

Safety Attribute Inspection (SAI) Data Collection Tool
5.1.1 Line Stations (AW)
Revision#: 5 Revision Date: 09/30/2013

ELEMENT SUMMARY INFORMATION

Scope of Element:

Purpose (operator's responsibility): To ensure that competent personnel, adequate facilities, and equipment are provided for the proper servicing, maintenance, and preventive maintenance of aircraft and auxiliary equipment.

Objective (FAA's oversight responsibility): To determine if the operator's Line Station process:

- Meets all applicable requirements of Title 14 of the Code of Federal Regulations (14 CFR) and FAA policies,
- Incorporates the safety attributes, and
- Identifies any shortfalls in the operator's Line Station process.

Specific Instructions:

Consider planning the data collection for this airworthiness element and the associated operations element 5.1.5 Station Facilities concurrently to assure a complete evaluation.

SUPPLEMENTAL INFORMATION

Regulatory Requirements:

121.93, Route requirements: General.
121.105, Servicing and maintenance facilities.
121.123, Servicing maintenance facilities.
121.135, Manual contents
121.373, Continuing analysis and surveillance.

Related CFRs & FAA Policy/Guidance:

Related CFRs:

Intentionally left blank

FAA Policy/Guidance:

FAA Order 8900.1, Volume 3, Chapter 32, Section 8
FAA Order 8900.1, Volume 6, Chapter 2, Section 26

SAI SECTION 1 - PROCEDURES ATTRIBUTE

Objective:

The questions in this section of the SAI will help verify that the operator's documented procedures identify who, what, when, where, and how those procedures are accomplished. These procedures must allow all personnel to perform their duties and responsibilities with a high degree of safety.

14 CFR part 121.135(a)(1)

Tasks

	The inspector shall accomplish the following tasks:
1	Review the information in the Supplemental Information Section of this SAI.
2	Review the duties and responsibilities for management and other personnel who accomplish the processes associated with this element.
3	Review the documentation of the processes associated with this element.
4	Review documented interfaces to identify interactions between related processes, interactions within this element process, and between one person, workgroup, or organization to another that the operator uses to accomplish this process.

Questions

1.1	<p>When seeking route approval for domestic or flag operations, do manual procedures include the instructions and information necessary to show that competent personnel, adequate facilities and equipment are available to properly maintain and service aircraft?</p> <p>Note(s): <i>Procedures should allow personnel to show the administrator that:</i></p> <ul style="list-style-type: none"> • <i>Maintenance and servicing facilities are available and adequate for the proposed routes of operation.</i> • <i>Competent personnel, spare parts, supplies, and materials are available at points along the proposed routes that are necessary to properly service and maintain the aircraft and its associated auxiliary equipment.</i> <p>Updated: Rev # 2 on 03/03/2010 SRRs: 121.93(a)(2); 121.105; 121.135(a)(1) Kind Of Question: Flag, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.2	<p>When conducting domestic or flag operations, do manual procedures include the instructions and information necessary to provide competent personnel, adequate facilities and equipment for the proper maintenance and servicing of aircraft?</p> <p>Note(s): <i>When conducting scheduled operations along previously approved routes, procedures should ensure that competent personnel, spare parts, supplies, and materials are continuously provided at designated points along the scheduled routes that are necessary to properly service and maintain the aircraft and its associated auxiliary equipment.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

	<p>Updated: Rev # 2 on 03/03/2010 SRRs: 121.105; 121.135(a)(1) Kind Of Question: Flag, Domestic</p>	
1.3	<p>When conducting supplemental operations, do manual procedures include the instructions and information necessary to show that competent personnel, adequate facilities and equipment are available to properly maintain and service aircraft?</p> <p>Note(s): <i>Procedures should allow personnel to show the administrator that the necessary competent personnel, spare parts, supplies, and materials are available to properly service and maintain the aircraft and its associated auxiliary equipment.</i></p> <p>Updated: Rev # 2 on 03/03/2010 SRRs: 121.123; 121.135(a)(1) Kind Of Question: Supplemental</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.4	<p>Do procedures address the intent of the guidance contained in FAA Order 8900.1, Volume 3, Chapter 32, Section 8?</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 Applicable
1.5	<p>Does the manual contain policies and procedures that include the duties and responsibilities for personnel involved with this element?</p> <p>Note(s): <i>This includes personnel, in addition to those required by 14 CFR part 119, who have authority and responsibility for processes covered by this element.</i></p> <p>Updated: Rev # 2 on 03/03/2010 SRRs: 121.135(b)(2) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6	<p>Does the manual refer to the appropriate sections of 14 CFR, and are the procedures consistent with the appropriate 14 CFR references or operating certificate concerning this element?</p> <p>Note(s): <i>Procedures for Flag and Supplemental operations must be consistent with applicable foreign regulations as well.</i></p> <p>Updated: Rev # 2 on 03/03/2010 SRRs: 121.135(a)(4); 121.135(b)(3) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7	<p>Does the manual contain general policies that require compliance with the SRRs?</p> <p>Updated: Rev # 2 on 03/03/2010 SRRs: 121.135(b)(1) Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.8	<p>Are the procedures written in enough detail to ensure the effective coordination of work activities from one person, workgroup, or organization to another to ensure the desired result?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	Updated: Rev # 5 on 09/30/2013 Kind Of Question: Flag, Supplemental, Domestic	
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SAI SECTION 1 - PROCEDURES ATTRIBUTE Drop-Down Menu	
1.	No policy, procedures, instructions, or information specified.
2.	Procedures or instructions and information do not identify who, what, when, where, how.
3.	Policy, procedures, or instructions and information do not comply with CFR.
4.	Policy, procedures, or instructions and information do not comply with FAA policy and guidance.
5.	Policy, procedures, or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen Charts, etc.).
6.	Policy, procedures, or instructions and information unclear or incomplete.
7.	Documentation quality (e.g., unreadable or illegible).
8.	Policy, procedures, or instructions and information inconsistent across certificate holder manuals (FOM - Flight Operations Manual to GMM - General Maintenance Manual, etc.).
9.	Policy, procedures, or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).
10.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
11.	Other.

SAI SECTION 2 - CONTROLS ATTRIBUTE	
Objective: The questions in this section of the SAI will help determine if controls (i.e. checks and restraints) are designed into the processes associated with this element to ensure policies and procedures are followed to achieve desired results.	
Tasks	
The inspector shall accomplish the following task:	
1	Review the policies, procedures, instructions and information to understand the controls associated with this element.

Questions		
2.1	<p>Are controls in place to ensure that competent personnel, adequate facilities and adequate equipment are available to properly maintain and service aircraft and auxiliary equipment, when seeking approval of routes for domestic or flag operations?</p> <p>Note(s): <i>Controls should ensure personnel can show the administrator that:</i></p> <ul style="list-style-type: none"> • <i>Maintenance and servicing facilities are available and adequate for the proposed operation.</i> • <i>Competent personnel, spare parts, supplies, and materials are available at points along the proposed routes that are necessary to properly service and maintain the aircraft and its associated auxiliary equipment.</i> <p>Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.2	<p>Are controls in place to ensure that competent personnel, adequate facilities, and adequate equipment are continuously provided as necessary to properly maintain and service aircraft and auxiliary equipment when conducting domestic and flag operations along previously approved routes?</p> <p>Note(s): <i>Adequate equipment includes the spare parts, supplies and materials necessary to properly maintain and service aircraft and its associated auxiliary equipment.</i></p> <p>Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.3	<p>Are controls in place to ensure that competent personnel, adequate facilities, and adequate equipment are provided as necessary to properly maintain and service aircraft and auxiliary equipment when conducting supplemental operations?</p> <p>Note(s): <i>Adequate equipment includes the spare parts, supplies and materials necessary to properly maintain and service aircraft and its associated auxiliary equipment.</i></p> <p>Updated: Rev # 2 on 03/03/2010</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

Kind Of Question: Supplemental	
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SAI SECTION 2 - CONTROLS ATTRIBUTE	
Drop-Down Menu	
1.	No controls specified.
2.	Documentation for the controls do not identify who, what, when, where, how.
3.	Controls incomplete.
4.	Controls could be circumvented.
5.	Controls could be unenforceable.
6.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
7.	Other.

SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE

Objective:

Process measurements ensure the operator uses an internal evaluation function to detect, identify, and eliminate or control hazards and the associated risk. For airworthiness elements this is a required function of the operator's Continuing Analysis and Surveillance System (CASS), required by 14 CFR part 121.373. The director of safety and the quality assurance department often work together to accomplish this function for the operator. Negative findings could require amendments to the safety/internal evaluation program or CASS audit forms or checklists.

Tasks

	The inspector shall accomplish the following tasks:
1	Review the control questions in Section 2 of this SAI.
2	Review the operator's policies, procedures, instructions, and information to gain an understanding of the process measurements accomplished for this element.

Questions

3.1	<p>Are there process measurements that evaluate whether the operator's policies, procedures, and controls are achieving the desired results?</p> <p>Note(s): <i>Inspectors should refer to the controls in section 2 of this SAI for possible process measurements for this element.</i></p> <p><i>Persons engaged in this process should have a method for identifying undesired results.</i></p> <p>Updated: Rev # 3 on 12/01/2010 SRRs: 121.373 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.2	<p>Do the operator's process measurements assess the performance of the processes associated with this element?</p> <p>Note(s): <i>Verify audits exist to measure this elements performance.</i></p> <p><i>Verify audits are scheduled for this element.</i></p> <p><i>Verify audits ensure everyone, including all outsource providers; comply with the operator's program, manual and all applicable regulations and statutes.</i></p> <p>Updated: Rev # 2 on 03/03/2010 SRRs: 121.373 Kind Of Question: Flag, Supplemental, Domestic</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.3	<p>Does the operator's program require the documentation of process measurement results?</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

3.4	<p>Does the operator's program describe how the process measurement results are used to improve the ability to achieve the desired results?</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
3.5	<p>Does the organization that conducts the process measurements have direct access to the person with responsibility 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

SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE

Drop-Down Menu

1.	No process measurements specified.
2.	Documentation for the process measurements does not identify (who, what, when, where, how).
3.	Inability to identify negative findings.
4.	No provisions for implementing corrective actions.
5.	Ineffective follow-up to determine effectiveness of corrective actions.
6.	Resources requirements (personnel, facilities, equipment, technical data).
7.	Other.

SAI SECTION 4 - INTERFACES ATTRIBUTE

Objective:

Data collected in this section helps the principal inspector determine if the operator identifies, documents and manages change between this process and other related processes within the operator's organization. It is important for the operator to identify and document where interactions between processes exist, and to have a method of managing change between these processes. Written policies, procedures, or instructions and information that are interrelated and located in different manuals within the operator's manual system must be consistent to allow personnel to perform their duties and responsibilities with a high degree of safety.

Tasks

	The inspector shall accomplish the following task:
1	Review interfaces associated with the processes for this element.

Questions

4.1	Does the operator identify and document the interfaces between processes? Updated: Rev # 5 on 09/30/2013 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.2	Does the operator have a method to evaluate the impact of changes in this process to other related processes that interface with this process? Updated: Rev # 5 on 09/30/2013 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 4 - INTERFACES ATTRIBUTE

Drop-Down Menu

1.	No interfaces specified.
2.	The following interfaces not identified within the certificate holder's manual system:
3.	Interfaces listed are inaccurate.
4.	Specific location of interfaces not identified within the manual system.
5.	Other

SAI SECTION 5 - MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTE

Objective:

Data from questions in this section will help determine if there is an identifiable, qualified (when required by CFR), and knowledgeable person who:

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

Tasks

	The inspector shall accomplish the following tasks:
1	Identify the person(s) who has overall responsibility for this element.
2	Identify the person(s) who has the authority to revise the procedures associated with this element.
3	Review the duties and responsibilities of the above person(s).
4	Review the appropriate organizational chart.

Questions

5.1	Is an individual(s) identified who is responsible for the quality of the procedures 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
5.2	Is an individual(s) identified who has the authority to establish and modify the policies, procedures, instructions, and information 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
5.3	Are duties and responsibilities documented for those who manage the procedures 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
5.4	Does the operator document the procedures for delegation of authority for this element? Updated: Rev # 2 on 03/03/2010 Kind Of Question: Flag, Supplemental, Domestic	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 5 - MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTE

Drop-Down Menu

1.	Not documented.
2.	Documentation unclear.

3.	Documentation incomplete.
4.	Other.