

PERATURAN DIREKTUR JENDERAL PERHUBUNGAN UDARA

NOMOR : KP467 TAHUN 2013

TENTANG

PETUNJUK PELAKSANAAN PERATURAN KESELAMATAN PENERBANGAN
SIPIL BAGIAN 8900-6.11 (*STAFF INSTRUCTION*) TENTANG PROSEDUR
PENGAWASAN TERHADAP ORGANISASI PERAWATAN PESAWAT UDARA
(*SURVEILLANCE OF APPROVED MAINTENANCE ORGANIZATIONS*)

DENGAN RAHMAT TUHAN YANG MAHA ESA

DIREKTUR JENDERAL PERHUBUNGAN UDARA,

- Menimbang : a. Bahwa dalam Keputusan Menteri Perhubungan Nomor KM 17 Tahun 2009 tentang Peraturan Keselamatan Penerbangan Sipil Bagian 145 Amandemen 3 (*Civil Aviation Safety Regulation Part 145 Amendment 3*) tentang Organisasi Perusahaan Perawatan Pesawat Udara (*Approved Maintenance Organizations*) telah diatur mengenai organisasi perawatan pesawat udara;
- b. bahwa untuk melaksanakan hal sebagaimana dimaksud pada huruf a, perlu ditetapkan Petunjuk Pelaksanaan Peraturan Keselamatan Penerbangan Sipil Bagian 8900-6.11 (*Staff Instruction*) tentang Prosedur Pengawasan Terhadap Organisasi Perawatan Pesawat Udara (*Surveillance of Approved Maintenance Organization*);
- Mengingat : 1. Undang-Undang Republik Indonesia Nomor 1 Tahun 2009 tentang Penerbangan (Lembaran Negara Republik Indonesia Tahun 2009 Nomor 1, Tambahan Lembaran Negara Republik Indonesia Nomor 4956);
2. Peraturan Pemerintah Nomor 3 Tahun 2001 tentang Keamanan dan Keselamatan Penerbangan (Lembaran Negara Republik Indonesia Tahun 2001 Nomor 9, Tambahan Lembaran Negara Republik Indonesia Nomor 4075);

3. Peraturan Presiden Nomor 47 Tahun 2009 tentang Kedudukan, Tugas, Fungsi, Kewenangan, Susunan Organisasi Dan Tata Kerja Kementerian Negara RI sebagaimana telah diubah dengan Peraturan Presiden Nomor 91 Tahun 2011;
4. Peraturan Presiden Nomor 24 Tahun 2010 tentang Kedudukan, Tugas, dan Fungsi Kementerian Negara serta Susunan Organisasi, Tugas, dan Fungsi Eselon I Kementerian Negara sebagaimana telah diubah dengan Peraturan Presiden Nomor 38 Tahun 2013;
5. Peraturan Menteri Perhubungan Nomor KM 17 Tahun 2009 tentang Peraturan Keselamatan Penerbangan Sipil Bagian 145 Amandemen 3 (*Civil Aviation Safety Regulations Part 145 Amendment 3*) tentang Organisasi Perusahaan Perawatan Pesawat Udara (*Approved Maintenance Organizations*);
6. Peraturan Menteri Perhubungan Nomor KM 60 Tahun 2010 tentang Organisasi dan Tata Kerja Kementerian Perhubungan;

MEMUTUSKAN :

Menetapkan : PETUNJUK PELAKSANAAN PERATURAN KESELAMATAN PENERBANGAN SIPIL BAGIAN 8900-6.11 (*STAFF INSTRUCTION*) TENTANG PROSEDUR PENGAWASAN TERHADAP ORGANISASI PERAWATAN PESAWAT UDARA (*SURVEILLANCE OF APPROVED MAINTENANCE ORGANIZATIONS*).

Pasal 1

Petunjuk Pelaksanaan Peraturan Keselamatan Penerbangan Sipil Bagian 8900-6.11 (*Staff Instruction*) tentang Prosedur Pengawasan Terhadap Organisasi Perawatan Pesawat Udara (*Surveillance of Approved Maintenance Organizations*) sebagaimana tercantum dalam Lampiran Peraturan ini.

Pasal 2

Direktur Kelaikan Udara dan Pengoperasian Pesawat Udara, mengawasi pelaksanaan peraturan ini.

Pasal 3

Peraturan ini mulai berlaku pada tanggal ditetapkan

Ditetapkan di : JAKARTA
pada tanggal : 18 Oktober 2013

DIREKTUR JENDERAL PERHUBUNGAN UDARA

ttd

HERRY BAKTI

SALINAN Peraturan ini disampaikan kepada :

1. Sekretaris Jenderal, Kementerian Perhubungan;
2. Inspektur Jenderal, Kementerian Perhubungan;
3. Sekretaris Direktorat Jenderal Perhubungan Udara;
4. Para Direktur di Lingkungan Ditjen Perhubungan Udara;

SALINAN dibuat sesuai dengan aslinya
KEPALA BAGIAN HUKUM DAN HUMAS
SETDITJEN HUBUD



ISRAFULHAYAT

Staff Instruction

SI 8900 - 6.11 – Surveillance of a CASR Part 145 for Domestic Approved Maintenance Organization (AMO)

Amendment : 0

Date :

**REPUBLIC OF INDONESIA – MINISTRY OF TRANSPORTATION DIRECTORATE
GENERAL OF CIVIL AVIATION
JAKARTA – INDONESIA**

AMENDMENT RECORD LIST

Amendment No.	Issue Date	Inserted By	Insertion Date
Original issue	SKEP/...../.../2013/.../2013		

SUMMARY OF AMENDMENTS

Amendment No.	Source/s	Subject/s	Approved
Original			SKEP/...../2013...../2013

FOREWORD

1. **PURPOSE** : This Staff Instruction prescribes responsibilities, policies, and procedures to be used by the Directorate General of Civil Aviation (DAAO) for surveillance of CASR Part 145 Approved Maintenance Organization (AMO) located within Republic of Indonesia (Domestic AMO).

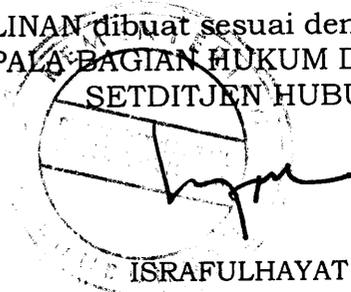
This Staff Instruction may be made available to the public so that they may better understand the authority and responsibility of the DAAO.
2. **REFERENCES** : This Staff Instruction should be used in accordance with the applicable regulations.
3. **CANCELLATION** : SI 8300 Volume 1 Chapters 7, Revision 4, dated 25 March 2010 related to AMO surveillance is cancelled
4. **AMENDMENT** : The amendment of this Staff Instruction shall be approved by the Director General of Civil Aviation.

DIRECTOR GENERAL OF CIVIL AVIATION

ttd

HERRY BAKTI

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KEPALA BAGIAN HUKUM DAN HUMAS
SETDITJEN HUBUD



ISRAFULHAYAT

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CHAPTER I – INTRODUCTION

1. PURPOSE.

This chapter defines relevant definitions and terms for surveillance a Civil Aviation Safety Regulation (CASR) part 145 Approved Maintenance Organization (AMO). It also explains the regulatory references applicable to a AMO surveillance located within Republic of Indonesia.

2. DEFINITIONS AND ABBREVIATIONS

AC: Advisory Circular means DAAO guidance methods compliance with regulations

Accountable Manager: the certificated AMO designates the accountable manager as responsible for, and having authority over all AMO operations conducted under CASR part 145. This person's duties include ensuring that AMO personnel follow the regulations and serving as the primary contact with the DAAO.

Air Carrier: means a person who undertakes directly by lease, or other arrangement, to engage in air transportation.

AMO: Approved Maintenance Organization.

AMO Certificate of Approval: the authority granted by DAAODAAO for an AMO to conduct business.

AMO Manual: the manual describes the procedures and policies of an AMO's operations.

AMOC: Alternative Method of Compliance

Article: an article is an aircraft, airframe, aircraft engine, propeller, appliance, or component part.

Capability List: a capability list (CL) is a list of articles on which the AMO is rated to perform maintenance, preventative maintenance, or alterations.

Certificated AMO: a certificated AMO is an AMO that has a fixed main base location, has met the certification requirements of CASR Part 145, and is engaged in the maintenance, preventive maintenance, inspection, and alteration of aircraft and aircraft products as defined in CASR Part 43.

Class Ratings: class ratings are issued if the AMO can prove its capability to maintain a representative number of products under this rating. After issuance of a class rating, it should not have restrictions to a specific product added. For such a case, issue a limited rating.

Contracting: Contracting means entering into an agreement between two or more persons for the performance of maintenance functions on an article.

Correction: A correction is an action to eliminate a detected nonconformity as it relates to the articles or the maintenance processes.

Corrective Action: Corrective action is an action to eliminate the cause of a detected nonconformity or other undesirable condition to prevent its recurrence.

DAAO: Directorate of Airworthiness and Aircraft Operations

DAH: Design Approval holder

DGCA: Directorate General of Civil Aviation.

Directly in Charge: The person directly in charge is responsible for the work of a certificated AMO that performs maintenance, preventive maintenance, alterations, or other functions affecting aircraft airworthiness.

Domestic AMO: A domestic AMO is an automated OpSpecs term used to describe a DAAO-certificated facility within the Republic of Indonesia that performs maintenance, preventive maintenance, or alterations on article

Foreign AMO: A foreign AMO is an automated OpSpecs term that describes a DAAO-certificated facility located outside of the Republic of Indonesia that performs maintenance, preventive maintenance, or alterations on articles.

Human Factors: Human Factors is the discipline of optimizing human performance in the workplace by combining a wealth of knowledge, primarily from the disciplines of psychology and ergonomics.

OEM: Original Equipment Manufacturer

OpSpecs: Operations Specifications. The DAAO

issues OpSpecs to indicate the authorizations and limitations to ratings as specified on the Air Agency Certificate.

PAH: Production Approval Holder

PMA: Parts Manufacturer Approval

PMI: Principal Maintenance Inspector

QCM: Quality Control Manual. The QCM describes the inspection and quality control system and procedures used by the AMO.

QCS: Quality Control System

RTS: Return to Service.

Satellite AMO: A satellite AMO is an additional certificated facility or location under the managerial control of another certificated AMO.

SB: Service Bulletins

SUP: Suspected Unapproved Parts

Surveillance: Surveillance is an in-depth search activity on certain part of procedures, facilities, personnel, and documentation of AMO and the other stake holders in order to observe their compliance towards the existing and valid rules and regulations

TC: Type Certificate

TCH: Type Certificate Holder's

TSO: Technical Standard Order

3. REGULATORY REFERENCES

- a. CASR Parts 43, 45, 65, 91, 121, 135 and 145
- b. Advisory Circular 145-9, Guide for Developing and Evaluating AMO Maintenance Procedures Manuals and Quality Control Manual, as amended
- c. Staff Instruction (SI) 8900-6.9 – Inspection of a CASR Part 145 Approved Maintenance Organization (AMO)

CHAPTER II – AMO SURVEILLANCE

1. INTRODUCTION.

The Aviation Act No. 1/2009, authorizes the DAAO to conduct surveillance of AMO. The DAAO is empowered, by statutory requirement, "...to carry out the functions, powers, and duties of the DAAO relating to aviation safety". One of the most significant duties of the DAAO is to conduct surveillance in all areas of air transportation safety. Surveillance is a continuing duty and responsibility of all aviation safety inspectors in the DAAO. The term "surveillance", as used in this chapter, relates to this ongoing duty and responsibility and related programs. Surveillance programs provide the DAAO with a method for the continual evaluation of operator compliance with the CASRs and safe operating practices. Information generated from the surveillance programs permits the DAAO to act upon deficiencies which affect or have a potential effect on aviation safety. For surveillance programs to be effective, they must be carefully planned and executed during the conduct of specific inspection activity. Inspections provide specific data which can be further evaluated, therefore they support and maintain ongoing surveillance programs. Inspections are specific work activities which have the following characteristics:

- A specific work activity title
- A definite beginning and a definite end
- Defined procedures
- Specific objectives
- A requirement for a report of findings (either positive, negative, or both.)

2. PROCEDURES.

a. Review Applicable Information. Before the inspection, the Principal Maintenance Inspector (PMI) or DAAO Inspector should carefully review:

- 1) CASR Parts 43, 45, 65, 91, 121, 135 and 145.
- 2) AMO Manual /Quality Control Manual (QCM).
- 3) OpSpecs.
- 4) Directorate Airworthiness and Aircraft Operation (DAAO) office file.

b. Objective Of Surveillance Programs.

The primary objective of surveillance is to provide the DAAO, through the conduct of a variety of inspections, with an accurate, real time, and comprehensive evaluation of the safety status of the air transportation system. This surveillance program objective is accomplished by PMI performing the following:

- Determining each AMO's compliance with regulatory requirements and safe operating practices
- Detecting changes as they occur in the operational environment
- Detecting the need for regulatory, managerial, and operational changes
- Measuring the effectiveness of previous corrective actions.

c. Planning and Executing Surveillance Programs.

There are four phases involved in planning and executing any type of surveillance program. These phases are as follows:

- Phase One - Developing a surveillance plan by determining the types of inspections necessary and the frequency of those inspections
- Phase Two - Accomplishing the surveillance plan by conducting the inspections
- Phase Three - Analyzing surveillance data gathered from inspection reports and related information from other sources
- Phase Four - Determining appropriate course of action.

A. Phase One: Developing a Surveillance Plan

The development of a surveillance plan requires planning at the DAAO office, and individual PMI levels. Each PMI should make an annual surveillance program specific to AMO in which the PMI was assigned. The surveillance schedule and program will be developed and agreed by PMI and AMO. When developing a surveillance program, a PMI should consider to the following:

- DAAO Annual Work Plan, provides a guidance and policy on activities and other resources;
- The data such as previous reports of surveillance, accident/incident information, compliance and other necessary enforcement information; and
- Other data such as ongoing certification/renewal/amendment work activities, the geographic areas where the various types of inspections should be conducted.

A surveillance program may be based on the need to conduct routine and ongoing surveillance or the need to conduct special emphasis surveillance as a result of certain events such as accidents, related incidents, related violations, and strikes.

When planning a surveillance program, a PMI should determine the program objectives, evaluate the resources available, and determine the specific types and numbers of inspections to be conducted in support of that program.

The frequency of surveillance may be varied for each AMO, depend to the complexity, size and activities of the AMO. Inspection procedures and surveillance area shall follow the guidance SI 8900-6.9 Inspection of CASR part 145 Approved Maintenance Organization (AMO)

B. Phase Two: Conducting Surveillance Plan Inspections.

During the conduct of the surveillance plan inspections, accurate and qualitative inspection reporting is essential. High quality inspection reporting is necessary for the effective accomplishment of the third and fourth phases of a surveillance program. The performance of surveillance shall follow the guidance SI 8900-6.9 Inspection of CASR part 145 Approved Maintenance Organization (AMO)

C. Phase Three: Analyzing Surveillance Data

After the inspection data has been reported, an evaluation of the information obtained from surveillance reports and related sources must be conducted. The purpose of this evaluation is to identify the areas of concern and note areas such as the following: Noncompliance with regulations or safe operating practices

- Both positive and negative trends
- Isolated deficiencies or incidents
- Causes of noncompliance, trends, or isolated deficiencies

D. Phase Four: Determining Appropriate Course of Action

PMIs must use good judgment when deciding on the most effective course of action to be taken. The appropriate course of action depends on many factors. There are also many actions which can be taken, such as:

- taking no action;
- informal discussion with the AMO;
- formal written request for corrective action;
- withdrawal of DAAO approval of a program, manual, or document; and
- initiation of an incident or enforcement investigation.

Results of the evaluation of surveillance data and the AMO's response to the course of action taken should be considered. Part of the fourth phase of a surveillance program is for the DAAO to determine, as a result of the information gathered from the program, what will become the inspection requirements for subsequent surveillance programs. Depending on the situation, it may be appropriate to increase or decrease the rate at which inspections are conducted during subsequent surveillance programs. It may be appropriate to change the emphasis or objectives of surveillance programs by changing the frequency of inspection to be conducted.

E. The following diagram illustrates the four phases of a surveillance program:

The four phases of a surveillance program

Phase 1	Developing a Surveillance Plan
	<ul style="list-style-type: none"> • Other previous inspection results • Accident/incident information • Compliance/enforcement history • Activities • Other related information <p>Use this type of information to determine the frequency of inspections to be conducted.</p>
Phase 2	Conducting Surveillance Plan Inspections
	<ul style="list-style-type: none"> • Conducted by PMI in accordance with the procedures in SI 8900-6.9 Inspection of CASR part 145 Approved Maintenance Organization (AMO).
Phase 3	Analyzing Surveillance Data
	<ul style="list-style-type: none"> • Standard reports • Ad hoc reports • Other related information
Phase 4	Determining Appropriate Course of Action
	<ul style="list-style-type: none"> • Informal action • Formal action • Withdrawal of DAAO approval • Enforcement/incident investigation • Request special surveillance • Monitor operator's response to courses of action • Assimilate information for subsequent surveillance programs

d. Surveillance Planning And Evaluation Responsibilities.

The organizational elements within the DAAO which are responsible for ensuring that comprehensive surveillance programs are to be developed and maintained are as follows:

- Directorate of Airworthiness and Aircraft Operations
- Sub Directorate of Maintenance Control
- Principal Maintenance Inspectors, PMIs

A. Directorate of Airworthiness and Aircraft Operations (DAAO)

The Directorate of Airworthiness and Aircraft Operations has the primary responsibility for establishing national surveillance programs and for

developing the direction and guidance for inspectors to use when conducting these programs. The national surveillance programs should be included in the DAAO Annual Work Plan. These responsibilities include developing pertinent inspector handbook material and other written material to control and guide national inspection programs and other special surveillance programs. The DAAO is responsible for evaluating surveillance data from a national standpoint.

B. Sub Directorate of Maintenance Control

This Sub Directorate has the primary responsibility for the implementation of national surveillance programs, especially for maintenance side, including the assignment of other national inspection requirements. The Sub Directorate serves to assure quality control and to coordinate DAAO surveillance planning. The Sub Directorate is also responsible for evaluating surveillance data.

The Sub Directorate plays a key role in developing effective surveillance programs and is responsible for ensuring that Principal Maintenance Inspectors and unit supervisors are planning and conducting effective surveillance programs. These programs must include inspections of AMOs whose certificates are held by the DAAO Office. The Sub Directorate is responsible for ensuring that these programs provide high quality surveillance data.

The Sub Directorate is specifically responsible for: assigning available inspectors to conduct the necessary inspections; providing on the job training for assigned inspectors; and for supervising assigned inspectors for efficiency and effectiveness.

C. Principle Maintenance Inspectors

PMIs are the primary surveillance program planners in the DAAO since they are the focal point for all technical matters between the DAAO and the certificate holder. PMIs must ensure that there are periodic reviews of all aspects of the AMOs. They must specifically determine the AMO's compliance status by establishing effective surveillance programs, and evaluating previous surveillance data and other related information. PMIs must establish a continuing program for evaluating surveillance data to identify trends and deficiencies and to decide upon and take appropriate courses of action.

Individual PMIs are responsible for conducting inspections in accordance with the direction, guidance, and procedures in SI 8900-6.9 Inspection of CASR part 145 Approved Maintenance Organization (AMO). A primary responsibility of each inspector is to report inspection results in a clear, concise, and factual manner. Supervisory inspectors are responsible for reviewing inspection reports for clarity and accuracy. Supervisory inspectors should also review any on site corrective actions that may have been taken by the inspector, and determine if any follow up action is appropriate.

e. Determining Inspection Requirements

When developing a surveillance program, PMIs must determine the frequency and areas of inspections that should be conducted. For a routine surveillance program, there should be a representative number of each area of inspection. Circumstances or results from previous inspections, however, may indicate that a specific area should receive emphasis and therefore more inspection activity of a particular area. Conversely, surveillance data may indicate that certain areas of inspections are ineffective or that fewer inspections can effectively accomplish the objective.

- A. When determining the frequency of inspections that should be accomplished, the PMI should consider the complexity, size and activity of the AMO. A method which can be used to consider complexity, size and activity is to separate an operation into homogeneous groups. Examples of homogeneous groups include mechanics, aircraft, training and qualification records, line stations, and various types of manuals. Each of these groups can be considered separately when determining the frequency and areas of inspections that should be conducted.
- B. Each area of inspection varies in its basic objective. Many areas of inspections, however, share common events or elements in the aviation system. PMIs should consider this when developing surveillance programs. For example (and to illustrate the use of the previous table), if an AMO employs 500 Engineers it is recommended that at least 33% (or 165 Engineers) be evaluated during a surveillance program. If the objective is to inspect this number of Engineers, the inspections may include any combination of Main Base, Ramp Inspections, training sessions, line Station, for a total of 165 inspections.
- C. The primary objectives of a surveillance program are for inspectors to conduct inspections which are qualitative and which provide effective results. The quality of inspections must be given a higher priority than the actual frequency of inspections conducted. Inspections that produce qualitative information which can be systematically evaluated and used as a basis for taking effective courses of action are more important than the frequency of inspections conducted. PMIs should review and when necessary revise their surveillance programs semiannually and annually to adjust them according to national surveillance programs and to ensure that the programs are effective and are meeting planned objectives.

f. Evaluation Of Inspection Results.

- A. Inspector evaluation of inspection results is a key phase of any surveillance program. The primary purpose of evaluating surveillance data is to identify both negative and positive trends as well as deficiencies which are not associated with an apparent trend. PMIs should determine the appropriate course of action to take based on their evaluation of inspection results. This evaluation of inspection results is also important in terms of redefining and implementing subsequent surveillance objectives and inspection activity. PMIs must adopt systematic methods that permit accurate and effective

evaluation of inspection results. Additionally, other related information from incidents, accidents, enforcement actions and other sources may provide valuable trend information which may relate to the AMO's safety and compliance status. PMIs should use all available inspection results and related information to decide on appropriate courses of action.

- B. There are several broad areas of interest in a surveillance program that, when organized into more defined elements, will provide an effective and comprehensive evaluation of surveillance data
- (1) Each primary area is further organized by a list of elements of information. This framework provides a method for PMIs to use when organizing surveillance information for effective trend evaluation strategies. The following is a list of the major titles of the elements of information relating to maintenance that are currently designed into the Surveillance Plan:
 - i. Certificate requirement :
 - AMO certificate
 - Operations specifications
 - Capability list
 - ii. Records system
 - iii. Manual system (AMO manual)
 - iv. Housing and facilities
 - v. Tools and equipment
 - vi. Technical data
 - vii. Quality control/Assurance system
 - viii. Parts and materials
 - ix. Personnel
 - x. Training program
 - xi. Maintenance process
 - xii. Work other than fixed locations
 - xiii. Contract maintenance
 - xiv. Safety Management System in accordance with CASR 145 appendix G and AC 120-92.
 - (2) Each of these elements of information provides for a data of related information obtained from inspection reports. By grouping inspection results from related types of inspections, any developing trends or areas that will require an appropriate course of action (or additional emphasis) during subsequent inspections, are more readily identified.
- g. Analyze Findings.** Evaluate all deficiencies to determine if corrective actions will be required.
- h. Conduct Debriefing.** Brief the certificate holder on the inspection results. Discuss any deficiencies and possible corrective actions.

3. TASK OUTCOMES.

a. Complete the Task. Completion of this task will result in one of the following:

- 1) Sending a letter to the operator documenting all deficiencies and initiating an enforcement investigation, if necessary
- 2) A satisfactory inspection with no deficiencies

b. Document the Task. File all supporting paperwork in the DAAO office file.

4. FUTURE ACTIVITIES. Schedule and conduct follow up inspections as applicable.

CHAPTER III – REPORTING SURVEILLANCE

1. INTRODUCTION.

The DAAO collects a vast amount of aviation data to support its responsibility for ensuring aviation safety. This data contains many factors the DAAO must consider to obtain compliance with the CASRs and safe operating practices. One of the most important factors is a well planned and implemented surveillance program carried out by a trained and experienced DAAO inspector workforce. This provides the DAAO with an efficient organization and collection of data for the timely identification and monitoring of trends involving safety in the air transportation industry.

2 PROCEDURES.

a. Review Applicable Information. Before the inspection, the Principal Maintenance Inspector (PMI) or DAAO Inspector should carefully review:

- 1) CASR Parts 43, 45, 65, and 145.
- 2) AMO Manual /Quality Control Manual (QCM).
- 3) OpSpecs.
- 4) Directorate Airworthiness and Aircraft Operation (DAAO) office file.

b. Liaison With Operators Quality Assurance Department

The surveillance inspections are no less than what the operator's own Quality Assurance (QA) department should be carrying out. Although it is important to remain independent, there are obvious benefits in liaising closely with QA department on surveillance matters. For example, it may be possible to carry out joint surveillance on occasions also depending on the level of confidence in the operator's QA system, DAAO direct surveillance of the company may be reduced in favour of greater reliance being placed on the operator's own surveillance system. DAAO's function then becomes to check that QA is performing its job effectively. Such checks would include examining QA surveillance reports and ensuring that appropriate proper inspections have been made and follow up action taken.

c. Surveillance Reports

- A. When any findings are found these shall be discussed with QA, advising any deficiencies and what rectification is expected. When considered necessary, and all cases where serious findings are found, notification of findings shall be given in writing and written response sought.
- B. A recording system shall be maintained which facilitates monitoring of the surveillance effort. The system will be periodically monitored to ensure that :

- 1) Progress toward the planned level of surveillance is satisfactory and in accordance with the priorities established.
- 2) Surveillance is being carried out in a systematic manner and not over concentrated in areas which are convenient to inspect at the expense of those which are less so.

d. Analyze Findings. Evaluate all deficiencies to determine if they will require corrective actions.

e. Conduct Debriefing. Brief the certificate holder on the inspection results. Discuss any deficiencies and possible corrective actions.

3. TASK OUTCOMES.

a. Complete the Task. Completion of this task will result in one of the following:

- 1) Sending a letter to the operator documenting all deficiencies and requesting corrective action,
- 2) Initiating an enforcement investigation, if necessary, or
- 3) A satisfactory inspection with no deficiencies.

b. Document the Task. File all supporting paperwork in the DAAO office file.

4. FUTURE ACTIVITIES.

Schedule and conduct follow up inspections as applicable.