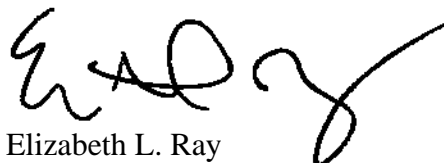**CHANGE**

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

**JO 7210.634
CHG 1**

Effective Date:
March 27, 2013

SUBJ: Air Traffic Organization (ATO) Quality Control

1. **Purpose of This Change**. This change provides guidance for coordinating and conducting external compliance verification (ECV) activities.

2. **Audience**. This notice applies to the following Air Traffic Organization (ATO) service units: En Route and Oceanic, Terminal, and System Operations; and all associated ATC facilities.

3. **Where Can I Find This Change**? This change is available on the MYFAA employee Web site at https://employees.faa.gov/tools_resources/orders_notices/ and on the air traffic publications Web site at http://www.faa.gov/air_traffic/publications.

4. **Explanation of Policy Change**.

    a. Deletes reference to the requirement to consider ATSAP trend analyses when defining ECV scope.

    b. Clarifies that an ECV may be conducted as a site visit or as a desk audit and directs the ECV Team Lead to coordinate the visit as needed.

5. **Distribution**. This notice is distributed to the following ATO service units: Terminal, En Route and Oceanic, Mission Support, and System Operations; the Office of ATO Safety and Technical Training; the Air Traffic Safety Oversight Service (AOV); the William J. Hughes Technical Center; and the Mike Monroney Aeronautical Center.

6. **Background**. This change meets a requirement in FAA Order 1100.161 for the ATO to have a program with a process for inclusion of AOV personnel in inspections, audits, and/or evaluations-- which the ATO has implemented as external compliance verification (ECV) activities.

7. **Disposition of Transmittal.** Retain this transmittal until superseded by a new basic order.

8. **Page Control Chart**. See the page control chart attachment.

Elizabeth L. Ray
Vice President, Mission Support Services
Air Traffic Organization

2/20/2013
Date Signed

PAGE CONTROL CHART

JO 7210.634

03/27/13

REMOVE PAGES	DATED	INSERT PAGES	DATED
16	01/30/12	16	03/27/13

(d) A random sampling of skill enhancement and remedial training.

(e) Data collected for certification and recertification skill check audits.

(f) Random monitoring of OJT instruction in progress.

(g) The ICV team must compile their findings, including any deficiencies or areas of commendable activities, in a memorandum to the SDP manager. For those items identified as deficient, the SDP manager must develop a mitigation plan to correct the issue. SDP managers must forward a copy of the report along with any mitigation plans to their respective director of operations through the QCG. The QCG will forward identified training deficiency trends for the respective service area to the respective service unit's Quality Control Training Office for analysis. The service unit's Office of Quality Assurance and Operations Support will forward national training deficiency trends to ATO Safety.

4-3. External Compliance Verification (ECV).

a. The directors of operations, within each service area, must ensure that ECVs are conducted in response to data-driven indicators of potential risk. ECVs may also be initiated by the service unit. ECVs will primarily be conducted by service center QCGs. A service unit or a director of operations, at the service area, may assign additional personnel to any ECV team. The QCG may request resources from the service unit/area to augment ECV staff.

b. The QCG must collaborate with the initiating organization (applicable line of business) to determine the scope of the ECV. ECVs may be broad in scope (utilizing customized checklists) or may focus narrowly on just a few items. When defining ECV scope, the service center QCG must consider trend analysis from the ATO Safety Quality Assurance Group. An ECV may be conducted as a site visit or a desk audit.

c. The ATCSCC ECV team will be comprised of representatives from each of the service center QCGs.

d. At any time during an ECV, the team may observe operational items that represent a significant safety risk. After advising the SDP manager, the ECV team should then focus on those items whether or not they were defined within the original scope of the ECV.

e. The ECV team lead will ensure the visit is coordinated as needed, and the team will conduct an in-briefing with the SDP manager. The briefing will include an introduction of team members and ECV expectations.

4-4. Findings.

a. The ICV and ECV teams will assess items using the following categories and enter applicable details into the Compliance Verification Tool:

(1) Exemplary (E) – This finding is assigned to items that demonstrate exemplary performance in quality and efficiency.

(2) Compliant (C) – This finding is assigned to items that are completed in compliance with national, service area, and local requirements. Details are not required to be entered into the Compliance Verification Tool.

(3) Non-compliant Low Risk (NL) – This finding is assigned to items that are non-compliant but do not represent a significant safety risk to the NAS.