

## Element Performance Inspection (EPI) Data Collection Tool

### 5.1.1 Line Stations (AW)

#### ELEMENT SUMMARY INFORMATION

**Purpose of this Element** (certificate holder's responsibility):

- To ensure that competent personnel, adequate facilities, and equipment are provided for the proper servicing, maintenance, preventive maintenance, and alterations of aircraft and auxiliary equipment.

**Objective** (FAA oversight):

- To determine the effectiveness of the certificate holder's procedures in meeting the desired output of the process.
- To determine if the certificate holder follows its procedures, controls, process measurements, and interfaces for the Line Stations process.
- To determine if there were any changes in the personnel identified by the certificate holder as having responsibility and/or authority for the Line Stations process.

**Specific Instructions:**

- To accomplish a Line Station inspection, the inspector must review the certificate holder's policies and procedures. The inspector will determine if the station can support the certificate holder's maintenance operation at the inspection location.

**Related EPIs:**

- 1.1.1 Aircraft Airworthiness (AW)
- 1.1.2 Appropriate Operational Equipment (AW)
- 1.3.1 Maintenance Program (AW)
- 1.3.2 Inspection Program (AW)
- 1.3.4 Required Inspection Items (RII) (AW)
- 1.3.6 AD Management (AW)
- 1.3.8 Control of Calibrated Tools and Test Equipment (AW)
- 1.3.10 Parts / Material Control / SUP (AW)
- 1.3.14 General Maintenance Manual / Equivalent (AW)
- 1.3.16 Fueling (AW)
- 1.3.18 De-Icing Program (AW)
- 2.1.1 Manual Currency (AW)
- 2.1.2 Content Consistency Across Manuals (AW)
- 2.1.1 Manual Currency (OP)
- 2.1.2 Content Consistency Across Manuals (OP)
- 4.1.1 RII Personnel (AW)
- 4.1.2 Maintenance Certificate Requirements (AW)
- 4.2.1 Maintenance Training Program (AW)
- 4.2.6 Training of Station Personnel (OP)

#### SUPPLEMENTAL INFORMATION

**Specific Regulatory Requirements (SRRs):**

- SRRs:

- SRRs:

**Related CFRs & FAA Policy/Guidance:**

- Related CFRs:  
Intentionally left blank
- FAA Policy/Guidance:  
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### EPI Section 1 - Performance Observables

**Objective:** The tasks and questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder follows its written procedures and controls and meets the established performance measures of the process. To accomplish this, questions have been generated to test both the outputs of the process as well as the process itself. Question 1 and its following subquestions are directed at the output(s) of the process, whereas questions 2-6, when answered, should be directed at the process itself.

#### **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 certificate holder's policies, procedures, instructions, and information for the Line Stations process.
3.	Review the last accomplished associated safety attribute inspection (SAI) for this element with emphasis on the controls, process measurements, and interface attribute section responses.
4.	Observe the certificate holder's Line Stations process to gain an understanding of the procedures, instructions, and information.
5.	Discuss the Line Stations 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.	Determine whether the following performance measures were met:	
1.1.	Was the certificate holder able to show that the facilities and services required by 14 CFR part 121, section 121.105, were available and adequate for domestic or flag operations?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.2.	Was maintenance performed in accordance with the certificate holder's manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	Were competent personnel available at such points along its route as necessary for the proper servicing, maintenance, and preventive maintenance of airplanes and auxiliary equipment used in domestic or flag operations?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.4.	Were adequate facilities available at such points along its route as necessary for the proper servicing, maintenance, and preventive maintenance of airplanes and auxiliary equipment used in domestic or flag operations?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.5.	Was adequate equipment (including spare parts, supplies, and materials) available at such points along its route as necessary for the proper servicing, maintenance, and preventive maintenance of airplanes and auxiliary equipment used in domestic or flag operations?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.6.	Were competent personnel available for proper servicing, maintenance, and preventive maintenance of aircraft and auxiliary equipment used in supplemental operations?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.7.	Were adequate facilities available for proper servicing, maintenance, and preventive maintenance of aircraft and auxiliary equipment used in supplemental operations?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.8.	Was adequate equipment (including spare parts, supplies, and materials)	<input type="checkbox"/> Yes

	available for proper servicing, maintenance, and preventive maintenance of aircraft and auxiliary equipment used in supplemental operations?	<input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.	Were the certificate holder's policies, procedures, instructions, and information for the Line Stations process followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	Were the Line Stations process controls followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Did the records for the Line Stations process comply with instructions provided by the certificate holder?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Were the process measurements for the Line Stations 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

<b>EPI Section 1 - Performance Observables Drop-Down Menu</b>	
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:** The questions in this section address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (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:
	NOTE: If no personnel or major program changes (as defined by the principal inspector PI) 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 1 and 2, below, and provide the name/title.
1.	Identify the person who has overall responsibility for the Line Stations process.
2.	Identify the person who has overall authority for the Line Stations process.
3.	Review the duties and responsibilities for those who manage the Line Stations process?
4.	Review the appropriate organizational chart.
5.	Discuss the Line Stations 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:	
1.	Is there a clearly identified person who is responsible for the quality of the Line Stations process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
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 Line Stations process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
3.	Does the responsible person know that he/she has responsibility for the Line Stations process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
4.	Does the person with authority know that he/she has authority for the Line Stations process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
5.	Does the person with responsibility for the Line Stations process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
6.	Does the person with authority to establish and modify the Line Stations process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change

7.	Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Line Stations process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
8.	Does the person with authority understand the controls, process measurements, and interfaces associated with the Line Stations process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
9.	Does the responsible person know who has authority to establish and modify the Line Stations process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
10.	Does the individual with authority know who has the responsibility for the Line Stations process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change

<b>EPI Section 2 - Management Responsibility &amp; Authority Observables Drop-Down Menu</b>	
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.