

Unscoped DCT Report (Custom DCT)

DCT Title: EMP Template
DCT Type: EMP
Specialty: Airworthiness
Assessment Type: PA
Revision: 1.0 on 04/03/2014 (Released)

Summary Information

Purpose (Certificate Holder Responsibility): To contract with essential maintenance providers (EMP) that provide:
 (1) Competent personnel; and
 (2) Adequate facilities and equipment to perform the Required Inspection Items (RII) of on-wing maintenance and alteration.

Objective (FAA Responsibility): Determine if the EMP:
 (1) Provided competent personnel, adequate facilities and equipment to perform the RII of on-wing maintenance and alterations;
 (2) Properly performed the RII of on-wing maintenance and alterations.

Questions	Answers	References
<p>1. Did the certificate holder or EMP maintain a current listing of personnel authorized, trained and qualified to perform on-wing Required Inspection Items (RII)?</p> <p>Safety Attribute: Controls, Question Type: Process Observation, Scoping Attribute: (FAR PART = "121") AND (CONTRACT SERVICES OUTSOURCED = "AIR CARRIER ESSENTIAL MAINTENANCE") , Rev. 1.1 05/14/2014, QID: 00028223, Response Details: SP DCTs (Both OP and AW), Status: Released</p>	<ul style="list-style-type: none"> <input type="radio"/> Records showed compliance <input type="radio"/> Isolated record(s) discrepancy (non-regulatory) <input type="radio"/> Several instances of record(s) discrepancies with similar/multiple issues (non-regulatory) <input type="radio"/> Regulatory noncompliance <input type="radio"/> Not Applicable 	
<p>2. Did the EMP have current and relevant technical and administrative material from the certificate holder's manual available for the work to be performed?</p>	<ul style="list-style-type: none"> <input type="radio"/> EMP had current and relevant technical and administrative material from the certificate holder's manual available <input type="radio"/> Isolated instance(s) when the EMP 	

EMP Template, EMP, PA, Airworthiness, DCT Revision: 1.0 on 04/03/2014

<p>Safety Attribute: Controls, Question Type: Process Observation, Scoping Attribute: (FAR PART = "121") AND (CONTRACT SERVICES OUTSOURCED = "AIR CARRIER ESSENTIAL MAINTENANCE") , Rev. 1.1 05/14/2014, QID: 00028224, Response Details: SP DCTs (Both OP and AW), Status: Released</p>	<p>did not have current and relevant technical and administrative material from the certificate holder's manual available</p> <ul style="list-style-type: none"> <input type="radio"/> Several instances when the EMP did not have current and relevant technical and administrative material from the certificate holder's manual available <input type="radio"/> Systemic, significant issues or regulatory non-compliance <input type="radio"/> Not Applicable 	
<p>3. Did the EMP have adequate facilities and equipment to do the work?</p> <p>Safety Attribute: Controls, Question Type: Process Observation, Scoping Attribute: (FAR PART = "121") AND (CONTRACT SERVICES OUTSOURCED = "AIR CARRIER ESSENTIAL MAINTENANCE") , Rev. 1.1 05/14/2014, QID: 00028225, Response Details: SP DCTs (Both OP and AW), Status: Released</p>	<ul style="list-style-type: none"> <input type="radio"/> EMP had adequate facilities and equipment to perform the work <input type="radio"/> Isolated instance(s) when the EMP did not have adequate facilities and equipment to perform the work <input type="radio"/> Several instances when the EMP did not have adequate facilities and equipment to perform the work <input type="radio"/> Systemic, significant issues or regulatory non-compliance. <input type="radio"/> Not Applicable 	
<p>4. Did your observation(s) of the EMP indicate they followed the certificate holder's procedures??</p> <p>Safety Attribute: Procedures, Question Type: Process Observation, Scoping Attribute: (FAR PART = "121") AND (CONTRACT SERVICES OUTSOURCED = "AIR CARRIER ESSENTIAL MAINTENANCE") , Rev. 1.1 05/14/2014, QID: 00028226, Response Details: SP DCTs (Both OP and AW), Status: Released</p>	<ul style="list-style-type: none"> <input type="radio"/> Personnel followed procedures <input type="radio"/> Minor isolated instance when procedure(s) were not followed <input type="radio"/> More than one instance when similar procedures were not followed <input type="radio"/> Systemic, intentional or significant procedural issues. <input type="radio"/> Not Applicable 	
<p>5. Was the certificate holder's safety assurance process effective in its oversight of the EMP?</p>	<ul style="list-style-type: none"> <input type="radio"/> Safety assurance process was effective 	

EMP Template, EMP, PA, Airworthiness, DCT Revision: 1.0 on 04/03/2014

<p>NOTE: The safety assurance process could include the IEP, CASS, Quality Assurance, SMS, etc.?.</p> <p>Safety Attribute: Process Measurement, Question Type: Process Observation, Scoping Attribute: (FAR PART = "121") AND (CONTRACT SERVICES OUTSOURCED = "AIR CARRIER ESSENTIAL MAINTENANCE") , Rev. 1.1 05/14/2014, QID: 00028227, Response Details: SP DCTs (Both OP and AW), Status: Released</p>	<ul style="list-style-type: none"> <input type="radio"/> Isolated instance(s) when the safety assurance process was not used or ineffective <input type="radio"/> Several instances when the safety assurance process was not used or ineffective <input type="radio"/> Systemic, significant issues or regulatory non-compliance. <input type="radio"/> Not Applicable 	
<p>6. Verify that competent EMP personnel are available to perform on-wing RII?</p> <p>Safety Attribute: Controls, Question Type: Process Observation, Scoping Attribute: (FAR PART = "121") AND (CONTRACT SERVICES OUTSOURCED = "AIR CARRIER ESSENTIAL MAINTENANCE") , Rev. 1.1 05/14/2014, QID: 00028228, Response Details: SP DCTs (Both OP and AW), Status: Released</p>	<ul style="list-style-type: none"> <input type="radio"/> EMP had competent personnel to perform the work <input type="radio"/> Isolated instance(s) when the EMP did not have competent personnel to perform the work <input type="radio"/> Several instances when the EMP did not have competent personnel to perform the work <input type="radio"/> Systemic, significant issues or regulatory non-compliance <input type="radio"/> Not Applicable 	
<p>7. Did the arrangement with the EMP ensure effective communication and consistency of procedures between departments and employees?</p> <p>NOTE: Certificate holder maintenance program process(s) standards and requirements must be met and must include EMP processes accepted by the certificate holder.</p> <p>Safety Attribute: Interfaces, Question Type: Process Observation, Scoping Attribute: (FAR PART = "121") AND (CONTRACT SERVICES OUTSOURCED = "AIR CARRIER ESSENTIAL MAINTENANCE") , Rev. 1.1 05/14/2014, QID: 00028229, Response Details: SP DCTs (Both OP and AW), Status: Released</p>	<ul style="list-style-type: none"> <input type="radio"/> EMP had effective communication and consistent procedures that met the certificate holders maintenance program standards and requirements <input type="radio"/> Isolated instance(s) when the EMP did not have effective communication and consistent procedures that met the certificate holders maintenance program standards and requirements <input type="radio"/> Several instances when the EMP did not have effective communication and consistent procedures that met the certificate holders maintenance program standards and requirements 	

EMP Template, EMP, PA, Airworthiness, DCT Revision: 1.0 on 04/03/2014

	<input type="radio"/> Systemic, significant issues or regulatory non-compliance <input type="radio"/> Not Applicable	
8. Was the certificate holders supervision and management of the EMP adequate? Safety Attribute: Management Responsibility, Question Type: Process Observation, Scoping Attribute: (FAR PART = "121") AND (CONTRACT SERVICES OUTSOURCED = "AIR CARRIER ESSENTIAL MAINTENANCE") , Rev. 1.1 05/14/2014, QID: 00028230, Response Details: SP DCTs (Both OP and AW), Status: Released	<input type="radio"/> Supervision and management of the EMP is adequate <input type="radio"/> Isolated instance(s) when supervision and management of the EMP is not adequate <input type="radio"/> Several instances when supervision and management of the EMP is not adequate <input type="radio"/> Systemic, significant issues or regulatory non-compliance <input type="radio"/> Not Applicable	

Response Details List SP DCTs (Both OP and AW) (Released , 1.0)	
1	Unclear procedure(s)
2	Conflicting procedure(s)
3	Used workaround(s)
4	Skipped process step(s)
5	Personnel failed to follow process (procedures, guidance, etc)
6	Procedures/guidance not available
7	Procedures/guidance not current
8	Inconsistent procedure(s)
9	Undocumented procedure(s)
10	Minor typographical error(s) (i.e. record entries)
11	Information missing
12	Communication failure(s)
13	Personnel failed to perform task

EMP Template, EMP, PA, Airworthiness, DCT Revision: 1.0 on 04/03/2014

14	Process failed to meet desired outcome
15	Process oversight failure
16	Equipment/tools not available
17	Equipment/tools not adequate
18	Equipment/tools not calibrated
19	Facilities not adequate
20	Other
Response Details List N/A Response Detail (Released , 1.0)	
1	Operator not authorized by OpSpecs
2	Equipment not equipped/authorized
3	Not applicable due to exemption, deviation, or exception
4	Not authorized by regulation
5	Not authorized by Order
6	Not authorized by Notice
7	Not authorized/recommended by Advisory Circular
8	Not authorized by Policy Letter, Legal Interpretation, or other guidance
9	Other