attendant is not required by 14 CFR 121.393(a) a person who is qualified in the emergency evacuation procedures for the airplane as contained 14 CFR 121.417 and who is identified to the passengers, remains near by the airplane in a position to adequately monitor passenger safety and the airplane engines are shut down and at least one floor level exit remains open for the deplaning of passengers in accordance with the operator’s design.

   **Sources:** 121.393(a)

2. Check at the aircraft cabin that during stops where passengers remain onboard the airplane when the number of flight attendants remaining on board was fewer than the flight attendants required by 14 CFR 121.391(a), that 1) The airplane engines are shut down; 2) At least one floor level exit remains open to provide for the deplaning of passengers; and, 3) The number of flight attendants on board is at least half the number required by 14 CFR 121.391(a) rounded down to the next lower number in the case of fractions, but never fewer than one in accordance with the operator’s design.

   **Sources:** 121.393(b)(1)(i); 121.393(b)(1)(ii); 121.393(b)(1)(iii)

3. Check at the aircraft cabin that during stops where passengers remain onboard: 1) When other persons qualified in the emergency evacuation procedures are substituted for flight attendants, those persons are identified to passengers; 2) When more than one flight attendant or other qualified person is onboard, those persons are spaced throughout the cabin to provide the most effective assistance for evacuation in case of an emergency in accordance with the certificate holder’s design; and, 3) When only one flight attendant or
other qualified person is onboard, that flight attendant or other qualified person is located in accordance with the operator’s FAA-approved operating procedures.

*Sources: 121.393(b)(2); 121.393(b)(3)*

4. Check at the aircraft cabin that the required number of flight attendants or persons trained in emergency procedures remain on board the airplane, during an intermediate stop where passengers remain onboard, in accordance with the operator’s design.

*Sources: FAA Order 8900.1, Volume 3, Chapter 33, Section 4, Paragraph 3-3511B*

<table>
<thead>
<tr>
<th>1.15</th>
<th>Did crewmembers allow the operation of only approved portable electronic devices?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Updated: Rev # 3 on 12/03/2009</td>
</tr>
<tr>
<td></td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
<tr>
<td>Related Performance JTIs:</td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Check in the aircraft cabin that no prohibited portable electronic devices are being used, in accordance with the operator's design.</td>
</tr>
<tr>
<td></td>
<td><em>Sources: 121.306(a)</em></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.16</th>
<th>On flights requiring flight attendants, did flight attendants monitor passenger compliance with the regulations throughout the flight?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Updated: Rev # 3 on 12/03/2009</td>
</tr>
<tr>
<td></td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.17</th>
<th>Did crewmembers know the operator's normal operating procedures for flights carrying cabin occupants?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Updated: Rev # 3 on 12/03/2009</td>
</tr>
<tr>
<td></td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.18</th>
<th>Did crewmembers know the operator's emergency procedures for flights carrying cabin occupants?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Updated: Rev # 3 on 12/03/2009</td>
</tr>
<tr>
<td></td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.19</th>
<th>Did each crewmember use the provided means in the passenger cabin or crew compartment to prevent shifting of crew baggage?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Updated: Rev # 3 on 12/03/2009</td>
</tr>
<tr>
<td></td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.20</th>
<th>Did the operator follow policies, procedures, instructions, and information for this element?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Updated: Rev # 3 on 12/03/2009</td>
</tr>
<tr>
<td></td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
<tr>
<td>1.21</td>
<td>Did the operator follow controls for this element?</td>
</tr>
<tr>
<td>------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Updated: Rev # 3 on 12/03/2009</td>
</tr>
<tr>
<td></td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
<tr>
<td>1.22</td>
<td>Did the records for this element comply with the instructions?</td>
</tr>
<tr>
<td></td>
<td>Updated: Rev # 3 on 12/03/2009</td>
</tr>
<tr>
<td></td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
<tr>
<td>1.23</td>
<td>Were the process measurements for this element:</td>
</tr>
<tr>
<td></td>
<td>• Effective in identifying actual or potential problems, and</td>
</tr>
<tr>
<td></td>
<td>• Did the operator identify and take corrective action for identified problems?</td>
</tr>
<tr>
<td></td>
<td>Updated: Rev # 4 on 09/01/2010</td>
</tr>
<tr>
<td></td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
<tr>
<td>1.24</td>
<td>Did the operator follow its method for evaluating the impact of changes in this process to other related processes that interface with this process?</td>
</tr>
<tr>
<td></td>
<td>Updated: Rev # 11 on 09/30/2013</td>
</tr>
<tr>
<td></td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
<tr>
<td>1.25</td>
<td>Did the observed interactions between personnel accomplishing interfacing processes produce the desired result?</td>
</tr>
<tr>
<td></td>
<td>Updated: Rev # 11 on 09/30/2013</td>
</tr>
<tr>
<td></td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
</tbody>
</table>

**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.
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 and 2.

**Questions**

2.1 Is the identified person who is responsible for the quality of the processes associated with this element actively filling that position?

- Yes
- No, Explain
- Not Observable

Updated: Rev # 3 on 12/03/2009
Kind Of Question: Flag, Supplemental, Domestic

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?

- Yes
- No, Explain
- Not Observable

Updated: Rev # 3 on 12/03/2009
Kind Of Question: Flag, Supplemental, Domestic

2.3 Does the responsible person know that he/she has responsibility for the processes associated with this element?

- Yes
- No, Explain
- No Change
- Not Observable

Updated: Rev # 3 on 12/03/2009
<table>
<thead>
<tr>
<th>Kind Of Question: Flag, Supplemental, Domestic</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.4</strong> Does the person with authority know that he/she has authority for the processes associated with this element?</td>
</tr>
<tr>
<td>Updated: Rev # 3 on 12/03/2009</td>
</tr>
<tr>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td><strong>2.5</strong> Does the person with responsibility for the processes associated with this element meet the qualification and work experience standards?</td>
</tr>
<tr>
<td>Updated: Rev # 3 on 12/03/2009</td>
</tr>
<tr>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td><strong>2.6</strong> Does the person with authority to establish and modify the processes associated with this element meet the qualification and work experience standards?</td>
</tr>
<tr>
<td>Updated: Rev # 3 on 12/03/2009</td>
</tr>
<tr>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td><strong>2.7</strong> Does the person with responsibility understand the controls, process measurements, and interfaces associated with this element?</td>
</tr>
<tr>
<td>Updated: Rev # 3 on 12/03/2009</td>
</tr>
<tr>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td><strong>2.8</strong> Does the person with authority understand the controls, process measurements, and interfaces associated with this element?</td>
</tr>
<tr>
<td>Updated: Rev # 3 on 12/03/2009</td>
</tr>
<tr>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td><strong>2.9</strong> Does the person with responsibility know who has authority to establish and modify the processes associated with this element?</td>
</tr>
<tr>
<td>Updated: Rev # 3 on 12/03/2009</td>
</tr>
<tr>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td><strong>2.10</strong> Does the person with authority know who has the responsibility for the processes associated with this element?</td>
</tr>
<tr>
<td>Updated: Rev # 3 on 12/03/2009</td>
</tr>
<tr>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

**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.
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>7.</td>
<td>Span of control.</td>
</tr>
<tr>
<td>8.</td>
<td>Position vacant.</td>
</tr>
<tr>
<td>9.</td>
<td>Other.</td>
</tr>
</tbody>
</table>