

Element Performance Inspection (EPI) Data Collection Tool
3.1.2 Flight Attendant Duties / Cabin Procedures (OP)

ELEMENT SUMMARY INFORMATION

Purpose of This Element (Certificate Holder's responsibility):

- To ensure the safety of all cabin occupants during ground and flight operations.

Objective (FAA oversight responsibility):

- To determine if there were any changes in the personnel identified by the Certificate Holder as having responsibility and/or authority for the Flight Attendant Duties / Cabin Procedures process.
- To determine if the Certificate Holder follows its procedures, controls, process measurements and interfaces for the Flight Attendant Duties / Cabin Procedures process.

Specific Instructions:

- There may be occasional circumstances when it is not possible to observe an event listed on this EPI. The intention of Questions 1.13, and other similarly worded questions, is an answer of "Yes" would indicate positive compliance since negative compliance was not observed. If during an inspection activity the inspector doesn't observe the events listed in those questions, leave the questions unanswered until the last inspection activity. Then, if the inspector doesn't observe those events during the last planned activity for the open EPI, answer those questions "Yes."

If, during observation of the flight(s) no restricted passengers (such as armed individuals, prisoners, escorts, or intoxicated passengers) were served alcohol onboard the aircraft (Question 1.13) then positive compliance was observed and the response would be "Yes."

In this case it would be prudent to select the `YES' button for the specific question, and in the pop-up box enter the corresponding question number and an explanation such as, "No restricted passengers were observed throughout the entire observation period of this EPI."

Related EPIs:

- 3.1.1 Passenger Handling (OP)
- 3.1.5 Carry-On Baggage Program (OP)
- 3.1.6 Exit Seating Program (OP)
- 5.1.5 Station Facilities (OP)

SUPPLEMENTAL INFORMATION**Specific Regulatory Requirements (SRRs):**

- SRRs:
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(24)
 - 121.135(b)(3)
 - 121.306(a)
 - 121.306(b)(1)
 - 121.306(b)(2)
 - 121.306(b)(3)
 - 121.306(b)(4)
 - 121.306(b)(5)
 - 121.333(a)
 - 121.333(d)
 - 121.333(f)
 - 121.337(c)(2)
 - 121.391(a)
 - 121.391(d)
 - 121.393(a)
 - 121.393(b)
 - 121.393(b)(1)(i)
 - 121.393(b)(1)(ii)
 - 121.393(b)(1)(iii)
 - 121.393(b)(2)
 - 121.393(b)(3)
 - 121.542(b)
 - 121.542(c)
 - 121.549(b)
 - 121.570(a)
 - 121.570(b)
 - 121.571(a)
 - 121.571(a)(1)(i)
 - 121.571(a)(1)(ii)
 - 121.571(a)(1)(iii)
 - 121.571(a)(1)(iv)
 - 121.571(a)(1)(v)(A)
 - 121.571(a)(1)(v)(B)
 - 121.571(a)(1)(v)(C)
 - 121.571(a)(1)(v)(D)
 - 121.571(a)(2)
 - 121.571(a)(3)
 - 121.571(a)(4)
 - 121.571(c)
 - 121.573(a)
 - 121.573(b)

121.573(c)
121.573(d)
121.576
121.577
121.577(a)
121.577(b)
121.577(c)
121.577(d)
121.580

Related CFRs & FAA Policy/Guidance:

- Related CFRs:
 - 121.135(b)(10)
 - 121.135(b)(11)
 - 121.135(b)(18)
 - 121.137(b)
 - 121.309(b)(1)
 - 121.309(b)(2)
 - 121.397(a)
 - 121.397(b)
 - 121.574(a)
 - 121.574(a)(7)
 - 121.574(b)
 - 121.574(c)
 - 121.575(b)(1)
 - 121.575(b)(2)
 - 121.575(b)(3)
 - 121.575(c)
 - 121.575(d)
- FAA Policy/Guidance:
 - FSAT 95-09
 - FSAT 99-03
 - FSAT 01-03A
 - FSAW 98-05
 - HBAT 98-02
 - AC 120-48
 - AC 120-65
 - AC 121-24B
 - AC 121-33
 - ACOB 1-94-3 (ACOB 204)
 - ACOB 1-94-5 (ACOB 206)
 - ACOB 1-94-27 (ACOB 228)
 - ACOB 7-76-23 (ACOB 824)

EPI SECTION 1 – PERFORMANCE OBSERVABLES			
Objective: (FAA oversight responsibility): To determine if the certificate holder follows its procedures, controls, process measurements, and interfaces for the Outsource Organization.			
Tasks			
To meet this objective, the inspector must accomplish the following tasks:			
1	Review the information listed in the Supplemental Information section of this data collection tool.		
2	Review the policies, procedures, instructions and information for the Flight Attendant Duties / Cabin Procedures process contained in the Certificate Holder's manual.		
3	Review the associated SAI for this element with emphasis on the controls, process measurements and interface attribute sections.		
4	Observe the Flight Attendant Duties / Cabin Procedures process to gain an understanding of the procedures, instructions and information contained in the Certificate Holder's manual.		
5	Discuss the Flight Attendant Duties / Cabin Procedures process with the personnel (other than management) who perform the duties and responsibilities required by the process.		
Questions			
To meet this objective, the inspector must answer the following questions:			
1	Were the following Performance Measures met:		
1.1	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%; vertical-align: top;"> <p>Were required cabin pre-flight duties conducted in accordance with the Certificate Holder's procedures?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> 1. Check at the aircraft cabin that a designated crewmember checks each PBE located at other than a flight crewmember duty station to ensure that it is properly stowed in accordance with the Certificate Holder's design. <i>Sources: 121.337(c)(2)</i> 2. Check at the aircraft cabin that a designated crewmember checks each PBE located at other than a flight crewmember duty station to ensure that it is serviceable in accordance with the Certificate Holder's design. <i>Sources: 121.337(c)(2)</i> 3. Check at the aircraft cabin that a designated crewmember checks each PBE located at other than a flight crewmember duty station to ensure that it is properly charged, if not chemically generated, in accordance with the Certificate Holder's design. <i>Sources: 121.337(c)(2)</i> 4. Check at the aircraft cabin that a designated crewmember performs PBE checks before he or she takes off in that airplane for his or her first flight of the day in accordance with the Certificate Holder's design. <i>Sources: 121.337(c)(2)</i> </td> <td style="width: 20%; vertical-align: top; padding-left: 10px;"> <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain </td> </tr> </table>	<p>Were required cabin pre-flight duties conducted in accordance with the Certificate Holder's procedures?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> 1. Check at the aircraft cabin that a designated crewmember checks each PBE located at other than a flight crewmember duty station to ensure that it is properly stowed in accordance with the Certificate Holder's design. <i>Sources: 121.337(c)(2)</i> 2. Check at the aircraft cabin that a designated crewmember checks each PBE located at other than a flight crewmember duty station to ensure that it is serviceable in accordance with the Certificate Holder's design. <i>Sources: 121.337(c)(2)</i> 3. Check at the aircraft cabin that a designated crewmember checks each PBE located at other than a flight crewmember duty station to ensure that it is properly charged, if not chemically generated, in accordance with the Certificate Holder's design. <i>Sources: 121.337(c)(2)</i> 4. Check at the aircraft cabin that a designated crewmember performs PBE checks before he or she takes off in that airplane for his or her first flight of the day in accordance with the Certificate Holder's design. <i>Sources: 121.337(c)(2)</i> 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>Were required cabin pre-flight duties conducted in accordance with the Certificate Holder's procedures?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> 1. Check at the aircraft cabin that a designated crewmember checks each PBE located at other than a flight crewmember duty station to ensure that it is properly stowed in accordance with the Certificate Holder's design. <i>Sources: 121.337(c)(2)</i> 2. Check at the aircraft cabin that a designated crewmember checks each PBE located at other than a flight crewmember duty station to ensure that it is serviceable in accordance with the Certificate Holder's design. <i>Sources: 121.337(c)(2)</i> 3. Check at the aircraft cabin that a designated crewmember checks each PBE located at other than a flight crewmember duty station to ensure that it is properly charged, if not chemically generated, in accordance with the Certificate Holder's design. <i>Sources: 121.337(c)(2)</i> 4. Check at the aircraft cabin that a designated crewmember performs PBE checks before he or she takes off in that airplane for his or her first flight of the day in accordance with the Certificate Holder's design. <i>Sources: 121.337(c)(2)</i> 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain		

<p>1.2 Were checks of emergency and flotation equipment accomplished by appropriate personnel?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> 1. Check at the aircraft cabin that flotation equipment is readily accessible to the crew in accordance with the Certificate Holder's design. <i>Sources: 121.309(b)(2)</i> 2. Check at the aircraft cabin that emergency equipment is readily accessible to passengers in accordance with the Certificate Holder's design. <i>Sources: 121.309(b)(2)</i> 3. Check at the aircraft cabin that flotation equipment is readily accessible to passengers in accordance with the Certificate Holder's design. <i>Sources: 121.309(b)(2)</i> 4. Check at the aircraft cabin that emergency equipment has been inspected in accordance with the Certificate Holder's design. <i>Sources: 121.309(b)(1)</i> 5. Check at the aircraft cabin that all flotation equipment has been inspected in accordance with the Certificate Holder's design. <i>Sources: 121.309(b)(1)</i> 6. Check at the aircraft cabin that emergency equipment is readily accessible to the crew in accordance with the Certificate Holder's design. <i>Sources: 121.309(b)(2)</i> 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.3 Was a crew briefing conducted in accordance with the Certificate Holder's procedures?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> 1. Check at the aircraft cabin that flight attendants participated in a preflight briefing in accordance with the Certificate Holder's design. <i>Sources: AC 120-48 9.a.</i> 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.4 Was each flight attendant in possession of a current manual when performing assigned duties?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> 1. Check at the aircraft cabin that the flight attendant(s) manual is up to date with current changes and additions in accordance with the Certificate Holder's design. <i>Sources: 121.137(b)</i> 2. Check at the aircraft cabin that the flight attendant(s) manual is accessible when performing assigned duties in accordance with the Certificate Holder's design. <i>Sources: 121.137(b)</i> 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<p>1.5 Were flight attendants evenly distributed throughout the aircraft in accordance with the Certificate Holder's procedures?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> 1. Check at the aircraft cabin that flight attendants are uniformly distributed throughout the cabin during operation of the flight, including when the aircraft is parked at the gate and during movement on the surface, in accordance with the Certificate Holder's design. <i>Sources:</i> ACOB No. 1-94-3, Distribution of Flight Attendants (ACOB 204) 2. Check at the aircraft cabin that flight attendants do not congregate in one area (such as the first class cabin) when passengers are on board, in accordance with the Certificate Holder's design. <i>Sources:</i> ACOB No. 1-94-3, Distribution of Flight Attendants, paragraph a. (ACOB 204) 3. Check at the aircraft cabin that the flight attendants are located at required flight attendant stations, in accordance with the Certificate Holder' design. <i>Sources:</i> ACOB No. 1-94-3, Distribution of Flight Attendants, paragraphs b. and c. (ACOB 204) 4. Check at the aircraft cabin that during take-off 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 in accordance with the Certificate Holder's design. <i>Sources:</i> 121.391(d) 5. Check at the aircraft cabin that during 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 in accordance with the Certificate Holder's design. <i>Sources:</i> 121.391(d) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.6 Was the passenger compartment prepared for movement on the surface, takeoff, and landing in accordance with the Certificate Holder's procedures?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> 1. Check at the aircraft cabin that a flight attendant informs the captain either by interphone or signal, that the cabin is secure for takeoff, in accordance with the Certificate Holder's design. <i>Sources:</i> AC 120-48 5.a 2. Check at the aircraft cabin that all seat backs are in the upright position prior to take-off in accordance with the Certificate Holder's design. <i>Sources:</i> 121.311(e) 3. Check at the aircraft cabin that a flight attendant informs the captain either by interphone or signal, that the cabin is secure for landing, in accordance with the Certificate Holder's design. <i>Sources:</i> AC 120-48 5.a 4. 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

Check at the aircraft cabin that all seat backs are in the upright position prior to landing in accordance with the Certificate Holder's design.

Sources: 121.311(e)

5. Check at the aircraft cabin that at each unoccupied seat, the safety belt is secured so as not to interfere with crewmembers in the performance of their duties in accordance with the Certificate Holder's design.
Sources: 121.311(i)
6. Check at the aircraft cabin that at each unoccupied seat, the shoulder harness, if installed, was secured so as not to interfere with crewmembers in the performance of their duties in accordance with the Certificate Holder's design.
Sources: 121.311(i)
7. Check at the aircraft cabin that at each unoccupied seat, the seat belt was secured so as not to interfere with the rapid egress of occupants in an emergency. in accordance with the Certificate Holder's design.
Sources: 121.311(i)
8. Check at the aircraft cabin that at each unoccupied seat, the shoulder harness, if installed, was secured so as not to interfere with the rapid egress of occupants in an emergency in accordance with the Certificate Holder's design.
Sources: 121.311(i)
9. Check at the aircraft cabin that each crewmember has readily available for his or her use a flashlight that is in good working order in accordance with the Certificate Holder's design.
Sources: 121.549(b)
10. Check at the aircraft cabin that the airplane is not moved on the surface unless each automatically deployable emergency evacuation assisting means is ready for evacuation in accordance with the Certificate Holder's design.
Sources: 121.570(a)
11. Check at the aircraft cabin that the airplane does not take off unless each automatically deployable emergency evacuation assisting means is ready for evacuation in accordance with the Certificate Holder's design.
Sources: 121.570(a)
12. Check at the aircraft cabin that the airplane does not land unless each automatically deployable emergency evacuation assisting means is ready for evacuation in accordance with the Certificate Holder's design.
Sources: 121.570(a)
13. Check at the aircraft cabin that when passengers are on board prior to airplane movement on the surface, at least one floor-level exit is provided for the egress of passengers through normal or emergency means in accordance with the Certificate Holder's design.
Sources: 121.570(b)
14. Check at the aircraft cabin that the Certificate Holder does not take move the airplane on the surface when any food, beverage, or

<p>tableware furnished by the Certificate Holder is located at any passenger seat in accordance with the Certificate Holder's design. <i>Sources: 121.577(a)</i></p> <p>15. Check at the aircraft cabin that the Certificate Holder does not take off the airplane when any food, beverage, or tableware furnished by the Certificate Holder is located at any passenger seat in accordance with the Certificate Holder's design. <i>Sources: 121.577(a)</i></p> <p>16. Check at the aircraft cabin that the Certificate Holder does not land the airplane when any food, beverage, or tableware furnished by the Certificate Holder is located at any passenger seat in accordance with the Certificate Holder's design. <i>Sources: 121.577(a)</i></p> <p>17. Check at the aircraft cabin that the Certificate Holder does not move an airplane on the surface unless each food and beverage tray and seat back tray table is secured in its stowed position in accordance with the Certificate Holder's design. <i>Sources: 121.577(b)</i></p> <p>18. Check at the aircraft cabin that the Certificate Holder does not take off the airplane unless each food and beverage tray and seat back tray table is secured in its stowed position in accordance with the Certificate Holder's design. <i>Sources: 121.577(b)</i></p> <p>19. Check at the aircraft cabin that the Certificate Holder does not allow the airplane to move on the surface unless each movie screen that extends into an aisle is stowed in accordance with the Certificate Holder's design. <i>Sources: 121.577(d)</i></p> <p>20. Check at the aircraft cabin that the Certificate Holder does not allow the airplane to take off unless each movie screen that extends into an aisle is stowed in accordance with the Certificate Holder's design. <i>Sources: 121.577(d)</i></p> <p>21. Check at the aircraft cabin that the Certificate Holder does not allow the airplane to land unless each movie screen that extends into an aisle is stowed in accordance with the Certificate Holder's design. <i>Sources: 121.577(d)</i></p>	
<p>1.7 Were aircraft exits armed/disarmed in accordance with the Certificate Holder's procedures?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check at the aircraft cabin that the airplane is not moved on the surface unless each automatically deployable emergency evacuation assisting means is ready for evacuation in accordance with the Certificate Holder's design. <i>Sources: 121.570(a)</i></p> <p>2. Check at the aircraft cabin that the airplane does not take off unless each automatically deployable emergency evacuation assisting means is ready for evacuation in</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p> <p><input type="checkbox"/> Not Applicable</p>

<p>accordance with the Certificate Holder's design. <i>Sources:</i> 121.570(a)</p> <p>3. Check at the aircraft cabin that the airplane does not land unless each automatically deployable emergency evacuation assisting means is ready for evacuation in accordance with the Certificate Holder's design. <i>Sources:</i> 121.570(a)</p>	
<p>1.8 Were safety demonstrations and passenger briefings accomplished in accordance with the Certificate Holder's procedures?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check at the aircraft cabin that the appropriate crewmember orally briefs all passengers before each takeoff on when, where, and under what conditions smoking is prohibited in accordance with the Certificate Holder's design. <i>Sources:</i> 121.571(a)(1)(i)</p> <p>2. Check at the aircraft cabin that the appropriate crewmember orally briefs all passengers with a statement that the Federal Aviation Regulations require passenger compliance with the lighted passenger information signs, posted placards, areas designated for safety purposes as no smoking areas, and crewmember instructions with regard to these items in accordance with the Certificate Holder's design. <i>Sources:</i> 121.571(a)(1)(i)</p> <p>3. Check at the aircraft cabin that the appropriate crewmember orally briefs all passengers with a statement that Federal law prohibits tampering with, disabling, or destroying any smoke detector in an airplane lavatory; smoking in lavatories; and, when applicable, smoking in passenger compartments in accordance with the Certificate Holder's design. <i>Sources:</i> 121.571(a)(1)(i)</p> <p>4. Check at the aircraft cabin that the appropriate crewmember orally briefs all passengers before each takeoff on the location of emergency exits in accordance with the Certificate Holder's design. <i>Sources:</i> 121.571(a)(1)(ii)</p> <p>5. Check at the aircraft cabin that the appropriate crewmember orally briefs all passengers before each takeoff on the use of safety belts, including instructions on how to fasten and unfasten the safety belts in accordance with the Certificate Holder's design. <i>Sources:</i> 121.571(a)(1)(iii)</p> <p>6. Check at the aircraft cabin that the appropriate crewmember orally briefs all passengers before each take off on when, where, and under what conditions the safety belt must be fastened about that passenger in accordance with the Certificate Holder's design. <i>Sources:</i> 121.571(a)(1)(iii)</p> <p>7. Check at the aircraft cabin that the appropriate crewmember orally briefs all passengers with a statement that the Federal Aviation Regulations require passenger compliance with the lighted passenger information signs, and crewmember instructions concerning the use of safety belts in accordance with the Certificate</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

- Holder's design.
Sources: 121.571(a)(1)(iii)
8. Check at the aircraft cabin that the appropriate crewmember orally briefs all passengers before each take off on the location and use of any required emergency flotation means in accordance with the Certificate Holder's design.
Sources: 121.571(a)(1)(iv)
 9. Check at the aircraft cabin on operations that do not use a flight attendant, that the appropriate crewmember orally briefs all passengers on the placement of seat backs in an upright position before takeoff in accordance with the Certificate Holder's design.
Sources: 121.571(a)(1)(v)(A)
 10. Check at the aircraft cabin on operations that do not use a flight attendant, that the appropriate crewmember orally briefs all passengers on the placement of seat backs in an upright position before landing in accordance with the Certificate Holder's design.
Sources: 121.571(a)(1)(v)(A)
 11. Check at the aircraft cabin on operations that do not use a flight attendant, that the appropriate crewmember orally briefs all passengers before each takeoff on the location of survival equipment in accordance with the Certificate Holder's design.
Sources: 121.571(a)(1)(v)(B)
 12. Check at the aircraft cabin on operations that do not use a flight attendant, that the appropriate crewmember orally briefs all passengers before each takeoff if the flight involves operations above 12,000 MSL on the normal use of oxygen in accordance with the Certificate Holder's design.
Sources: 121.571(a)(1)(v)(C)
 13. Check at the aircraft cabin on operations that do not use a flight attendant, that the appropriate crewmember orally briefs all passengers before each takeoff if the flight involves operations above 12,000 MSL on the emergency use of oxygen in accordance with the Certificate Holder's design.
Sources: 121.571(a)(1)(v)(C)
 14. Check at the aircraft cabin on operations that do not use a flight attendant, that the appropriate crewmember orally briefs all passengers before each takeoff on the location of fire extinguisher in accordance with the Certificate Holder's design.
Sources: 121.571(a)(1)(v)(D)
 15. Check at the aircraft cabin on operations that do not use a flight attendant, that the appropriate crewmember orally briefs all passengers before each takeoff on the operation of fire extinguisher in accordance with the Certificate Holder's design.
Sources: 121.571(a)(1)(v)(D)
 16. Check at the aircraft cabin that the appropriate crewmember orally briefs all passengers after each takeoff, immediately before or immediately after turning the seat belt sign off that passengers should keep their seat belts fastened, while seated, even when the seat belt sign is off in accordance with the Certificate Holder's design.

Sources: 121.571(a)(2)

17. Check at the aircraft cabin that a required crewmember assigned to the flight conducts an individual briefing before each take off to each person who may need the assistance of another person to move expeditiously to an exit in the event of an emergency. In the briefing the required crewmember shall brief the person and his attendant, if any, on the routes to each appropriate exit in the event of an emergency, unless 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 in accordance with the Certificate Holder's design.

Sources: 121.571(a)(3)(i)

18. Check at the aircraft cabin that a required crewmember assigned to the flight conducts an individual briefing before each take off to each person who may need the assistance of another person to move expeditiously to an exit in the event of an emergency. In the briefing the required crewmember shall brief the person and his attendant, if any, on the most appropriate time to begin moving to an exit in the event of an emergency, and ask the most appropriate manner of assisting the person so as to prevent pain and further injury in accordance with the Certificate Holder's design.

Sources: 121.571(a)(3)(i)

19. Check at the aircraft cabin when operating an airplane on extended overwater operations that the appropriate crewmember orally briefs all passengers on the location of life preservers in accordance with the Certificate Holder's design.

Sources: 121.573(a)

20. Check at the aircraft cabin when operating an airplane on extended overwater operations that the appropriate crewmember orally briefs all passengers on the operation of life preservers in accordance with the Certificate Holder's design.

Sources: 121.573(a)

21. Check at the aircraft cabin when operating an airplane on extended overwater operations that the appropriate crewmember orally briefs all passengers on the location of liferafts in accordance with the Certificate Holder's design.

Sources: 121.573(a)

22. Check at the aircraft cabin when operating an airplane on extended overwater operations that the appropriate crewmember orally briefs all passengers on the operation of liferafts in accordance with the Certificate Holder's design.

Sources: 121.573(a)

23. Check at the aircraft cabin when operating an airplane on extended overwater operations that the appropriate crewmember orally briefs all passengers on the location of other flotation means in accordance with the Certificate Holder's design.

Sources: 121.573(a)

24. Check at the aircraft cabin when operating an airplane on extended overwater operations that the appropriate crewmember orally briefs

<p>all passengers on the operation of other flotation means in accordance with the Certificate Holder's design. <i>Sources: 121.573(a)</i></p> <p>25. Check at the aircraft cabin when operating an airplane on extended overwater operations that the appropriate crewmember demonstrates the method of donning a life preserver to all passengers in accordance with the Certificate Holder's design. <i>Sources: 121.573(a)</i></p> <p>26. Check at the aircraft cabin when operating an airplane on extended overwater operations that the appropriate crewmember demonstrates the method of inflating a life preserver to all passengers in accordance with the Certificate Holder's design. <i>Sources: 121.573(a)</i></p> <p>27. 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 in accordance with the Certificate Holder's design. <i>Sources: 121.573(c)</i></p> <p>28. Check at the aircraft cabin that if the airplane does not proceed directly over water after takeoff, the extended overwater briefing required by 121.573(a) is given before reaching the overwater part of the flight in accordance with the Certificate Holder's design. <i>Sources: 121.573(d)</i></p>	
<p>1.9 Was the flight deck door closed and locked in accordance with the Certificate Holder's procedures?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>
<p>1.10 Were flight attendants properly restrained at their assigned duty station for movement on the surface, takeoff and landing, unless performing safety-related duties?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check at the aircraft cabin that 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 Certificate Holder's design. <i>Sources: 121.391(d)</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable</p>
<p>1.11 Were galleys and carts secured for movement on the surface, takeoff, and landing and when not in use in accordance with the Certificate Holder's procedures?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check at the aircraft cabin that a crewmember ensures that the galley restraints are available in accordance with the Certificate Holder's design. <i>Sources: HBAT 98-02, Paragraph 3.A.(1)</i></p> <p>2. Check at the aircraft cabin that a crewmember ensures that the galley restraints are functioning properly in accordance with the Certificate Holder's design. <i>Sources: HBAT 98-02, Paragraph 3.A.(1)</i></p> <p>3. Check at the aircraft cabin that a flight attendant pulls vigorously on carts, oven doors, drawers, and other</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable</p>

components to ensure that they are secured when stowed in accordance with the Certificate Holder's design.

Sources: HBAT 98–02, Paragraph 3.D.(1)

4. Check at the aircraft cabin that a flight attendant ensures the safe and correct parking of carts on mushrooms, if applicable, in accordance with the Certificate Holder's design.

Sources: HBAT 98–02, Paragraph 3.D.(2)

5. Check at the aircraft cabin that a flight attendant ensures that brakes are operational on carts equipped with brakes in accordance with the Certificate Holder's design.

Sources: HBAT 98–02, Paragraph 3.D.(3)

6. Check at the aircraft cabin that a flight attendant ensures that a galley container key is in the locked position, if keys are applicable to the container in accordance with the Certificate Holder's design.

Sources: HBAT 98–02, Paragraph 3.D.(4)

7. Check at the aircraft cabin that a flight attendant ensures galley curtains are secured open for take-off in accordance with the Certificate Holder's design.

Sources: HBAT 98–02, Paragraph 3.D.(5)

8. Check at the aircraft cabin that a flight attendant ensures galley curtains are secured open for landing in accordance with the Certificate Holder's design.

Sources: HBAT 98–02, Paragraph 3.D.(5)

9. Check at the aircraft cabin that a flight attendant visually checks the galley, galley components, and galley cart security in accordance with the Certificate Holder's design.

Sources: HBAT 98–02, Paragraph 3.D.(5)

10. Check at the aircraft cabin that prior to movement on the surface, a flight attendant ensures that all primary galley restraints are available and in working order in accordance with the Certificate Holder's design.

Sources: HBAT 98–02, Paragraph 3.E.(1)

11. Check at the aircraft cabin that prior to movement on the surface, a flight attendant ensures all galley items are picked up and stowed with the exception of paper cups and plastic glasses as long as galley security is maintained in accordance with the Certificate Holder's design.

Sources: HBAT 98–02, Paragraph 3.E.(2)(a)

12. Check at the aircraft cabin that prior to movement on the surface, a flight attendant ensures the galley and galley components are properly stowed and restrained in accordance with the Certificate Holder's design.

Sources: HBAT 98–02, Paragraph 3.E.(3)

- 13.

- Check at the aircraft cabin that while in flight, flight attendant(s) do not leave galley carts unattended in accordance with the Certificate Holder's design.
Sources: HBAT 98-02, Paragraph 3.E.(4)(b)
14. Check at the aircraft cabin that while in flight, flight attendant(s) are not more than 10 feet away (approximately three rows) from carts left in the aisles in accordance with the Certificate Holder's design.
Sources: HBAT 98-02, Paragraph 3.E.(4)(b)
 15. Check at the aircraft cabin that while in flight, flight attendant(s) do not park carts out of their normal galley take-off/landing positions unless the carts can be properly restrained in accordance with the Certificate Holder's design.
Sources: HBAT 98-02, Paragraph 3.E.(4)(c)
 16. Check at the aircraft cabin that while in flight, when flight attendant(s) park carts in cabin locations equipped with proper restraint devices, most items are cleared from the top of the carts in accordance with the Certificate Holder's design.
Sources: HBAT 98-02, Paragraph 3.E.(4)(c)
 17. 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: HBAT 98-02, Paragraph 3.E.(4)(c)
 18. Check at the aircraft cabin that while in flight, flight attendant(s) engage the cart brake when the cart is stationary in accordance with the Certificate Holder's design.
Sources: HBAT 98-02, Paragraph 3.E.(4)(c)
 19. 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 Certificate Holder's design.
Sources: HBAT 98-02, Paragraph 3.E.(4)(e)
 20. Check at the aircraft cabin that prior to landing, flight attendants check that all galleys are properly restrained and that galley components are properly stowed and restrained in accordance with the Certificate Holder's design.
Sources: HBAT 98-02, Paragraph 3.E.(5)
 21. 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

<p>Certificate Holder's design. Sources: 121.576</p> <p>22. Check at the aircraft cabin that the Certificate Holder does not land the airplane unless each food and beverage tray and seat back tray table is secured in its stowed position in accordance with the Certificate Holder's design. Sources: 121.577(b)</p> <p>23. Check at the aircraft cabin that the Certificate Holder does not allow the airplane to move on the surface unless each passenger serving cart is secured in its stowed position in accordance with the Certificate Holder's design. Sources: 121.577(c)</p> <p>24. Check at the aircraft cabin that the Certificate Holder does not allow the airplane to take off unless each passenger serving cart is secured in its stowed position in accordance with the Certificate Holder's design. Sources: 121.577(c)</p> <p>25. Check at the aircraft cabin that the Certificate Holder does not allow the airplane to land unless each passenger serving cart is secured in its stowed position in accordance with the Certificate Holder's design. Sources: 121.577(c)</p>	
<p>1.12 Did flight attendants observe sterile flight deck procedures?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check at the aircraft cabin 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 Certificate Holder's design. Sources: 121.542(b)</p> <p>2. Check 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 Certificate Holder's design. Sources: 121.542(b)</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p> <p><input type="checkbox"/> Not Applicable</p>
<p>1.13 Were restricted passengers (such as armed individuals, prisoners, escorts, and intoxicated passengers) not served alcohol onboard the aircraft?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check at the aircraft cabin that no alcoholic beverages are served to any person aboard who appears to be intoxicated, in accordance with the Certificate Holder's design. Sources: 121.575(b)(1)</p> <p>2.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

<p>Check at the aircraft cabin that no alcoholic beverage is served to any person aboard who is escorting a person or being escorted by armed law enforcement officers in accordance with the Certificate Holder's design. <i>Sources: 121.575(b)(2)</i></p> <p>3. Check at the aircraft cabin that no alcoholic beverage is served to any person aboard who has a deadly or dangerous weapon accessible to him while aboard the aircraft in accordance with the Certificate Holder's design. <i>Sources: 121.575(b)(3)</i></p>	
<p>1.14 Were cabin maintenance discrepancies documented in accordance with the Certificate Holder's procedures? <i>Related Performance JTI's:</i></p> <p>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/documented in accordance with the Certificate Holder's design. <i>Sources: HBAAT 98-02, Paragraph 3.E.(6)</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.15 Were passenger irregularities/disturbances reported in accordance with the Certificate Holder's procedures? <i>Related Performance JTI's:</i></p> <p>1. Check at the air carrier specified location and the FAA Location that within five days, the Certificate Holder has reported to the administrator any person who consumed any alcoholic beverage not served to him by the Certificate Holder, in accordance with the Certificate Holder's design. <i>Sources: 121.575(d)</i></p> <p>2. Check at the air carrier specified location and the FAA Location that within five days, the Certificate Holder has reported to the administrator any person who appears to be intoxicated and has caused a disturbance aboard any of its aircraft in accordance with the Certificate Holder's design. <i>Sources: 121.575(d)</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.16 Were the Certificate Holder's procedures for the number of required crewmembers on board the aircraft followed? <i>Related Performance JTI's:</i></p> <p>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 Certificate Holder's design. <i>Sources: FSAT 01-03A; paragraph B.1</i></p> <p>2. Check at the aircraft cabin that the number of required flight attendants is onboard the airplane in accordance with the Certificate Holder's design. <i>Sources: 121.391(a)(1); 121.391(a)(2); 121.391(a)(3); 121.391(a)(4)</i></p> <p>3. Check at the aircraft cabin that during take-off 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</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>evacuation in accordance with the Certificate Holder's design. <i>Sources:</i> 121.391(d)</p> <p>4. Check at the aircraft cabin that during 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 in accordance with the Certificate Holder's design. <i>Sources:</i> 121.391(d)</p> <p>5. Check at the aircraft cabin that 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 Certificate Holder's design. <i>Sources:</i> 121.391(d)</p>	
<p>1.17 Were passengers remaining onboard during enroute stops monitored in accordance with the Certificate Holder's procedures?</p> <p><i>Related Performance JTI's:</i></p> <p>1. 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 Certificate Holder's design. <i>Sources:</i> FSAT 01-03A; paragraph B.2</p> <p>2. 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 Certificate Holder's design. <i>Sources:</i> 121.393(a)</p> <p>3. Check at the aircraft cabin that during stops where passengers remain onboard the airplane engines are shut down when the number of flight attendants remaining on board was fewer than the flight attendants required by 14 CFR 121.391(a) in accordance with the Certificate Holder's design. <i>Sources:</i> 121.393(b)(1)(i)</p> <p>4. Check at the aircraft cabin that during stops where passengers remain onboard at least one floor level exit remains open to provide for the deplaning of passengers when the number of flight attendants remaining on board is fewer than the flight attendants required by 14 CFR 121.391(a) in accordance with the Certificate Holder's design. <i>Sources:</i> 121.393(b)(1)(ii)</p> <p>5. Check at the aircraft cabin that during stops where passengers remained onboard 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 Certificate Holder's design. <i>Sources:</i> 121.393(b)(1)(iii)</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

<p>6. Check at the aircraft cabin that during stops where passengers remain onboard, when other persons qualified in the emergency evacuation procedures are substituted for flight attendants, those persons are identified to passengers in accordance with the Certificate Holder's design. <i>Sources: 121.393(b)(2)</i></p> <p>7. Check at the aircraft cabin that during stops where passengers remain onboard and only one flight attendant or other qualified person is onboard, that flight attendant or other qualified person is located in accordance with the Certificate Holder's FAA-approved operating procedures. <i>Sources: 121.393(b)(3)</i></p> <p>8. Check at the aircraft cabin that during stops where passengers remain onboard and 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. <i>Sources: 121.393(b)(3)</i></p>	
<p>1.18 Did aircraft occupants comply with the Certificate Holder's restrictions regarding prohibited electronic devices? <i>Related Performance JTI's:</i></p> <p>1. Check at the aircraft cabin that passengers only operate portable electronic devices in accordance with the Certificate Holder's design. <i>Sources: 121.306(a)</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.19 Did flight attendants monitor passenger compliance with the regulations throughout the flight?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.20 Did flight attendants know the Certificate Holder's normal operating procedures?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.21 Did flight attendants know the Certificate Holder's emergency procedures?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>2 Were the Certificate Holder's policies, procedures, instructions and information, contained in its manual, for the Flight Attendant Duties / Cabin Procedures process followed? <i>Related Performance JTI's:</i></p> <p>1. Check at the aircraft cabin that passengers are familiarized with the use of emergency equipment, during flight in accordance with the Certificate Holder's design. <i>Sources: 121.135(b)(10)</i></p> <p>2. Check at the aircraft cabin that a flight attendant checks with the child's parent to ensure that the car seat being used is properly installed in a forward-facing passenger seat in accordance with the Certificate Holder's design. <i>Sources: FSAT 95-09, Paragraph A.(2)</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

3. Check at the aircraft cabin by having a discussion with the flight attendant(s) to verify they know that child restraint systems should have a solid back and seat, in accordance with the Certificate Holder's design.
Sources: FSAT 99-03, Paragraph 3. B.
4. Check at the aircraft cabin by having a discussion with the flight attendant(s) to verify they know that child restraint systems should have a restraint straps installed, in accordance with the Certificate Holder's design.
Sources: FSAT 99-03, Paragraph 3. B.
5. Check at the aircraft cabin by having a discussion with the flight attendant(s) to verify they know that child restraint systems should have labels stating approved for aviation use, in accordance with the Certificate Holder's design.
Sources: FSAT 99-03, Paragraph 3. B.
6. Check at the aircraft cabin by having a discussion with the flight attendant(s) to verify they know that child restraint systems should have instructions on the label for use, in accordance with the Certificate Holder's design.
Sources: FSAT 99-03, Paragraph 3. B.
7. Check at the aircraft cabin that when the seatbelt sign is illuminated for long periods of time, a public address announcement about the need to keep seatbelts fastened, is made at regular intervals in accordance with the Certificate Holder's design.
Sources: ACOB 824, Paragraph (a)
8. Check at the aircraft cabin that a crewmember announces, "the flight will be landing shortly, now is the time to use the lavatory or move about the cabin, and once the seat belt sign is illuminated, passengers should be in their seats with their seat belts fastened," in accordance with the Certificate Holder's design.
Sources: ACOB 228, Paragraph b.
9. Check at the aircraft cabin that a flight attendant requires passengers to be seated before the passenger loading door is closed, in accordance with the Certificate Holder's design.
Sources: ACOB 228, Paragraph d.
10. Check at the aircraft cabin that a flight attendant advises the flight crew about the severity of turbulence so that the seatbelt sign can be illuminated, in accordance with the Certificate Holder's design
Sources: AC 120-48 5.b
11. Check at the aircraft cabin that flight attendants occupying forward facing seats equipped with inertial reel shoulder harness use the appropriate brace position for take-off, in accordance with the Certificate Holder's design.
Sources: AC 121-24B; Appendix 4 a
12. Check at the aircraft cabin that flight attendants occupying forward facing seats equipped with inertial reel shoulder harness use the appropriate brace position for landing, in accordance with the Certificate Holder's design.
Sources: AC 121-24B; Appendix 4 a
- 13.

- Check at the aircraft cabin that flight attendants occupying forward facing seats equipped with non-inertial reel shoulder harness use the appropriate brace position for landing, in accordance with the Certificate Holder's design.
Sources: AC 121-24B; Appendix 4 a
14. Check at the aircraft cabin that flight attendants occupying forward facing seats equipped with non-inertial reel shoulder harness use the appropriate brace position for take-off, in accordance with the Certificate Holder's design.
Sources: AC 121-24B; Appendix 4 a
 15. Check at the aircraft cabin that flight attendants occupying rear facing seats use the appropriate brace position for take-off, in accordance with the Certificate Holder's design.
Sources: AC 121-24B; Appendix 4 a
 16. Check at the aircraft cabin that flight attendants occupying rear facing seats use the appropriate brace position for landing, in accordance with the Certificate Holder's design.
Sources: AC 121-24B; Appendix 4 a
 17. Check at the aircraft cabin that supernumerary personnel are seated during take-off, in accordance with the Certificate Holder's design.
Sources: ACOB 206; c.(2)
 18. Check at the aircraft cabin that supernumerary personnel are seated during landing, in accordance with the Certificate Holder's design.
Sources: ACOB 206; c.(2)
 19. Check at the aircraft cabin that supernumerary personnel are seated during surface movement, in accordance with the Certificate Holder's design.
Sources: ACOB 206; c.(2)
 20. Check at the aircraft cabin that supernumerary personnel are complying with the seat belt requirements of 121.317, in accordance with the Certificate Holder's design.
Sources: ACOB 206; c.(2)
 21. Check at the ramp that passengers are supervised by appropriate personnel during refueling in accordance with the Certificate Holder's design.
Sources: 121.135(b)(18)
 22. Check at the aircraft cabin that passengers are protected during refueling in accordance with the Certificate Holder's design.
Sources: 121.135(b)(18)
 23. Check at the aircraft cabin that when a passenger is allowed to carry and operate equipment for the storage, generation, or dispensing of oxygen, the person using the equipment is seated, so as not to restrict access to or use of any required emergency, or regular exit or of the aisle in the passenger compartment in accordance with the Certificate Holder's design.
Sources: 121.574(a)(7)
 24. Check at the aircraft cabin that when a passenger is allowed to carry and operate equipment for the storage, generation, or dispensing of oxygen that no person smokes within 10 feet of oxygen storage and

	<p>dispensing equipment in accordance with the Certificate Holder's design. <i>Sources: 121.574(b)</i></p> <p>25. Check at the aircraft cabin that when a passenger is allowed to carry and operate equipment for the storage, generation, or dispensing of oxygen no person connects or disconnects oxygen dispensing equipment, to or from a gaseous oxygen cylinder while any passenger is aboard the airplane in accordance with the Certificate Holder's design. <i>Sources: 121.574(c)</i></p> <p>26. Check at the aircraft cabin that no person is boarded who appears to be intoxicated in accordance with the Certificate Holder's design. <i>Sources: 121.575(c)</i></p> <p>27. Check at the aircraft cabin that each item of crew baggage 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 Certificate Holder's design. <i>Sources: 121.576</i></p> <p>28. Check at the aircraft cabin that a flight attendant checks with the child's parent to ensure that the car seat being used is approved in accordance with the Certificate Holder's design. <i>Sources: FSAT 95-09, Paragraph A.(2)</i></p> <p>29. Check at the aircraft cabin that a flight attendant checks with the child's parent to ensure that the car seat being used is the right size and weight in accordance with the Certificate Holder's design. <i>Sources: FSAT 95-09, Paragraph A.(2)</i></p> <p>30. Check at the aircraft cabin that a flight attendant checks with the child's parent to ensure that the child is properly restrained in accordance with the Certificate Holder's design. <i>Sources: FSAT 95-09, Paragraph A.(2)</i></p>	
3	Were the Flight Attendant Duties / Cabin Procedures process controls followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4	Did the records for the Flight Attendant Duties / Cabin Procedures process comply with the instructions provided in the Certificate Holder's manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5	Were the process measurements for the Flight Attendant Duties / Cabin Procedures process effective in identifying problems or potential problems and providing corrective action for them?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6	Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions and information that are related to this element?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

EPI SECTION 1 – PERFORMANCE OBSERVABLES –Drop Down Menu
1. Personnel.
2. Tools and Equipment.
3. Technical Data.
4. Procedures, policies or instructions or information.
5. Materials.
6. Facilities.
7. Controls.
8. Process Measures.
9. Interfaces.
10. Desired Outcome.
11. Other.

EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

Objective: To determine if the person identified by the certificate holder as having responsibility and/or authority for the Outsource Organization process is qualified, knowledgeable, and recognizes that responsibility and/or authority. (The person with the authority may or may not be the person with the responsibility.)

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Identify the person who has overall responsibility for the Flight Attendant Duties / Cabin Procedures process.
 - 2 Identify the person who has overall authority for the Flight Attendant Duties / Cabin Procedures process.
- NOTE: If no personnel or major program changes (as identified by the Principal Inspector) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3–6 below. Answer questions 2.1 and 2.2 below, and provide the name/title.
- 3 Review the duties and responsibilities for the person(s) who manage the Flight Attendant Duties / Cabin Procedures process documented in the Certificate Holder's manual.
 - 4 Review the appropriate organizational chart.
 - 5 Discuss the Flight Attendant Duties / Cabin Procedures process with the management personnel identified in Tasks 1 and 2.
 - 6 Evaluate the qualifications and work experience of the management personnel identified in Tasks 1 and 2.

Questions

To meet this objective, the inspector must answer the following questions:

2. Are the following aspects of the Responsibility and Authority Attributes addressed for the Flight Attendant Duties / Cabin Procedures process:
 - 2.1 Is there a clearly identified person who is responsible for the quality of the Flight Attendant Duties / Cabin Procedures process?

	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input style="width: 100%;" type="text"/>
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 - 2.2 Is there a clearly identified person who has authority to establish and modify the Certificate Holder's policies, procedures, instructions and information for the Flight Attendant Duties / Cabin Procedures process?

	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input style="width: 100%;" type="text"/>
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 - 2.3 Does the responsible person know that he/she has responsibility for the Flight Attendant Duties / Cabin Procedures process?

	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
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 - 2.4 Does the person with authority know that he/she has authority for the Flight Attendant Duties / Cabin Procedures process?

	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
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 - 2.5 Does the person with responsibility for the Flight Attendant Duties / Cabin Procedures process meet the qualification standards?

	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
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2.6 Does the person with authority to establish and modify the Flight Attendant Duties / Cabin Procedures process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.7 Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Flight Attendant Duties / Cabin Procedures process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.8 Does the person with authority understand the controls, process measurements, and interfaces associated with the Flight Attendant Duties / Cabin Procedures process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.9 Does the responsible person know who has authority to establish and modify the Flight Attendant Duties / Cabin Procedures process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.10 Does the individual with authority know who has the responsibility for the Flight Attendant Duties / Cabin Procedures process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES –Drop Down Menu
1. Assignment of responsibility.
2. Assignment of authority.
3. Does not understand procedures, policies or instructions and information.
4. Does not understand controls.
5. Does not understand process measurements.
6. Does not understand interfaces.
7. Span of control.
8. Position vacant.
9. Other.