

## CHAPTER 221 CONDUCT EVALUATION OF OPERATOR/APPLICANT'S MAINTENANCE FACILITY

### Section 1 Background

#### 1. PTRS ACTIVITY CODES

A. *Maintenance.* 3338

B. *Avionics.* 5378

**3. OBJECTIVE.** This chapter provides guidance for evaluating a FAR Part 121, 125, 133, 135, or 137, operator/applicant's maintenance facility in accordance with regulatory requirements.

**5. GENERAL.** The maintenance facility evaluation is performed to determine if adequate housing, equipment, spare parts, technical data, and qualified personnel are available to satisfactorily complete all maintenance functions. A maintenance facility evaluation should be accomplished:

- Prior to certifying a new operator
- When an existing operator introduces a new make and model to an operation

#### 7. PERFORMING THE EVALUATION

A. *Facilities.* The maintenance facility is required to perform maintenance in accordance with the operator/applicant's maintenance manuals. The inspector should be aware of the types of equipment and technical documentation necessary to perform the required maintenance, to include:

- Types of equipment to be operated
- Capabilities of maintenance organization, if applicable
- Staffing requirements

B. *Contract Maintenance Arrangements.* If any maintenance will be performed by a contract facility, an inspection must be performed at the contractor's facility. During the inspection the inspector must determine if the contractor has adequate facilities and personnel to perform the contracted work. The inspector must keep in mind that the contract maintenance facility is an extension of the operator/applicant's overall maintenance organization. The maintenance to be performed by the contractor must be in accordance with the operator/applicant's approved maintenance program.

(1) For inspections of a contract maintenance facility located out of the geographic boundaries of the Certificate Holding District Office, assistance should be requested from the Flight Standards District Office (FSDO) in which the facility is located. A list of contractor management personnel to be contacted can be obtained from the operator/applicant.

(2) The operator/applicant's manuals must be reviewed to determine the levels of maintenance to be performed at the contract maintenance facility.

(3) The contract maintenance facilities should be inspected to ensure that they are properly certificated and rated for the scope of work to be performed, e.g., aircraft, power plant, propeller, components, and accessories

C. *Enforcement History.* Inspectors should check the Enforcement Information Subsystem (EIS) to determine if there are any areas that require special attention. If a contract maintenance organization is used, it should also be checked.

D. *Rotorcraft Approved Flight Manual.* The approved flight manual for FAR Part 133 rotorcraft operator/applicants should be reviewed to determine the type of equipment being used. Based on the listed equipment, this review will help determine if the maintenance facility has the necessary tools and equipment to service the aircraft and associated devices, e.g., external load devices and spraying devices.

## Section 2 Procedures

### 1. PREREQUISITES AND COORDINATION REQUIREMENTS

#### A. Prerequisites

- Knowledge of the regulatory requirements of FAR Parts 121, 125, 133, 135, and 137, as applicable
- Successful completion of Airworthiness Inspector's Indoctrination Course for General Aviation and Air Carrier Inspections, or previous equivalent
- Familiarity with the type of operation being certificated

B. *Coordination.* This task may require coordination with the following:

- Between the assigned Principal Airworthiness Inspectors
- Between the operator's Principal Airworthiness Inspectors and the contractor's Flight Standards District Office

### 3. REFERENCES, FORMS, AND JOB AIDS

#### A. References

- FAR Parts 43, 65, and 145
- SFAR 36
- 49 CFR Part 173
- Operator's maintenance manual
- Approved rotorcraft flight manual, if applicable

- Order 8300.10, Airworthiness Inspector's Handbook, appropriate certification chapters, as applicable

B. *Forms.* None.

C. *Job Aids.* None.

### 5. PROCEDURES

A. *Review the Operator/Applicant's Data.* Review the following:

(1) The district office files to determine the status of Enforcement Investigation Reports, exemptions, etc.

(2) The operator/applicant's maintenance manuals to determine the level of maintenance to be accomplished and the complexity of the proposed operation at the maintenance/contract facility

B. *Inspect the Operator/Applicant's Technical Library.*

Ensure that all required technical data is available and current. If data is on microfiche, ensure that readers are available and serviceable. The data must include the following, as applicable:

- Operations specifications
- Operator/applicant's general maintenance manual
- Aircraft manufacturers' manuals
- Propeller, appliance, engine, and emergency equipment manufacturer's manuals
- Applicable Federal Aviation Regulations
- Applicable Airworthiness Directives
- Applicable type data sheets/Supplemental Type Certificates

- Approved Flight Manual

C. *Inspect the Maintenance Organization.* Ensure the following:

- (1) Staffing meets maintenance needs based on the complexity of proposed operation
- (2) Responsibilities are separated between inspection and maintenance sections
- (3) Maintenance and inspection management personnel are qualified

D. *Inspect the Operator/Applicant's Maintenance Facilities.* Inspect the following:

- (1) Parts and storage areas, to ensure:
  - (a) Adequate spare parts are available to support complexity of the proposed operation
  - (b) Procedures for receiving inspections are in place
  - (c) Shelf life limits are established for items and that these items will be controlled in accordance with the operator/applicant's manual or manufacturer's recommendations
  - (d) Components and hardware are properly identified and protected and identified as to serviceability
  - (e) Segregation of serviceable and unserviceable components and hardware will be established and maintained
  - (f) Hazardous materials are suitably segregated and stored
- (2) Special tools and test equipment, to ensure:
  - (a) Serviceability and calibration will be accomplished in accordance with operator/applicant's manual

(b) All required items are serviceable and within calibration criteria, to include traceability to one of the following:

- The National Institute of Standards and Technology
- Standard established by the item's manufacturer
- If foreign manufactured, the standards of the country where manufactured, if approved by the Administrator

(c) Appropriate types and quantities are available

(d) Proper storage and protection is utilized

(3) Fuel/oil storage and dispensing facilities, if operated and maintained by the operator/applicant. Refer to Vol. 2, Ch. 227, Evaluate Operator's Refueling Procedures.

(4) Deicing chemical storage and dispensing equipment, if applicable. The following must be inspected:

- (a) Chemical storage
- (b) Serviceability of equipment
- (c) General condition and safety of storage areas
- (d) Training of personnel in operator/applicant's deicing procedures

**NOTE: If deicing services are provided on a contract basis, ensure that contractor meets the above requirements.**

(5) Support shops (avionics, sheet metal, engine etc.), as applicable, to ensure:

- (a) All required technical data is current and available. If data is on microfiche, ensure that readers are available and serviceable.
- (b) Staffing reflects complexity of shop

(c) Personnel are properly trained, qualified, and authorized

(d) Procedures for shift turnover are in place

(e) All required special tooling and equipment are available, serviceable, and within calibration criteria

(f) Safety equipment is available and serviceable

(g) If applicable, individual shop storage areas are maintained to same standards as main storage area

(h) Work areas do not conflict with each other, e.g., lathe next to avionics repair area

(i) Lighting, ventilation, and general housekeeping are adequate

(6) Hangar facilities, to ensure:

(a) Facilities are adequate for work to be performed

(b) Staffing reflects the complexity of work to be performed

(c) Personnel are properly trained, qualified, and authorized

(d) Procedures for shift turnover are in place

(e) Special equipment and tooling is available, serviceable, and calibrated, if applicable

(f) Safety procedures are established

(g) Procedures will direct flow and control of all maintenance and inspection records

(h) Lighting, ventilation and general housekeeping are adequate

(7) Hangar ground support equipment, e.g., jacks, external hydraulic power units (mules), external electrical

power units, and special workstands, to ensure equipment is serviceable and appropriate for work to be performed

*G. Inspect the Engineering Department, If Applicable.*

Ensure the following:

(1) Staffing is adequate for complexity of assigned duties

(2) Personnel are qualified

(3) All required technical data is current and available

(4) Procedures exist for major repair reports to be retained and be made available

*H. Inspect the Inspection Department. Ensure the following:*

(1) Designated staffing is adequate for complexity of proposed operation

(2) Delegated staffing (Required Inspection Items) is at reasonable level

(3) System ensures inspection personnel are trained, qualified, and properly authorized

*I. Inspect the Maintenance Control, if Applicable.*

Review the following:

(1) Staffing, to ensure that it is adequate for the complexity of the proposed operation and that personnel are trained and qualified

(2) Technical data, to ensure that it is available and current

(3) Communications system, to ensure that communications between all departments and stations will be effective

*J. Inspect the Maintenance Production/Planning Control, If Applicable. Ensure the following:*

(1) Staffing is adequate for the complexity of the proposed operation

(2) The system provides for scheduling corrections of deferred and carryover maintenance items

K. *Analyze Findings.* Review any deficiencies and determine the appropriate corrective actions.

**7. TASK OUTCOMES**

A. *File PTRS Transmittal Form*

B. Successful completion of this task will result in the following:

(1) For a new certification, continuation with the certification process in accordance with the appropriate certification chapters in Order 8300.10

(2) For an operator adding new aircraft, amendment of the operations specifications to reflect any added aircraft

C. *Document Task.* File all supporting paperwork in the operator/applicant's office file.

**9. FUTURE ACTIVITIES.** Transfer of activities from certification process to appropriate surveillance activities.

