



Flight Standards Service Compliance Philosophy Focus Team

Team Charter

Version 3

A handwritten signature in black ink, appearing to read "Rick Domingo", is written over a horizontal line. The signature is stylized and extends below the line.

Rick Domingo
Executive Director, Flight Standards Service, AFX-1

8/28/18
Date:

Section 1: Focus Team Charter Approvals

This Charter and significant revisions thereto are effective immediately by signature of the Executive Director or his designee. A significant change in authority, scope, structure, or duration requires revision and the Executive Director's signature. The initial Charter is Version Original. Subsequent revisions will be numbered as Version 1, 2, etc. Minor revisions and work assignment changes may be documented by the Team Lead via email or meeting note records with the Executive Director's concurrence.

Section 2: General Purposes of the Charter

This Charter documents the Compliance Philosophy Focus Team mission, authority, structure, scope, and duration. It serves as a reference for the Team and stakeholders with whom the team interfaces to clarify objectives and maintain alignment.

Section 3: Executive Summary

FAA Order 8000.373, Federal Aviation Administration (FAA) Compliance Philosophy has focused the FAA on finding and fixing safety problems as efficiently and effectively as possible, while reserving enforcement tools and resources for the highest risks. FAA Order 2150.3B, FAA Compliance and Enforcement Program, was updated to align with the published Compliance Philosophy. Flight Standards Service policy was updated with a complete revision of FAA Order 8900.1 Volume 14, Compliance and Enforcement, to support the Compliance Philosophy, including a fundamental separation of Compliance policy and actions from Enforcement policy and actions. FAA program offices such as the Flight Standards Service are now the owners of compliance policy. That ownership, along with the significant emphasis on finding and fixing safety problems, represents a cultural change for the Flight Standards Service.

Interdependence and critical thinking are emerging skills within the Flight Standards Service workforce which are essential for the successful implementation of the Compliance Philosophy. The process of developing these skills and implementing the philosophy consistently across the Flight Standards Service will take years. The Compliance Philosophy Focus Team was created to maintain a consistent, ongoing leadership emphasis and oversight of Compliance Philosophy alignment, policy and training development, and implementation within the Flight Standards Service, and also to serve as the Flight Standards Service Focal point for related work in coordination with or on behalf of the Aviation Safety Organization (AVS) and FAA in general.

Section 4: Background

A revised Flight Standards Service compliance and enforcement strategy had been under consideration for several years to improve on the already excellent aviation safety

record in the National Airspace System (NAS). The Flight Standards Service was motivated by the need to be efficient, effective, consistent, and agile in the face of an ever-changing and expanding global aviation industry. The Flight Standards Service Compliance Philosophy project team comprised of numerous full and part time personnel from throughout the Flight Standards Service began work in late 2014 to develop philosophy and policy documents, briefing and training materials, and communication strategies in support of the Risk-Based Decision Making initiative. The team included managers and non-managers from across Flight Standards Service offices, and training division support including a change management practitioner. The project team was tasked as the lead focal point for AVS, and cross-functionally co-developed materials with the Administrator's Office of Communication for FAA-wide employee briefings. Key team members performed a preliminary revision of the Flight Standards Service formal initial Compliance and Enforcement training course #12020 to remove conflicting information and developed the Flight Standards Service Differences Briefing for the the Flight Standards Service workforce.

FAA Order 8000.373, Federal Aviation Administration Compliance Philosophy, was effective June 26, 2015. This order directly supports the Risk-Based Decision Making FAA Strategic Initiative. Change 9 to FAA Order 2150.3B, FAA Compliance and Enforcement Program, was effective September 3, 2015. Notice 8900.323, Flight Standards Service Compliance Policy, was effective September 8, 2015, with some provisions effective October 1st. Notice 8900.323 was superseded by Notice 8900.343, Flight Standards Service Compliance Policy, effective February 2, 2016. Notice 8900.325, Remedial Training Guidance and Procedures for Flight Standards Service, was effective September 14, 2015, with some provisions effective October 1st. Notice 8900.325 was superseded by 8900.1 Volume 15, Chapter 6, Remedial Training, effective February 10, 2016. A complete revision of FAA Order 8900.1 Volume 14, Compliance and Enforcement, was effective October 1, 2015. Numerous older policies throughout Order 8900.1 and elsewhere are being aligned with the above described policies. The Flight Standards Service Compliance and Enforcement training course and related recurrent training course are being aligned with Compliance Philosophy and policies.

The Executive Director's October 27, 2015 memorandum to policy division managers, "Aligning Order 8900.1 with the Federal Aviation Administration's (FAA) Compliance Philosophy," partially resourced the required policy revisions.

With this Charter, the Executive Director commissioned the Compliance Philosophy Focus Team to continue the above policy and training development and implementation, and for other purposes as outlined below. Christopher MacWhorter, AFS-8, has led the various Flight Standards Service Compliance efforts since late 2014 on the Executive Director's behalf, and continues formally as the Focus Team Lead.

Section 5: Focus Team Mission / Work Assignments

- Handling Day to Day questions and feedback – clearinghouse
 - Using those questions to promote
 - Additional Guidance Changes
 - Change Management Activities
 - Interface with AFB-460, AFB-100, AFB-510 LDT and DCB
- Supporting compliance policy metrics
 - Incorporate compliance policy into FSEP tools with AFB-460
 - Review deviation (non-compliance) reporting and discovery sources for data quality and compliance policy process consistency
 - Assess adverse trends in safety performance
 - Should support any office reviews
- Maintaining Compliance-related policy and training
 - Recommending to divisions or leading revision of compliance policy for alignment across divisions.
 - Develop Volume 1 Foundational Skills/Expectations policy to support organizational health expectations (efficiency, effectiveness, consistency, standardization, agility, interdependence, critical thinking).
 - Updating notices, orders, and (through AFB-500) training courses and briefings as needed to permanently incorporate answers to questions and desired policy improvements based on metrics and organizational needs.
- Maintain Organizational Interfaces
 - Maintain compliance policy Data Quality resources and interface with Technical Branches
 - Communicate with groups via email updates, SharePoint updates, quarterly or more frequent virtual meetings, etc.

Section 6: Focus Team Authority

The Team Lead and Team report to the Director, Safety Standards. The Team Lead is the focal point for communication between the Team and other stakeholders, unless otherwise delegated. The Team Lead provides work assignments and project management for the Team. The Team's work is on behalf of the Director, with near-term policy and training alignment efforts managed as a Flight Standards Service Priority Project as outlined in AFS-002-103 Directive and Advisory Circular Production, Appendix B.

Section 7: Focus Team Scope of Policy Work and Interfaces

- AVS
- AFS-050, 200, 300, 600, 800, and 900
- AFB-100, 400, and 500

Section 8: Focus Team Structure

The Team structure is as follows:

- Five FTEs
 - Team Lead
 - Change Management Practitioner
 - Policy Lead
 - Data Manager
 - Data Quality Coordinator
- Multiple part time Policy Division representatives
 - AFS-200, 300, 800, 900 and AFB-500

Section 9: Focus Team Duration

This Charter and the Team are effective through the end of Fiscal Year 2020, unless sooner revised or terminated. Executive-level focus on Compliance will assist in its development, promotion, alignment across divisions/offices, and growth.

The Team is needed until Compliance Philosophy is embodied throughout the organization as an integrated practice in all policy and employee behavior (expected to take 5 to 10 years). Given the concurrent organizational health and realignment activities for the Future of Flight Standards, the composition, structure, and location of the Focus Team beyond FY2020 remains unspecified at this time.

Section 10: Accounting

For Travel: 12XXFAMGTADM.MA0300.21010.WAB0100000.1280100180.42L000For
LDR: Project 12XXFASAFETYSRV I Activity OS0010