



U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
National Policy

ORDER
8000.92A

Effective Date:
6/19/12

SUBJ: AFS Certification Services Oversight Process (CSOP)

1. Purpose of This Order. This order establishes the Certification Services Oversight Process (CSOP) as an information resource to assist Flight Standards (AFS) decisionmakers in the management of organizational and air agency certification applications.

2. Audience. The audience includes Flight Standards branches and divisions in the regions and in headquarters (HQ).

3. Where You Can Find This Order. You can find this order on the MyFAA employee Web site at https://employees.faa.gov/tools_resources/orders_notices. Inspectors can access this order through the Flight Standards Information Management System (FSIMS) at <http://fsims.avs.faa.gov>. Air carriers (operators) can find this order on the Federal Aviation Administration's (FAA) Web site at <http://fsims.faa.gov>. This order is available to the public at http://www.faa.gov/regulations_policies/orders_notices.

4. Explanation of Changes. Paragraph 6 introduces a CSOP standard operating procedure (SOP) document, identified as AFS-002-900-S1, and updates the Web address where this information is posted from an AFS-900 SharePoint location to the AFS Quality Management System (QMS) Technical Business Process Web site.

5. Responsibilities.

a. Program Responsibilities.

(1) The Flight Standards National Field Office (AFS-900) is responsible for the operation and continual improvement of CSOP.

(2) The manager of the Continual Improvement Program Office reports to the Director, Flight Standards Service (AFS-1) on CSOP matters. Responsibilities of the Continual Improvement Program Office manager include, but are not limited to:

- Establishing a decision support information system to support certification services.
- Producing reports as requested by the HQ division manager.
- Serving as an information resource for all AFS managers.
- Reporting system changes and enhancements to all AFS managers.
- Appointing a point of contact (POC) to administer the CSOP information system.

(3) The Continual Improvement Program Office manager or the delegated person will be the POC for field support.

b. Service Director Responsibilities. AFS-1, a deputy director, or any individual acting for AFS-1 may approve all policy and guidance changes to the CSOP.

c. AFS Management Responsibilities. AFS management personnel are responsible for:

(1) Assuring adherence to established CSOP procedures.

(2) Assessment and justification of personnel required for each certification activity.

(3) Accuracy of submitted data.

(4) Timely dissemination of the CSOP Organizational Preapplication Statement of Intent (PASI) Summary and the CSOP Repair Station Summary.

Note: We may use CSOP data to support our AFS initiatives.

6. CSOP Procedures. AFS personnel must follow the guidance contained in AFS-900-002-900-S1, Certification Services Oversight Process Standard Operating Procedure, on the AFS QMS Technical Business Process Web site at: https://intranet.faa.gov/faaemployees/org/linebusiness/avs/offices/afs/qms/regional_system/. This guidance is for AFS field offices to use in accepting, sequencing, and reporting organizational certification activities using the CSOP SharePoint Web site.

7. Access to CSOP Program SharePoint Site.

a. Field Office Access. Field Office management will approve access to their regional CSOP SharePoint site for each authorized employee by submitting the names and AVS user names to the CSOP POC.

b. Regional Division Access. Regional division management will approve access to their regional CSOP SharePoint site for each authorized employee by submitting the names and AVS user names to the CSOP POC.

c. HQ Access. HQ division management will approve access to their headquarters CSOP SharePoint site for each authorized employee by submitting the names and AVS user names to the CSOP POC.

d. Delegation of Authority. Managers and supervisors may delegate this authority to personnel in accordance with standard procedures.

8. CSOP Feedback. We encourage all CSOP users to suggest enhancements to the procedures. All customer requests for changes to the CSOP program will be reviewed and answered by the CSOP POC. E-mail your feedback and any administrative or technical questions about this order to the CSOP POC at 9-amc-avs-afs-csop@faa.gov.

for

A handwritten signature in dark ink, appearing to read "John M. Allen", is written over a light blue rectangular background.

John M. Allen

Director, Flight Standards Service



U.S. Department
of Transportation
**Federal Aviation
Administration**

FAA Form 1320-19, Directive Feedback Information

Please submit any written comments or recommendations for improving this directive, or suggest new items or subjects to be added to it. Also, if you find an error, please tell us about it.

Subject: Order 8900.92, AFS Certification Services Oversight Process (CSOP)

To: Directive Management Officer, _____

(Please check all appropriate line items)

☐ An error (procedural or typographical) has been noted in paragraph _____ on page _____.

☐ Recommend paragraph _____ on page _____ be changed as follows:
(attach separate sheet if necessary)

☐ In a future change to this directive, please include coverage on the following subject
(briefly describe what you want added):

☐ Other comments:

☐ I would like to discuss the above. Please contact me.

Submitted by: _____ Date: _____

FTS Telephone Number: _____ Routing Symbol: _____