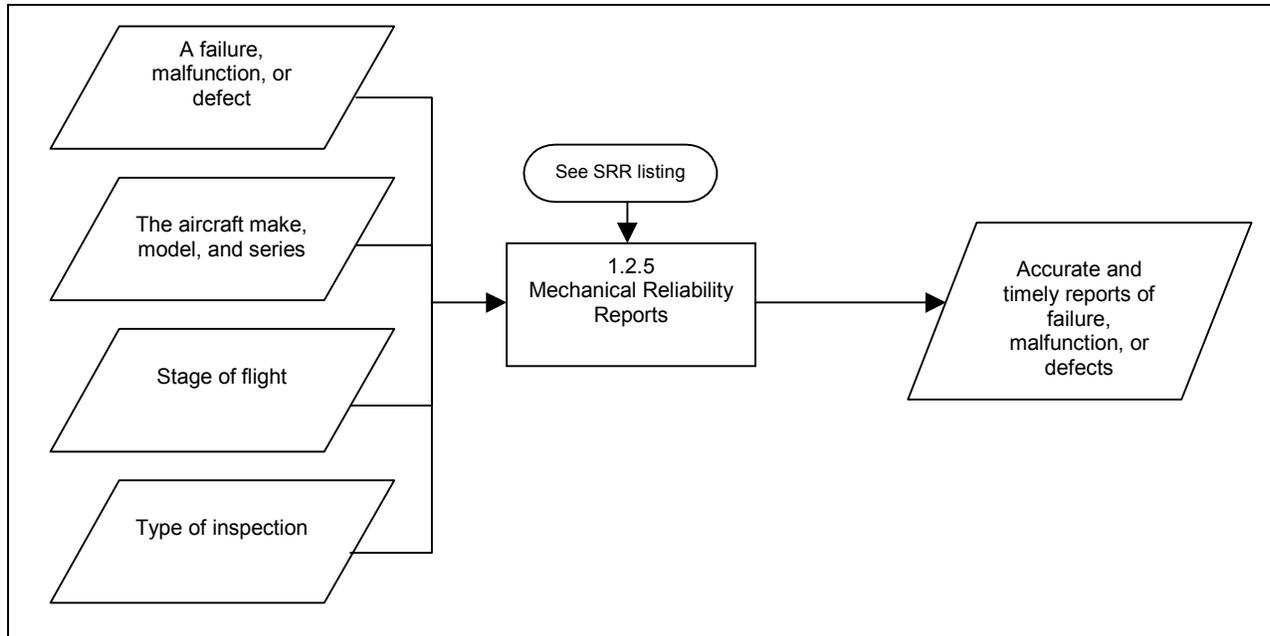


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ELEMENT SUMMARY INFORMATION

Element: 1.2.5 Mechanical Reliability Reports

Purpose of this Element (Air Carrier's responsibility): To ensure the Air Carrier promptly reports mechanical failures, malfunctions, and/or defects.

Objective (FAA responsibility): To determine if the Mechanical Reliability Reports comply with the Air Carrier's policies, procedures and controls.

Inputs:

- A failure, malfunction, or defect
- The aircraft make, model and series
- Stage of flight
- Type of inspection

Outputs:

- Accurate and timely reports of failure, malfunction, or defects

Performance Measures:

- Initial reports contain complete and accurate information.
- The Air Carrier submits reports within 72 hours.
- Supplemental Reports are submitted within 72 hours.
- Supplemental Reports contain complete and accurate information.

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SRR:

- 121.703 (a) (1-17) Service Difficulty Reports
- 121.703 (c) (d) (e) (1-10) (g) (h) Service Difficulty Reports

Other CFRs and/or FAA Guidance:

- CFR 121.703 (b)--Definition of "During Flight"
- CFR 121.703 (f)--Certificate Holder need not report a failure, malfunction or defect if it has been reported under 21.3, or accident reporting provisions of 14 CFR Part 830.
- FAA Order 8300.10, Vol. 3, Chap. 130 --Review Operator's Mechanical Interruption Summary Report
- Refer to appropriate Advisory Circulars

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SRR SPECIFIC INFORMATION

SRR	Intent	
121.703 (a) (1-17)	To require the Air Carrier to submit reports on serious mechanical defects.	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121. 703 (c)	To require the Air Carrier to submit a report on any serious mechanical defect or malfunction other than those cited in FAR 121.703 (a) (1-17)	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121. 703 (d)	To specify time requirements for the submission of MRR reports to the FAA.	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121.703 (e)	To provide a method for submitting the reports and to provide and identify additional information required in the report.	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121. 703 (g)	To require submission of the reports even though all information is not available.	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>
121. 703 (h)	To require the Air Carrier to submit new information it has learned concerning an initial MRR in a supplemental report within 72 hours.	<i>Certification: Airworthiness</i> <i>Surveillance: Airworthiness</i>

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1.2.5 Mechanical Reliability Reports

SECTION 1 - RESPONSIBILITY ATTRIBUTE

Objective: To determine if there is a clearly identifiable, qualified, and knowledgeable person who is accountable for the quality of the Mechanical Reliability Reports process.

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

1. Identify the person who is responsible for the quality of the Mechanical Reliability Reports process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Mechanical Reliability Reports process with the person.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Is there a clearly identifiable person who is answerable for the quality of the Mechanical Reliability Reports process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Mechanical Reliability Reports process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Mechanical Reliability Reports process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Mechanical Reliability Reports process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Mechanical Reliability Reports process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the responsibility of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has responsibility for the Mechanical Reliability Reports process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the person know who has authority to establish and modify the Mechanical Reliability Reports process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

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1.2.5 Mechanical Reliability Reports

SECTION 2 – AUTHORITY ATTRIBUTE

Objective: To determine if there is a clearly identifiable, qualified, and knowledgeable person with the authority to establish and modify the Mechanical Reliability Reports process.

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

1. Identify the person who has the authority to establish or modify the Mechanical Reliability Reports process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person’s qualifications and work experience (or resume’, if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Mechanical Reliability Reports process with the person.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Is there a clearly identifiable person who has authority to establish and modify the air carrier’s policies for the Mechanical Reliability Reports process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Mechanical Reliability Reports process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Mechanical Reliability Reports process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Mechanical Reliability Reports process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Mechanical Reliability Reports process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the authority of this position clearly documented in the air carrier’s Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has authority for the Mechanical Reliability Reports process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the individual know who has the responsibility for the Mechanical Reliability Reports process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
11. Are the procedures for delegation of authority clearly documented for the Mechanical Reliability Reports process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

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1.2.5 Mechanical Reliability Reports

SECTION 3 – PROCEDURES ATTRIBUTE

Objective: To determine if the air carrier has documented procedures for accomplishing the Mechanical Reliability Reports process.

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

1. Review the documented instructions and information related to the Mechanical Reliability Reports process to ensure that they contain who, what, where, when, and how.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Mechanical Reliability Reports process with appropriate personnel to gain an understanding of the procedures.
4. Observe the Mechanical Reliability Reports process to gain an understanding of the procedures.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Do written procedures exist to achieve the desired result of the Mechanical Reliability Reports process:

1.1 Do the Air Carrier's written procedures describe the failures, malfunctions and defects that require the filing of a mechanical reliability report? [SRR 121.703(a) (1-17)]

YES **If no or N/A, explain:**
 NO
 N/A

1.2 Do the Air Carrier's written procedures provide a list of failures, malfunctions, and defects required to be submitted in the MRR? [SRR 121.703(a)(1-17), (c)]

YES **If no or N/A, explain:**
 NO
 N/A

1.3 Do the Air Carrier's written procedures describe the Air Carrier's method of submitting mechanical reliability reports? [SRR 121.703(d), (e)]

YES **If no or N/A, explain:**
 NO
 N/A

1.4 Do the Air Carrier's written procedures require mechanical reliability reports to include the following: [SRR 121.703(e)]

1.4.1 Type/ID of aircraft? [SRR 121.703(e)]

YES **If no or N/A, explain:**
 NO
 N/A

1.4.2 Name of Air Carrier? [SRR 121.703(e)]

YES **If no or N/A, explain:**
 NO
 N/A

1.4.3 Date, flight number, and stage of incident? Example: preflight, take-off, type of incident? [SRR 121.703(e)] [SRR 121.703(e)]

YES **If no or N/A, explain:**
 NO
 N/A

1.4.5 The emergency procedure effected? [SRR 121.703(e)]

YES **If no or N/A, explain:**
 NO
 N/A

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1.2.5 Mechanical Reliability Reports

SECTION 3 – PROCEDURES ATTRIBUTE

1.4.6 Identification of the part/system involved, including time since overhaul? [SRR 121.703(e)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.4.7 Apparent cause of failure, malfunction and defect? [SRR 121.703(e)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.4.8 Action taken? [SRR 121.703(e)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.4.9 Status of aircraft (example: grounded)? [SRR 121.703(e)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.4.10 Other pertinent information? [SRR 121.703(e)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.5 Do the Air Carrier's written procedures require the Carrier to submit mechanical reliability reports on time even though information is pending? [SRR 121.703(d)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.6 Do the Air Carrier's written procedures require the Carrier to submit a supplemental report containing new findings or information? [SRR 121.703(h)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.7 Do the Air Carrier's written procedures require the Carrier to submit supplemental reports within seventy-two hours of discovering new information or findings? [SRR 121.703(h)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.8 Do the Air Carrier's written procedures require supplemental reports to reference the original report? [SRR 121.703(h)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
2. Do the procedures identify: who, what, where, when and how?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
3. Are the procedures in compliance with the CFR(s)?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
4. Do the procedures conform to other written guidance (E.g., Operations Specifications, FAA Orders, Airworthiness Directives, Advisory Circulars, Handbook Bulletins, Directives, and Manufacturer's Recommendations)?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
5. Does the air carrier have the resources to support the written procedures for the Mechanical Reliability Reports process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
6. If alternate procedures exist for use during irregular conditions, do they achieve the same desired results as the primary procedures so that an equivalent level of safety is maintained? (E.g., a manual system used as a result of equipment failure).	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A, No alternate procedures exist for this element	If no, explain:

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1.2.5 Mechanical Reliability Reports

SECTION 3 – PROCEDURES ATTRIBUTE

- | | |
|---|--|
| 7. Are the procedures published in different manuals relating to the Mechanical Reliability Reports process consistent? | <input type="checkbox"/> YES If no, explain:
<input type="checkbox"/> NO |
| 8. Does the air carrier have a documented method for assessing the impacts of procedural changes to the Mechanical Reliability Reports process? | <input type="checkbox"/> YES If no, explain:
<input type="checkbox"/> NO |

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1.2.5 Mechanical Reliability Reports

SECTION 4 – CONTROL ATTRIBUTE

Objective: To determine if checks and restraints are designed into the Mechanical Reliability Reports process to ensure a desired result is achieved.

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

1. Review the documented instructions and information related to the Mechanical Reliability Reports process.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI
3. Discuss the Mechanical Reliability Reports process with appropriate personnel to gain an understanding of the controls.
4. Observe the Mechanical Reliability Reports process to gain an understanding of the controls.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Are the following checks and restraints built into the Mechanical Reliability Reports process:

1.1 Does the Air Carrier submit reports on time even though information is still pending? [SRR 121.703(g)]

- YES **If no or N/A, explain:**
 NO
 N/A

1.2 Does the Air Carrier have and maintain a form/document for submitting mechanical reliability reports, which includes the information required by SRR 121.703?

- YES **If no or N/A, explain:**
 NO
 N/A

2. Do the checks and restraints ensure the desired result is achieved for the Mechanical Reliability Reports process?

- YES **If no, explain:**
 NO

3. Does the air carrier have a documented method for assessing the impacts of any changes made to checks and restraints in the Mechanical Reliability Reports process?

- YES **If no, explain:**
 NO

4. Does the air carrier have the resources to support the checks and restraints for the Mechanical Reliability Reports process?

- YES **If no, explain:**
 NO

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1.2.5 Mechanical Reliability Reports

SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE

Objective: To determine if the air carrier measures and assesses the Mechanical Reliability Reports process, to identify and correct problems or potential problems.

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

1. Review the documented instructions and information related to the Mechanical Reliability Reports process.
2. Interview Discuss the Mechanical Reliability Reports process with appropriate personnel to gain an understanding of the process measures.
3. Observe the Mechanical Reliability Reports process to gain an understanding of the process measures.

To meet this objective, the inspector will determine and record answers to the following questions:

1. <Deleted>

2. Does the air carrier's Mechanical Reliability Reports process include the following process measurements?

2.1 *The Air Carrier randomly audits aircraft records, inspection records and component reports to ensure that any failure, malfunction or defect identified in SRR 121.703 has been reported.*

YES **If no or N/A, explain:**
 NO
 N/A

2.2 *The Air Carrier randomly audits the tracking system to ensure that Mechanical Reliability Reports have been submitted within seventy-two hours?*

YES **If no or N/A, explain:**
 NO
 N/A

3. Does the air carrier document their process measurement methods and results?

YES **If no, explain:**
 NO

4. Are the air carrier's process measurement methods effective?

YES **If no, explain:**
 NO

5. Does the air carrier use their process measurement results to improve their programs?

YES **If no, explain:**
 NO

6. Are the process measurement results accessible to the FAA?

YES **If no, explain:**
 NO

7. Does the organization that conducts the process measurement have direct access to the person with responsibility for the Mechanical Reliability Reports process?

YES **If no, explain:**
 NO

8. Does the air carrier have the resources to support the process measurement for the Mechanical Reliability Reports process?

YES **If no, explain:**
 NO

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1.2.5 Mechanical Reliability Reports

SECTION 6 – INTERFACES ATTRIBUTE

Objective: To determine if the air carrier’s Mechanical Reliability Reports process includes safety attributes.

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

1. Review the documented instructions and information related to the Mechanical Reliability Reports process.
2. Discuss the Mechanical Reliability Reports process with appropriate personnel to gain an understanding of the interfaces.
3. Observe the Mechanical Reliability Reports process to gain an understanding of the interfaces.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Are the following interfaces identified for the Mechanical Reliability Reports process:

1.1 Maintenance Log/Recording Requirements (Element 1.2.3)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.2 Maintenance Program (Element 1.3.1)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.3 Inspection Program (Element 1.3.2)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.4 CAS (Element 1.3.11)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.5 Outsource Organization (Element 1.3.7)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.6 Flight Attendant Duties/Cabin Procedures (Element 3.1.2)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.7 Airmen Duties/Flight Deck Procedures (Element 3.1.3)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.8 Director of Maintenance (Element 7.1.1)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.9 Chief Inspector (Element 7.1.2)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A

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SECTION 6 – INTERFACES ATTRIBUTE

<p>1.10 Director of Safety (Element 7.1.3)</p>	<p><input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A</p>
<p>1.11 Manual Currency (Element 2.1.1)</p>	<p><input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A</p>
<p>1.12 Content Consistency Across Manuals (Element 2.1.2)</p>	<p><input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A</p>
<p>1.13 (Manual) Distribution (Element 2.1.3)</p>	<p><input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A</p>
<p>1.14 (Manual) Availability (Element 2.1.4)</p>	<p><input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A</p>
<p>2. List any additional interfaces identified:</p>	
<p>3. Are there written procedures for the use of air carrier personnel in the application of these interfaces?</p>	<p><input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO</p>
<p>4. Are there controls to ensure that interfaces occur?</p>	<p><input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO</p>
<p>5. Are the interfaces between the Mechanical Reliability Reports process and other processes treated consistently in the Manual(s)?</p>	<p><input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO</p>