

**ORDER**

U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION

CE 8000.27B

CENTRAL REGION

April 1, 1990

SUBJ: SPECIAL INSPECTION

1. PURPOSE. This Order sets forth responsibility and procedures for the Central Region Flight Standards Special Inspection Program.
2. DISTRIBUTION. This Order is distributed to Central Region Flight Standards Branch Managers and to all Central Region Flight Standards Field Offices.
3. CANCELLATION. Order CE 8000.27A, Special Inspection, dated August 1, 1988 is cancelled.
4. ACTION. ~~The Aeronautical Quality Assurance Field Office (AQAFEO)~~, ACE-290, is designated as the focal point within the Central Region to coordinate the activities required by this inspection program. The Central Region Flight Standards Branches and Central Region Flight Standards Field Offices shall take action, as necessary, to support the inspection of air agencies and other certificate holders and airmen controlled by the Central Region. Reports will be written in accordance with this order and with any additional guidance provided to the inspection team by the Central Region Flight Standards Division.
5. BACKGROUND.
  - a. National Order 1800.56, Chapter 2, provides Division Managers the flexibility to manage regional work programs through such methods as sampling and situation monitoring, which include Special Inspections on any certificated air agency, or airman as warranted by safety indicators. *AIR OPERATOR,*
  - b. National Order 8000.68 requires regional managers to establish a management system to ensure that certificate holders correct all discrepancies reported by National Aviation Safety Inspection Program (NASIP), and further ensure follow-up action by certificate-holding offices in all areas of noncompliance.
  - c. The Special Inspection Program may be applied to all certificates issued under Federal Aviation Regulations. \*

6. DEFINITIONS.

a. "Inspection" means a critical review of procedures and operations of certificate holders to determine their status with regard to compliance with applicable Federal Aviation Regulations.

b. "Finding" means a specific issue identified by the team during the inspection process that has been reviewed, analyzed, validated, and included in the report. Findings which are part of an inspection of a certificate holder will be one of the following types:

(1) PROBLEM, indicating noncompliance with regulatory requirements or internal directives. This type requires corrective action by the certificate holder.

(2) OBSERVATIONS, indicating issues that may enhance the overall safety and operational posture of the certificate holder/airman and at the same time assist the Certificate-Holding District Office (CHDO) in correcting minor findings.

7. PRIMARY RESPONSIBILITIES.

a. Flight Standards Division, ACE-200. The Flight Standards Division will:

(1) With the coordination of the field offices, decide which work program will be given emphasis; i.e., air agencies, airman.

(2) Approve scheduling of all Special Inspections.

(3) Approve team leader and member selections.

(4) Provide technical and administrative support to the Aeronautical Quality Assurance Field Office, ACE-290 as required.

b. Aeronautical Quality Assurance Field Office, ACE-290. The Aeronautical Quality Assurance Field Office will:

(1) Monitor all Central Region environmental data available in national data bases; i.e. Flight Standards Automation System, Enforcement Information Subsystem (EIS), etc.

(2) Review all follow-up action (except enforcement) taken by certificate-holding offices in connection with findings reported by NASIP and/or Regional Special Inspections. This review will include an audit of the certificate holders to verify correction of the reported findings. Make recommendations to ACE-200 concerning additional inspections.

(3) Analyze all available data affecting Central Region certificate holders.

(4) Advise ACE-200 of any trends and/or conditions which might affect safety and warrant additional surveillance.

(5) Schedule Special Inspections.

(6) Coordinate, with Certificate-Holding District Office Managers, all proposed special inspections.

(7) Solicit required team members for Special Inspections and issue any additional team guidelines.

c. CHDO Managers. The Certificate-Holding District Office Managers will:

(1) Designate one person as coordinator (normally the principal) who will be available through the course of the entire inspection.

(2) Monitor the progress of the inspection, and advise ACE-250 of the dates and times of scheduled meetings, briefings.

(3) Submit candidates for Special Inspection.

(4) Assure follow-up action reports are submitted in accordance with this Order.

(5) Advise ACE-200 of significant findings and anticipated impact prior to the operator out-briefing, including potential enforcement actions.

d. District Office Coordinator. The District Office Coordinator will:

(1) Inform the team leader of areas that may require special attention. This will be done as early as possible, but no later than the CHDO in-briefing. \*

(2) Give the operator minimum notice of a pending inspection to assure the conditions observed by the team are representative of the normal daily operation.

(3) Advise the team leader on matters concerning the availability of management personnel, changes in aircraft, routes, contract arrangements, etc.

\* (4) Make the necessary arrangements for the initial meeting of the inspection team with the certificate holder.

(5) Chair the initial meeting with the certificate holder and make appropriate introduction of team members.

(6) Advise the certificate holder that items of a critical nature will be discussed at the time they are discovered.

(7) Discuss any problem areas with the certificate holder.

(8) Keep the CHDO Manager advised of the inspection progress and team findings.

e. Team Leader. The Team Leader will:

(1) Work directly with the district office coordinator when planning the inspection.

(2) Brief team members prior to the inspection. The briefing will include:

(a) The inspection plan.

(b) Analytical techniques to be used.

(c) Specific areas assigned to each team member.

(d) Team conduct during the inspection.

(e) Estimated completion time for the inspection.

(f) Special information from other sources such as Aviation Safety Analysis System (ASAS), EIS, Complaints, etc.

Briefing should include logistics such as motels, per diem rate, transportation, etc.

(3) Keep the coordinator advised on inspection progress and team findings, as needed.

(4) Make technical briefings to both FAA and with CHDO concurrence to the certificate holder.

\* (5) Submit a Final Report to ACE-200, allowing adequate time for review and comment. Monitor the review progress and advise ~~ACE-290~~ Manager of any anticipated delays.

NOTE: Final report due within 10 working days after CHDO out-briefing.

#### 8. Inspection Ground Rules.

a. The inspection team will have free access to manuals, correspondence, and records pertaining to the air agency/airman, and any other appropriate data maintained by the district offices. All material and data pertinent to the inspection will be reviewed by the team members to acquaint them with the operator's policies, instructions, and procedures. It is essential that the team have a good working knowledge of the operator's management policies and procedures applicable to the areas to be inspected before they meet with the operator/airman.

NOTE: The first day of the inspection will be at the District Office to accomplish the above review.

b. All inspection and recording must be accomplished in accordance with the appropriate Federal Aviation Regulations and directives. Any problems caused by a management system deficiency should be identified and documented.

c. At the beginning of each inspection, the team leader and coordinator will establish an acceptable interval for team leader inspection progress reports.

d. In cases where noncompliance is detected, the team will include sufficient evidence, Items of Proof, to support any statements included in the report. Special Inspection teams do not process violation reports. The district office has the responsibility to determine whether a violation occurred and the appropriate course of enforcement action (administrative or legal). Team Leaders and district offices shall agree that sufficient evidence is identified to support enforcement action. Once an agreement is reached, an EIR number will be assigned by the district office.

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e. In cases where conditions of a certificate holder warrant emergency revocation or suspension, all activity must be coordinated with the team leader, CHDO coordinator, FSDO Manager, ACE-200, and ACE-7, as appropriate.

f. Team members should not confine their inquiries to any particular group or organizational level. It may be anticipated that supervisory personnel will be well-versed in the policies, organization, and procedures governing the work functions for which they are responsible. However, they may be unaware of problem areas existing that may adversely affect compliance with the regulations and accepted standards of safety.

g. ACE-200 Manager will be advised of significant findings and anticipated impact prior to the certificate holder out-briefing.

h. With the concurrence of the CHDO, team findings may be informally discussed with the operator prior to team departure. The team leader and a CHDO representative must be present during this informal discussion.

i. It is essential that discussion of problems or conclusions be confined to the certificate holder's managerial personnel. The team leader should make sure the operator understands that the Certificate-Holding District Office has the final responsibility regarding any required corrective action. If a serious problem is disclosed during the inspection, the operator and the district office will be informed immediately to permit prompt corrective action.

#### 9. POST-INSPECTION RESPONSIBILITIES.

a. The team leader will out-brief the district office coordinator/management and provide a draft copy of the inspection findings and supporting data to the CHDO. The team leader will brief the district office coordinator prior to the certificate holder's formal out-briefing. - complete?

b. The district office coordinator/management and the team leader will review the supporting documentation which may result in enforcement action.

c. Any questions regarding items found during the inspection will be resolved before the operator is out-briefed.

d. At the request of the CHDO, the team leader and any team members he/she may select will attend the operator out-briefing. \*

- \* e. The District Office Coordinator will establish an out-briefing date with the operator and advise the team leader if the team is requested to attend. All items discussed at the out-briefing must be fully supported by facts acquired by the team. A copy of the team report will not be given to the operator by the inspection team.

NOTE: During the out-briefing of the certificate-holding district office, the inspection team will provide pertinent observations that may enhance the overall safety and operational posture of the certificate holder and at the same time, assist the CHDO in correcting minor findings that are not to be included in the final report.

f. The CHDO manager will insure that the appropriate personnel are available for the CHDO out-briefing. This will include, but is not limited to, the following: CHDO manager, appropriate unit supervisors, Principal Operations Inspector, Principal Maintenance Inspector, Principal Avionics Inspector, members of ACE-250 staff and inspection team leaders.

g. Within 30 days after receipt of the final inspection report, the certificate-holding district office will forward a copy of any follow-up action taken to correct findings found during the inspection to ACE-200 with information copies to ACE-250 and ~~ACE-290~~.

h. The CHDO manager will coordinate the follow-up activity with ACE-250 and if necessary, request assistance from ACE-290. In the event all items are not corrected within 30 days, a status report will be submitted to ACE-200, and a monthly status report will be submitted thereafter until all items are closed out.

#### 10. REPORT.

a. The team leader is responsible for the preparation and signing of the final inspection report. If noncompliance is suspected, the report will identify sufficient facts and include details upon which a determination of noncompliance may be based. When such determinations are made during the course of the on-site inspection, documentation of evidence of noncompliance will be completed. This information will be provided to the principal inspector in sufficient detail to support an enforcement investigative report.

b. Except for unusual situations, the final report should be completed and forwarded within 10 working days after the CHDO has been out-briefed.

\* c. Description should contain enough information to permit a reader to evaluate the reported conditions.

d. Report shall be based on known facts and will not contain opinions or statements that cannot be supported by facts.

e. Final report format will be prepared in the following manner and contain specified information:

(1) Forward - The opening statement should identify the Division, Branch, and the type of inspection. The operator is identified by name, and operating certificate assignment number or airman certificate number. The names and titles of the team members and the date of out-briefing with names and titles of personnel attending should also be listed.

(2) Index.

(3) Summary - The summary will contain a brief statistical outline of the certificate holder, fleet size, and employee contingent of operations and maintenance personnel.

(4) Inspection Areas - The format of this section of the report will be as follows:

(a) Description.

(b) Findings.

## 11. DISTRIBUTION.

a. Individual Special Inspection Reports will be marked "FOR OFFICIAL USE ONLY". The original will be submitted to ACE-200 for review; then the accepted original will be forwarded by the team leader to the CHDO. A copy of the final report will be retained by ACE-290 with an informational copy provided to ACE-250.

## 12. RETENTION OF INSPECTION REPORTS.

a. Special inspection reports including any follow-up action will be retained as follows:

(1) District Offices - Retain for 2 years.

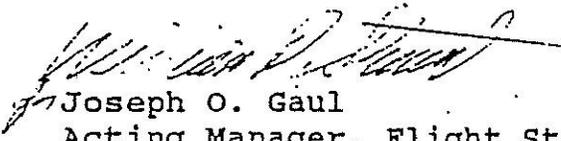
(2) Branch - Retain until inspection is repeated, then destroy.

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(3) ~~ACE-290~~ - Retain until inspection is repeated, then  
destroy.

  
Joseph O. Gaul  
Acting Manager, Flight Standards Division