

CHAPTER 104 EVALUATE FAR PART 125 POLICIES AND PROCEDURES MANUAL/REVISION

Section 1 Background

1. PTRS ACTIVITY CODES

A. *Maintenance:* 3302/3303

B. *Avionics:* 5302/5303

C. *Cabin Safety:* Pending

3. OBJECTIVE. This chapter provides guidance for evaluating a FAR Part 125 operator/applicant's Policies and Procedures Manual/Revision.

5. GENERAL

A. The Policies and Procedures Manual must provide policies, procedures, and technical criteria in sufficient detail to ensure that regulatory requirements are fully met.

(1) The manual must be written so as to be readily understood. FAR § 125.71 requires an operator to have a current manual that is used by all flight, ground and maintenance personnel.

(2) The original manual must be reviewed and accepted by the FAA before it is implemented by the operator. A manual revision may be issued by the operator prior to being reviewed and accepted by the FAA.

B. *The manual should define all aspects of the operator's organization.*

(1) The maintenance section must address policies, procedures, and standards for administering the inspection program and any other subject appropriate for the particular operator/applicant.

(2) The operator/applicant is responsible for ensuring that the manual provides sufficient guidance for maintaining a high level of safety. Inspectors may offer assistance in developing the manual/revision, but the operator is responsible for ensuring that the material complies with the regulations.

C. Advisory circulars, preambles to regulations, and other guidance material may be used to assist the operator/applicant in developing the manual. The operator should use caution when incorporating the text of these documents into the manual since they are advisory and may not meet the exact needs of the operator. Under no circumstances may the manual simply reference an advisory document. It may, however, reference technical documents, such as equipment manufacturer's manuals or service bulletins.

7. MANUAL CONTENT. There are certain items that the manual must cover in accordance with FAR §§ 125.73 and 125.249. Additional items may be incorporated at the discretion of the operator/applicant, provided they are not contrary to the regulations and the operator's operations specifications. The manual may be in two or more separate parts containing all the necessary information required by the Federal Aviation Regulations.

A. *Definitions and Acronyms.* Each significant term used in the manual should be defined. The definitions must reflect their intended use and include acronyms and/or abbreviations unique to the manual.

B. *Scheduled Inspection Programs and Maintenance Requirements*

(1) The contents of the approved inspection program and a copy of the operations specifications or appropriate extracted information must be in the manual as required by FAR§ 125.73.

(2) FAR § 125.249 requires that the manual also contain any additional information that may not be part of the inspection program requirements.

(3) Scheduled inspection programs and the maintenance requirements section must include forms, detailed instructions, and references for routine and non-routine requirements.

C. *Inspection Personnel*

(1) The manual must contain a current list of persons who will conduct inspections. They must be identified by name and address.

(2) The manual should describe the operator's procedures for ensuring persons performing required inspections are appropriately certificated, trained, qualified, and authorized.

(3) Each person performing required inspections should be given written information describing responsibilities, authorities, and inspection limitations.

D. *Revision System.* Manuals must be easy to revise. Each revised page must show the revision number and date. The manual should have a page control system which shows the number of pages and ensures the latest revision is included. Page control usually is identified as a list of effective pages.

9. FUELING PROCEDURES. The manual must specify procedures for fueling airplanes.

A. *Elimination of Fuel Contamination.* The manual must contain procedures to prevent fuel contamination that can occur at the servicing station or within the airplane. Examples include water, incorrect fuel type, dirt, algae, or other foreign matter. If fueling is performed by a contractor, the operator must have procedures to determine proper storage and care of the contractor's fuel and equipment.

B. *Fire protection.* The manual procedures for fire protection should address the following in sufficient detail:

- Proper grounding of the airplane
- Use of any required electrical equipment
- Availability of proper fire fighting equipment
- Minimum distance from other equipment, such as the Auxiliary Power Unit, other vehicles, etc.
- Smoking and fire restrictions
- Prohibiting fueling in hangars or in proximity to electrical storms
- Any other procedures determined necessary by the operator or FAA inspector

C. *Passenger protection.* The manual must have procedures to ensure the safety, supervision, and welfare of all persons on board the airplane, including any person who may be incapacitated. The effects of fuel fumes, accidental spills, fire, weather, and other factors should be considered.

11. INITIAL CERTIFICATION. During initial certification, applicants are encouraged to submit drafts of the manual before submitting a formal application. This enables inspectors to determine if the applicant is proceeding in an appropriate manner. Inspectors should retain copies of the draft after review to ensure that recommended changes are incorporated and no other changes have been made.

13. COMPLIANCE STATEMENT. The compliance statement often references the policies and procedures manual. Therefore, inspectors must ensure these documents do not conflict and that references to the manual are accurate.

15. ACCEPTING A MANUAL

A. The original policies and procedures manual is accepted rather than approved. An acceptance letter is sent to the operator/applicant indicating that the policies and procedures are not contrary to the requirements of the Federal Aviation Regulations.

B. *It is important that the manual be reviewed and accepted by all specialties.*

NOTE: There is no requirement to sign and date the complete manual. Each page should NOT be initialed and dated by the appropriate specialist.

17. MANUAL REVISIONS. Inspector should encourage operators to discuss manual revisions prior to printing and distributing them. Review for conformity with

regulatory requirements and the operator's operations specifications and operating certificate can preclude the operator's having to make costly changes after a revision has been printed and distributed. When a manual revision which does not conform to the appropriate regulations or the operator's operations specifications or operating certificate is printed and distributed, the inspector should immediately notify the operator in writing. The inspector should request appropriate action to resolve the discrepancy to the satisfaction of the Administrator.

Section 2 Procedures

1. PREREQUISITES AND COORDINATION REQUIREMENTS

A. Prerequisites

- Knowledge of the regulatory requirements of FAR Part 125
- Successful completion of the Airworthiness Inspectors Indoctrination Course or equivalent
- On-the-job training respective to this task
- Previous experience with FAR Part 121, Part 135, or Part 125 operator manual systems

B. *Coordination.* This task requires coordination among Airworthiness and Operations Aviation Safety Inspectors (ASIs). Regional coordination may be necessary.

3. REFERENCES, FORMS, AND JOB AIDS

A. References

- FAR Parts 25, 43, 45, 47, 65, 91, and 145

- Order 8300.10, Vol. 2, Ch. 227, Evaluate Operator's Refueling Procedures
- Advisory Circular 43-9, Maintenance Records, as amended
- Advisory Circular 120-27, Weight and Balance Control, as amended
- Advisory Circular 125-1, Operations of Large Airplanes Subject to Federal Aviation Regulations Part 125, as amended
- Operator's compliance statement

B. *Forms.* None.

C. *Job Aids.* None.

5. PROCEDURES

A. Receive Manual, Revision, or Draft for Review

(1) If this task is performed as part of an original certification, review the Schedule of Events to determine the time frame for completing the manual review.

(2) Assess the extent of the revision. If the revision affects only one area, it may not be necessary to review the

entire manual. However, if a revision has a significant effect on several areas, or is, in effect, a new manual, review the entire manual. Ensure that each page shows the proper revision number and date.

(3) *Review Operator File.* Determine the reason for the revision, i.e., an FAA action, change in operations specifications, change of equipment, environment, etc.

(4) *Review Compliance Statement.* For original certification, ensure that the manual is not contrary to the operator/applicant's compliance statement.

NOTE: When reviewing the manual, ensure that each item listed in FAR §§ 125.73 and 125.249 is addressed. Items addressed must be complete, accurate, and ensure that the operator/applicant can maintain a high degree of safety and efficiency. Ensure that none of its provisions, procedures, instructions, etc., are contrary to other sections of FAR Part 125 or other regulations.

B. *Review Management Personnel Authorizations.* The manual must contain the name of each management person authorized to act for the operator. The manual must describe the assigned area of responsibility, duties, responsibilities, and authority.

C. *Ensure that the Manual Contains Weight and Balance Procedures.* The manual must contain procedures to ensure that airplanes have been weighed within the preceding 36 calendar months. The operator may use fleet averaging.

D. *Ensure that the Manual Contains a Copy of the Operations Specifications or Appropriate Extracted Information*

E. *Review Procedures for Approving Airplanes for Return to Service.* The following must be addressed:

- Qualifications and authorizations of persons approving airplanes for return to service

- Procedures for determining when an airworthiness release or maintenance record is required
- The form and manner of documenting that an airplane is approved for return to service (airworthiness release or airplane maintenance record)
- Procedures to ensure the airworthiness release or airplane maintenance record entry contains the certification required by FAR § 125.411(b)(2).

NOTE: This requirement may be met by stating in the manual that the signature of a person authorized in FAR § 43.3 constitutes approval for return to service after maintenance.

- A means of ensuring the pilot in command obtains a copy of the airworthiness release
- Procedures to ensure that each airworthiness release is retained for at least 60 days

NOTE: Do not confuse airworthiness release requirements with maintenance record requirements.

F. *Review Procedures for Reporting Defects or Unairworthy Conditions.* Ensure that procedures address the following:

- Items required to be reported
- Responsibilities of the pilot in command
- Persons responsible for preparing and submitting the report
- The form and manner of the report, such as existing FAA form, operator-developed form, or computer printout
- Submission of the report within 72 hours, even if complete information is unavailable
- Updating of the report on a periodic basis, until all information is finally submitted

G. *Evaluate Procedures for Obtaining Maintenance when Previous Arrangements Have Not Been Made.* The manual must outline appropriate procedures for obtaining maintenance, preventive maintenance, or servicing that has not been arranged previously.

(1) Ensure that the manual accomplishes the following:

- Indicates persons authorized to arrange for the maintenance, preventive maintenance, or servicing
- Describes procedures for the pilot in command to obtain maintenance, preventive maintenance, or servicing at a location where previous arrangements have not been made

(2) If the pilot in command is authorized to obtain the maintenance on behalf of the operator, the manual must contain procedures for the pilot to determine if the maintenance facility is capable of performing the necessary work. The following factors should be considered:

- Type of airplane
- Type of maintenance or service required
- Certificate and rating of an approved FAA facility
- If non-certificated facility, an appropriately rated, fully qualified, and current FAA-certificated mechanic is required
- Required Inspection Items (RII)
- Approval for return to service requirements
- Additional factors identified by the operator or inspector

H. *Review Procedures Regarding Inoperable Equipment.* The manual must describe procedures for operating when equipment becomes inoperable en route. If this requirement is met using an approved Minimum Equipment List (MEL), the approved list must be a part of the manual.

I. *Review Airplane Fueling Procedures.* Evaluate the following:

- Elimination of fuel contamination
- Fire protection
- Passenger protection
- Procedures for supervising fueling activities
- Electrostatic protection

J. *Ensure that the Manual Describes the Operator's Maintenance Organization, if Applicable*

K. *Review List of Those Persons with Whom the Certificate Holder Has Arranged to Perform Inspections.*

Names and addresses must be included.

L. *Ensure that the Manual Contains the Approved Airplane Inspection Program.* In addition to the approved program, the following must be addressed:

- Method of performing routine and non-routine inspections
- RII items. These are items which, if improperly inspected, may result in a failure, malfunction, or defect that could adversely affect the safe operation of the airplane.
- Method of performing RII inspections
- Procedures for inspecting work performed under previously RII inspection findings (buy-back procedures)
- Procedures, standards, and limits for RII inspections and for accepting or rejecting items required to be inspected
- Instructions to prevent a person who performs any item of work from performing any RII inspection of that item

- Procedures to ensure that work interruptions do not adversely affect RII inspections
- Procedures to ensure that RII inspections are properly completed before the airplane is released to service

M. Evaluate Recordkeeping System

(1) Ensure that the manual contains a suitable system, which may include a coded system that provides for the retention of the following:

- A description of the work performed (or reference to data acceptable to the Administrator)
- The date the work was performed
- The name of the person performing the work and the person's certificate type and number
- The name of the person approving the work and the person's certificate type and number

(2) Ensure that the recordkeeping requirements of FAR § 91.417 are met. (Refer to Advisory Circular 43-9, Maintenance Records, as amended.)

N. Evaluate Procedures for Performing Maintenance, Preventive Maintenance, and Alterations

O. *Review Procedures for Using the Maintenance Log.* The manual must contain policies and procedures for using the airplane maintenance log. There must be provisions for keeping a copy of the airplane maintenance log in the airplane.

P. Review Manual Revision and Distribution Procedures

(1) Ensure that the revision system addresses distribution.

(a) The manual must be retained at the main base of operation

(b) A copy or appropriate portions of the manual must be provided to the operator's flight crewmembers and the FAA Certificate Holding District Office (CHDO).

(c) The manual or appropriately extracted information must be provided to the operator's maintenance and ground crew.

(d) Each airplane must have on board at least the information regarding its particular needs and differences, unless the operator/applicant is operating into a facility where the information is kept.

(2) Ensure that procedures for revising and distributing the manual provide all manual holders with current information.

Q. *Analyze Findings.* Evaluate all unclear areas, omissions, or apparent discrepancies to determine if changes are required.

R. Conduct Debriefings

(1) Discuss initial findings with appropriate FAA personnel to determine the content of the operator/applicant briefing. This discussion must include the certification team or assigned principal inspectors. It may be necessary to coordinate with regional, engineering, or other FAA personnel.

(2) Brief operator/applicant on results of evaluation. Discuss any deficiencies.

7. TASK OUTCOMES

A. File PTRS Transmittal Form

B. Completion of this task will result in the following:

(1) *Acceptance of the Manual/Revision.* If it is determined that the manual or revision meets all regulatory requirements, ensure the manual or revision has been fully coordinated with each specialty.

(a) *Original certification:* The Certification Project Manager or principal inspector should send the operator/applicant a letter accepting the manual. The district office file should be updated with copies of the acceptance letter.

(b) *Revision*: Revisions may be accepted by either of the following actions:

- The Principal Maintenance Inspector will receipt and return the revision transmittal to the operator
- The Principal Maintenance Inspector will send a letter accepting the revision

NOTE: At no time will the manual pages be signed, initialed, and dated as accepted in any part of the manual.

(c) *Acceptance letter*: The acceptance letter should accomplish the following:

- Confirm all information given during the debriefing
- Indicate the date the manual was submitted
- State the manual is accepted and may be implemented
- Remind the operator to distribute the manual

(2) *Rejection of the Manual/Revision*. If the manual is not acceptable accomplish the following:

(a) Advise the operator/applicant by letter that the manual is rejected and return it to the operator/applicant along with the reasons for the rejection. Ensure that the letter accomplishes the following:

- Confirms all agreements made during the debriefing

- Indicates the date the manual/revision was submitted
- Identifies the revision number and date
- Identifies and describes each deficiency by volume, chapter, section, page, etc.
- References each deficiency by the regulation
- Reminds the operator not to implement deficient items
- Returns the submitted, unacceptable manual

(b) When this review is performed as a part of a certification, inform the applicant in the letter that issuance of the certificate will be withheld until deficiencies are corrected. If necessary, advise the applicant to revise the schedule of events.

(c) When this review is for a manual revision, request in writing, to take appropriate action to resolve the discrepancies. The operator must make the corrections in the subsequent revision.

9. FUTURE ACTIVITIES

A. *Schedule of Events*. In the case of original certification, review the Schedule of Events to determine if a revised Schedule of Events is necessary.

B. *Surveillance*. Within 30 days, determine whether the operator is operating in accordance with the accepted manual procedures.

