



**U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION**

**ORDER
8120.24**

National Policy

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SUBJ: Implementation Plan Approval, Verification, and Evaluation of Safety Management Systems for Design and Production Approval Holders

This order provides guidance and assigns responsibility for aircraft certification service (AIR) personnel to review and approve a safety management system (SMS) implementation plan, complete a verification of SMS development, and complete an evaluation of SMS operation for a design and production approval holder that is required to comply with Title 14, Code of Federal Regulations (14 CFR) part 5. Guidance is also provided for AIR personnel to review and accept an implementation plan, complete a verification of SMS development, complete an evaluation of SMS operation, and accept an SMS for design and production approval holders that are not required to comply with part 5 but choose to voluntarily develop and implement a SMS.

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Chapter 1. General Information

1. Purpose of This Order. This order contains guidance and assigns responsibility for AIR personnel to review and approve an implementation plan, complete a verification of SMS development, and complete an evaluation of SMS operation for a design and production approval holder that is required to comply with part 5. Guidance is also provided to review and accept an implementation plan, complete a verification of SMS development, complete an evaluation of SMS operation, and accept an SMS for design and production approval holders that are not required to comply with part 5 but choose to voluntarily develop and implement an SMS.

Note: For the remainder of this order, entities that are required to implement an SMS, or voluntarily choose to implement an SMS, will be referred to as *approval holders*.

2. Audience. This order applies to the Integrated Certificate Management Division (AIR-500), Compliance and Airworthiness Division (AIR-700), and System Oversight Division (AIR-800) personnel that review and approve or accept implementation plans, complete verifications, and complete evaluations for approval holders.

3. Where to Find This Order. You can find this order on the FAA website at [Orders & Notices](#) and the [Dynamic Regulatory System](#).

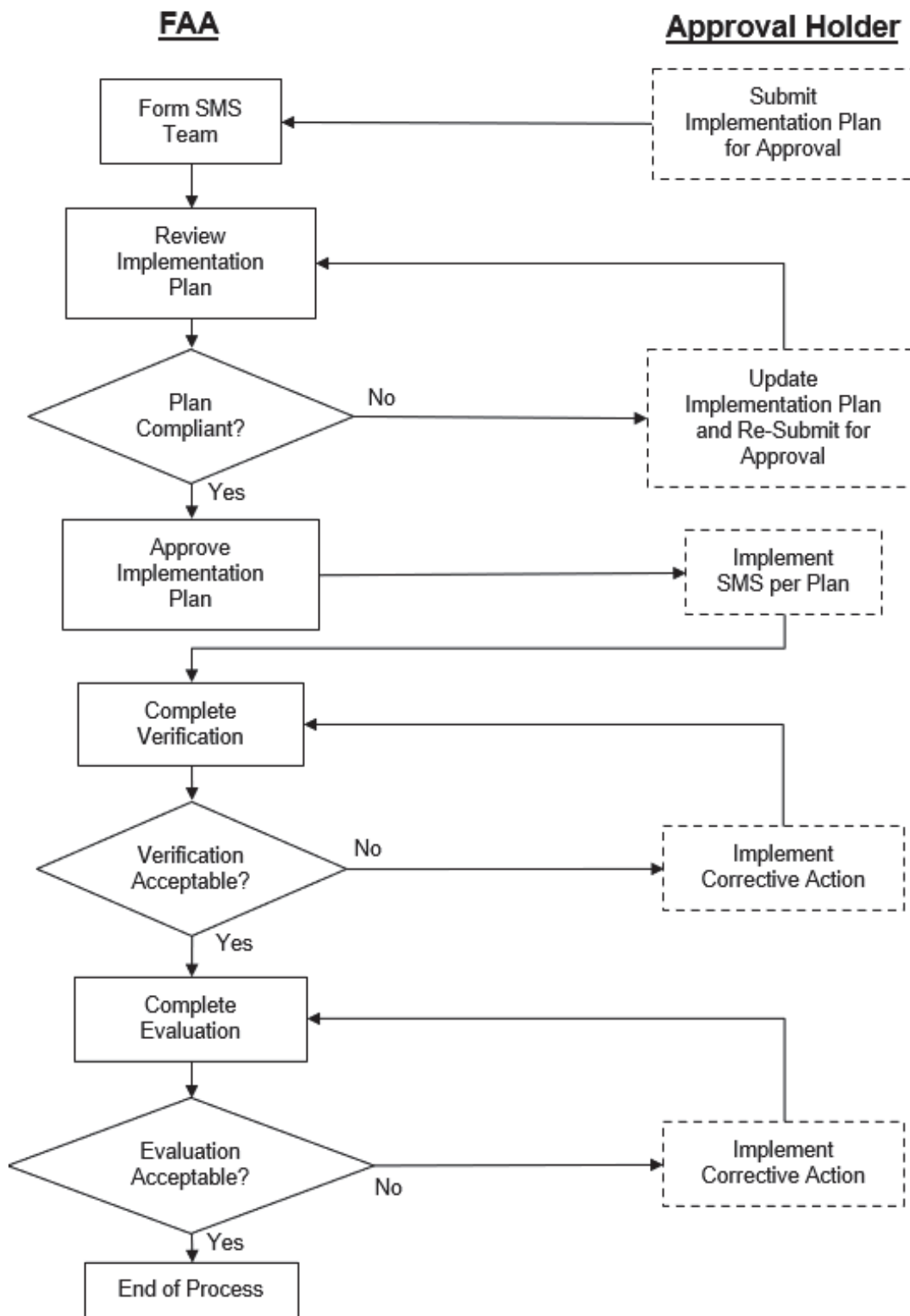
Chapter 2. Safety Management System Implementation Process Overview

1. Purpose of This Chapter. This chapter provides an overview of the AIR process for review and approval of an implementation plan, completion of a verification of SMS development, and completion of an evaluation of SMS operation for an approval holder. It also describes our statutory responsibilities to ensure that approval holders required to follow part 5 meet and continue to meet the requirements in part 5.

2. Process Overview. [Figure 2-1](#), Implementation Plan Approval, Verification, and Evaluation Process, provides the major steps in the implementation plan approval, verification, and evaluation process. The process begins with the formation of an SMS team after receipt of an implementation plan from an approval holder. Next, the SMS team reviews the implementation plan and either approves (or accepts, see [Chapter 8, Voluntary SMS Program](#)) the plan or requests that the approval holder update the plan and re-submit for approval. Following FAA approval (or acceptance) of the implementation plan, the approval holder completes implementation of their SMS. After implementation, the SMS team completes a verification to confirm that the approval holder has developed an organizational system description and the necessary policies, processes, and procedures required to meet part 5. If the verification is not acceptable, the approval holder is requested to implement corrective action, and the verification is repeated. Following acceptable completion of the verification, the SMS team completes an evaluation to confirm that the approval holder's SMS operates in compliance with part 5. If the evaluation is not acceptable, the approval holder is requested to implement corrective action, and the evaluation is repeated. The process ends when the SMS team determines that the evaluation is acceptable.

3. FAA's Authority for Implementation Plan Approval, Verification, and Evaluation. Title 49 of the United States Code (49 U.S.C.) § 44701 provides the statutory authority for the FAA to review and approve an implementation plan, complete a verification, and complete an evaluation for an approval holder. Section 102(c) of the Aircraft Certification, Safety, and Accountability Act (Pub. L. 116-260; 134 Stat. 2309) requires the FAA to implement a systems approach to risk-based surveillance by defining and planning inspections, audits, and monitoring activities on a continuous basis, to ensure that design and production approval holders meet and continue to meet the requirements in part 5.

Figure 2-1. Implementation Plan Approval, Verification, and Evaluation Process



Chapter 3. Part 5 Applicability for Approval Holders

1. Purpose of This Chapter. This chapter describes the approval holders that are required to meet part 5. It also describes the approval holders that may choose to voluntarily meet part 5. This chapter is for information only. No action by AIR personnel is required by this chapter.

2. Approval Holders That Are Required To Meet Part 5. An approval holder is required to meet part 5 if they meet any of the following criteria:

a. Hold both a type certificate and a production certificate for the same product. (See § 5.1(d).)

(1) The production certificate must authorize production of a complete product. Refer to paragraph 3(a) of this chapter for production certificates that do not authorize production of complete products.

(2) A product is defined in § 21.1(b) as an aircraft, aircraft engine, or propeller.

b. Hold a production certificate for a product and are a licensee of the type certificate for the same product. (See § 5.1(e).)

(1) The production certificate must authorize production of a complete product. Refer to paragraph 3(a) of this chapter for production certificates that do not authorize production of complete products.

(2) This includes production certificate holders that obtained their production certificate using the rights to the benefits of a type certificate under a licensing agreement. (See § 21.132(c).)

c. Apply for a production certificate for a product and are the holder or licensee of the type certificate for the same product. (See § 5.1(f).)

(1) The production certificate application must be for authorization to produce a complete product. Refer to paragraph 3(a) of this chapter for production certificates that do not authorize production of a complete product.

(2) This includes holders of a type certificate that apply for a production certificate for the same product. (See § 21.132(a).)

(3) This includes licensees of a type certificate that apply for a production certificate for the same product. (See § 21.132(c).)

d. Hold a type certificate for a product (except for type certificates issued under § 21.29) and allow another person to use the type certificate to manufacture the same product under a production certificate. (See § 5.1(g).)

(1) This includes type certificate holders that use a licensing agreement to allow another person to use the type certificate to manufacture a product. (See § 21.55.)

(2) The term *production certificate* includes an FAA issued production certificate or a foreign production certificate or equivalent authorization.

3. Approval Holders that May Choose to Voluntarily Meet part 5. Approval holders that do not meet the criteria in paragraph 2 of this chapter are not required to meet part 5. These approval holders may choose to voluntarily develop and implement an SMS (see [Chapter 8](#)) and include the following:

a. A holder of a production certificate that does not approve production of a complete product. For example, a production certificate issued *for articles or parts only*.

b. A holder of a type certificate for a product that is not produced. For example, a type certificate where there is no associated production certificate, including a foreign production certificate or equivalent authorization.

c. A holder of a supplemental type certificate.

d. A holder of a production certificate issued for a supplemental type certificate.

e. A holder of a supplemental type certificate that is licensed to another person to obtain a production certificate.

f. A holder of a parts manufacturer approval.

g. A holder of a technical standard order authorization.

h. A holder of a type certificate issued under § 21.29 for a product produced in the U.S. under an extension of a foreign production approval.

i. A holder of a type certificate issued under § 21.29 that is licensed to another person to obtain a production certificate.

Chapter 4. Receipt, Review, and Approval of an Implementation Plan

1. Purpose of This Chapter. This chapter describes the process to be followed for receipt, review, and approval of an approval holder’s implementation plan.

Note: Refer to work instruction (AIR-002-600-005-W1) for detailed process steps to review and approve an implementation plan.

2. Receipt of the Implementation Plan from Approval Holder. The program management section (AIR-8X7) monitors the email inbox 9-AVS-AIR-SMS@faa.gov for receipt of implementation plans from approval holders. Upon receipt, AIR-8X7 forwards the implementation plans to AIR-500, or the applicable AIR-800 certificate management (CM) section and AIR-700 certification branch. [Table 4-1, Implementation Plan Submittal Deadlines](#), provides background information for AIR-8X7 to determine when the approval holders are required to submit their implementation plan for FAA approval.

Table 4-1. Implementation Plan Submittal Deadlines

Approval Holder	Implementation Plan Submittal Deadline	Part 5 Reference
Production certificate holders that hold or are a licensee of the type certificate for the same product on or before May 28, 2024.	November 28, 2024	§ 5.11(b)
Type certificate holders or licensees applying for a production certificate for the same product on or after May 28, 2024.	During the production certification process.	§ 5.13(b)(2)
Type certificate holders or licensees with a production certificate application for the same product pending on May 28, 2024.	During the production certification process.	§ 5.13(b)(2)
Type certificate holders (except for type certificates issued under § 21.29) with a licensing agreement in place on May 28, 2024 to allow another person to use the type certificate to obtain a production certificate for the same product in accordance with § 21.55.	November 28, 2024	§ 5.15(b)(2)
Type certificate holders (except for type certificates issued under § 21.29) that enter into a licensing agreement to allow another person to use the type certificate to obtain a production certificate for the same product in accordance with § 21.55 after May 28, 2024.	When providing written licensing agreements in accordance with § 21.55	§ 5.15(c)(2)

3. Formation of the SMS Team. AIR-500 office managers, or the applicable AIR-800 CM section and applicable AIR-700 certification branch, form an SMS team for review and approval of an approval holder's implementation plan. The SMS team should have a minimum of one aviation safety inspector (ASI) and one aviation safety engineer (ASE) to review and approve the implementation plan. Additional personnel may be added to the SMS team as determined by the office managers. An SMS team leader should be identified to facilitate communication with the approval holder and SMS team members. The SMS team may be formed after receipt of an implementation plan, or in advance based on expected submissions of implementation plans.

4. Completion of Implementation Plan Approval Briefing. The SMS team leader and team members complete the following: SMS Implementation Plan Approval Briefing. Team leaders and members assigned to multiple SMS teams only have to complete this briefing one time. Refer to AIR-002-600-005-W1 for the location of the briefing.

5. Review and Approval of the Implementation Plan. The SMS team reviews the implementation plan for compliance with § 5.19(a). This review should be completed within 60 days after receipt of the approval holder's SMS implementation plan. Section 5.19(a) requires that the implementation plan provide a description of the means of compliance (including but not limited to new or existing policies, processes, or procedures) that the approval holder has used, or plans to use, to meet the requirements of part 5. The SMS team approves the implementation plan when it has been determined that the plan meets the requirements in § 5.19(a).

6. Implementation Plan Requires Updates. The SMS team leader notifies the approval holder if the SMS team determines the implementation plan does not meet the requirements in § 5.19(a). In this case, the SMS team leader requests that the approval holder updates the implementation plan and resubmits the revised plan to the SMS team leader. Following receipt of the revised implementation plan, the SMS team reviews and approves the implementation plan when it has been determined that the plan meets the requirements in § 5.19(a).

7. Notifying the Approval Holder of Implementation Plan Approval. The SMS team leader sends an implementation plan approval letter to the approval holder to document the implementation plan approval.

Note: Refer to work instruction (AIR-002-600-005-W1) for an implementation plan approval letter template.

Chapter 5. Implementation

1. Purpose of This Chapter. This chapter describes the process to be followed during implementation of the approval holder's SMS.

2. Implementation Background. [Table 5-1, Implementation Completion Deadlines](#), provides background information for determining the dates when approval holders must complete their SMS implementation.

Table 5-1. Implementation Completion Deadlines

Approval Holder	Implementation Completion Deadline	Part 5 Reference
Production certificate holders that hold or are a licensee of the type certificate for the same product on or before May 28, 2024.	May 28, 2027.	§ 5.11(d)
Type certificate holders or licensees applying for a production certificate for the same product on or after May 28, 2024.	Three years after submission of the implementation plan.	§ 5.13(b)(4)
Type certificate holders or licensees with a production certificate application for the same product pending on May 28, 2024.	Three years after submission of the implementation plan.	§ 5.13(b)(4)
Type certificate holders (except for type certificates issued under § 21.29) with a licensing agreement in place on May 28, 2024 to allow another person to use the type certificate to obtain a production certificate for the same product in accordance with § 21.55.	May 28, 2027.	§ 5.15(b)(4)
Type certificate holders (except for type certificates issued under § 21.29) that enter into a licensing agreement to allow another person to use the type certificate to obtain a production certificate for the same product in accordance with § 21.55 after May 28, 2024.	Three years after submission of the implementation plan.	§ 5.15(c)(4)

3. SMS Team Activity During Implementation. The SMS team monitors the approval holder's progress during the SMS implementation and supports the approval holder if questions or issues arise.

Chapter 6. Completing a Verification

1. Purpose of This Chapter. This chapter describes the process to be followed to complete a verification of an approval holder's SMS.

Note: Refer to work instruction (AIR-002-600-005-W2) for detailed process steps to complete a verification.

2. Verification Background. The verification utilizes data collection tools (DCTs) to confirm that the approval holder has developed an organizational system description and the necessary policies, processes, and procedures required to comply with part 5. The verification is the initial step required to demonstrate that the approval holder's SMS has been implemented in accordance with its implementation plan. The evaluation (see [Chapter 7, Completing an Evaluation](#), of this order) is the final step to demonstrate that the approval holder's SMS has been implemented in accordance with its implementation plan.

3. SMS Team. The SMS team for the verification may be the same team that was used for the implementation plan approval. A new SMS team may be formed following the guidance in [Chapter 4, Receipt, Review, and Approval of an Implementation Plan](#) if the SMS team for the implementation plan approval is no longer available.

4. Completion of Verification Briefing. The SMS team leader and team members complete the following: SMS Verification Briefing. Team leaders and members assigned to multiple SMS teams only have to complete this briefing one time. Refer to AIR-002-600-005-W2 for the location of the briefing.

5. Scheduling the Verification. The SMS team leader coordinates a mutually agreeable date for the verification with the approval holder. The verification should be scheduled so it can be completed within six months after the approval holder's SMS implementation completion deadline (see [Table 5-1](#)). The verification may occur during an on-site visit to the approval holder's facility, through the use of remote technology, or a combination of these techniques. If requested by the approval holder and agreed to by the SMS team, the verification may be completed earlier or in phases during implementation rather than after implementation completion. The SMS team ensures they have sufficient resource availability prior to agreeing to the earlier or phased verification approach.

6. Protection of Voluntarily Submitted Data and Information. Section 5.19(b) requires the approval holder to make available to the Administrator, upon request, all necessary information and data that demonstrates that the SMS has been or will be implemented in accordance with the implementation plan. The term *make available* in § 5.19(b) means that the approval holder allows the SMS team access to review information and data during the verification but is not required to submit the information and data to the SMS team. The SMS team segregates the information and data that an approval holder voluntarily submits for protection from disclosure under 49 U.S.C. § 44735.

7. Advising the Approval Holder. The SMS team leader provides the verification DCTs to the approval holder prior to the verification.

Note: Refer to quality management system (QMS) documents AIR-002-600-005-F1, AIR-002-600-005-F2, AIR-002-600-005-F3, AIR-002-600-005-F4, and AIR-002-600-005-F5 for the verification DCTs.

8. Completing the Verification DCTs. The SMS team completes the verification DCTs during the SMS verification meeting(s) with the approval holder. The verification is complete when the SMS team has answered *yes* to all DCT questions and has recorded supporting rationale for each answer in the DCT references / comments box.

Note: The SMS team may utilize previously collected data from voluntary SMS (VSMS) DCTs when completing the verification DCTs for an approval holder that participated in the VSMS program. The SMS team transcribes the previously collected VSMS DCT data to the verification DCT when answering questions. Verification DCT questions that are answered using transcribed VSMS DCT data do not have to be repeated during the verification with the approval holder.

9. Verification Corrective Action. If any DCT questions are answered *no*, the SMS team requests that the approval holder implement corrective action. The SMS team schedules and completes a follow-up verification with the approval holder after the corrective action has been completed. The verification is complete when the approval holder has made available sufficient information for the SMS team to answer *yes* to all questions in the verification DCTs.

10. Addressing Verification Non-Compliances. A verification non-compliance occurs when the SMS team answers *no* to a DCT question for a verification that occurs after the approval holder's implementation completion deadline ([Table 5-1](#)). A DCT question that is answered *no* prior to the implementation completion deadline is not a non-compliance because the approval holder is not required to meet part 5 at the time of the verification. Verification non-compliances are addressed through the AIR Compliance and Enforcement Process, AIR-002-035.

11. Notifying the Approval Holder. The SMS team leader sends a verification completion letter to the approval holder to document completion of the verification.

Note: Refer to work instruction (AIR-002-600-005-W2) for a verification completion letter template.

Chapter 7. Completing an Evaluation

1. Purpose of This Chapter. This chapter describes the process to be followed to complete an evaluation of an approval holder's SMS.

Note: Refer to work instruction (AIR-002-600-005-W3) for detailed process steps to complete an evaluation.

2. Evaluation Background. The evaluation utilizes data collection tools (DCTs) to confirm that the approval holder's SMS operates in compliance with part 5. The evaluation is completed after the verification activities described in Chapter 6, and sufficient time is given for the approval holder to operate their SMS. The evaluation is the final step required to demonstrate that the approval holder's SMS has been implemented in accordance with the implementation plan.

3. SMS Team. The SMS team for the evaluation may be the same team that was used for the verification. A new SMS team may be formed following the guidance in Chapter 4 if the SMS team for the verification is no longer available.

4. Completion of Evaluation Briefing. The SMS team leader and team members complete the following: SMS Evaluation Briefing. Team leaders and members assigned to multiple SMS teams only have to complete this briefing one time. Refer to AIR-002-600-005-W3 for the location of the briefing.

5. Scheduling the Evaluation. The SMS team leader coordinates a mutually agreeable date for the evaluation with the approval holder. The evaluation should be scheduled between 12 and 18 months after the verification (refer to Chapter 6, Completing a Verification). The evaluation may occur during an on-site visit to the approval holder's facility, through the use of remote technology, or a combination of these techniques. If requested by the approval holder and agreed to by the SMS team, the evaluation may be completed earlier or in phases rather than 12 to 18 months after the verification. The SMS team ensures they have sufficient resource availability prior to agreeing to the earlier or phased evaluation approach.

6. Protection of Voluntarily Submitted Data and Information. Section 5.19(b) requires the approval holder to make available to the Administrator, upon request, all necessary information and data that demonstrates that the SMS has been or will be implemented in accordance with the implementation plan. The term *make available* in § 5.19(b) means that the approval holder must allow the SMS team access to inspect information and data during the evaluation but is not required to submit the information and data to the SMS team. The SMS team segregates the information and data that an approval holder voluntarily submits for protection from disclosure under 49 U.S.C. § 44735.

7. Advising the Approval Holder. The SMS team provides the approval holder with access to the evaluation DCTs prior to the evaluation.

Note: Refer to QMS documents AIR-002-600-005-F6, AIR-002-600-005-F7, AIR-002-600-005-F8, AIR-002-600-005-F9, and AIR-002-600-005-F10 for the evaluation DCTs.

8. Completing the Evaluation DCTs. The SMS team completes the evaluation DCTs during the SMS evaluation meeting(s) with the approval holder. The evaluation is complete when the SMS team has answered *yes* to all DCT questions and has recorded supporting rationale for each answer in the DCT references / comments box.

Note: The SMS team may utilize previously collected data from the VSMS DCTs when completing the evaluation DCTs for an approval holder that participated in the VSMS program. The SMS team transcribes the previously collected VSMS DCT data to the evaluation DCT when answering questions. Evaluation DCT questions that are answered using transcribed VSMS DCT data do not have to be repeated during the evaluation with the approval holder.

9. Evaluation Corrective Action. If any DCT questions are answered *no*, the SMS team requests that the approval holder implement corrective action. The SMS team schedules and completes a follow-up evaluation with the approval holder after the corrective action has been completed. The evaluation is complete when the approval holder has made available sufficient information for the SMS team to answer *yes* to all questions in the evaluation DCTs.

10. Addressing Evaluation Non-Compliances. An evaluation non-compliance occurs when the SMS team answers *no* to a DCT question for an evaluation that occurs after the approval holder's implementation completion deadline ([Table 5-1](#)). A DCT question that is answered *no* prior to the implementation completion deadline is not a non-compliance because the approval holder is not required to meet part 5 at the time of the evaluation. Evaluation non-compliances are addressed through AIR-002-035.

11. Notifying the Approval Holder. The SMS team leader sends an evaluation completion letter to the approval holder to document completion of the evaluation.

Note: Refer to work instruction (AIR-002-600-005-W3) for an evaluation completion letter template.

Chapter 8. Voluntary SMS Program (VSMS)

1. Purpose of This Chapter. This chapter describes the process to be followed for acceptance of an approval holder's SMS under the VSMS program.

2. VSMS Program Background. The VSMS program is followed for design and production approval holders that choose to develop and implement an SMS but are not required to comply with part 5 (see [Chapter 3, Part 5 Applicability for Approval Holders, paragraph 3](#)). Applicants for a design or production approval may also participate in the VSMS program.

3. Formation of the SMS Team. An SMS team is formed to support the VSMS program participant following the guidance in Chapter 4.

4. Acceptance of the Implementation Plan. The SMS team reviews and accepts the VSMS program participant implementation plan following the guidance in Chapter 4.

Note 1: The term *accept* rather than *approve* is used for VSMS program participants. When approved is used to describe a document, it means that a regulation requires FAA approval, and that the FAA has evaluated and specifically approved the document. The term accepted is used to describe a document that does not have, or is not required to have, FAA approval, but has been reviewed by the FAA and determined to be consistent with part 5. The VSMS program is not required by regulation, so the SMS team reviews and accepts the voluntary program participant's implementation plan.

Note 2: VSMS program participants need to have a confidential employee reporting system (§ 5.71(a)(7)) in order to be accepted into the VSMS, but do not need to submit confidential employee report summaries to the FAA (§ 5.71(c)).

5. Implementation. After acceptance of the implementation plan, the SMS team negotiates a planned completion date for the VSMS program participant to implement their SMS.

6. Verification. The SMS team completes a verification using the guidance in Chapter 6 of this order following the VSMS program participant's implementation.

7. Evaluation. The SMS team completes an evaluation using the guidance in Chapter 7 of this order following completion of the verification.

8. SMS Acceptance and Notification. The SMS team accepts the VSMS program participant's SMS following successful completion of the evaluation. The SMS team leader sends an VSMS acceptance letter to the VSMS participant.

Note: Refer to work instruction (AIR-002-600-005-W3) for an VSMS acceptance letter template.

Chapter 9. Corporate SMS Program

1. Purpose of This Chapter. This chapter describes the process to be followed for approval and/or acceptance of a corporate SMS for an organization that holds multiple certificates, approvals, or authorizations that are overseen by AIR and Flight Standards (FS).

2. Corporate SMS Definition. A corporate SMS utilizes the same policies, processes, and procedures to meet part 5 requirements for multiple certificates, approvals, or authorizations held by the organization. For example, a type and production certificate holder that also holds a repair station certificate may choose to implement a single corporate SMS that covers all three certificates. A corporate SMS may cover both required (e.g., Type Certificate (TC) and Production Certificate (PC) holder or operational certificates) and voluntary (repair stations, Technical Standard Order Authorization (TSOA), Supplemental Type Certificate (STC), or Parts Manufacturer Approval (PMA) SMS activities.

3. SMS Implementation Differences. Part 5 provides different SMS implementation requirements for design and production approval holders, operational certificate holders, and letter of authorization holders. For example, one difference is that design and production approval holders are required to develop an organizational system description and submit an SMS implementation plan for FAA approval (see §§ 5.11, 5.13, and 5.15). Operational certificate and letter of authorization holders are required to submit a declaration of compliance after their SMS has been implemented (see § 5.9). These implementation differences require separate AIR and FS approaches when an organization develops a corporate SMS.

4. SMS Team. The SMS team for a corporate SMS is formed following the guidance in Chapter 4 of this order. The SMS team does not include FS personnel because FS does not follow the steps in this order including approving implementation plans, completing a verification, or completing an evaluation.

5. Approval / Acceptance of a Corporate SMS. The SMS team follows the guidance in this order for design and production approval holders that are developing and implementing a corporate SMS. The SMS team focuses their activities only on the part 21 activities of the approval holder's corporate SMS. For example, if the corporate SMS covers a TC and PC holder with a repair station, the SMS team only covers the SMS activities of the TC and PC holder. Another example may be a corporate SMS for a TC and PC holder that also includes activities for PMA and TSOA. In this case the SMS team covers the TC and PC activities as a required SMS and the PMA and TSOA activities as a VSMS. Specific activities that the SMS team completes for a corporate SMS include:

1. Approval of the implementation plan (see [Chapter 4](#)).
2. Completion of the verification (see [Chapter 6](#)).
3. Completion of the evaluation (see [Chapter 7](#)).
4. Acceptance of an SMS for a VSMS participant (see [Chapter 8](#)).

Chapter 10. Administrative Information

- 1. Distribution.** This order is distributed to all AIR and other interested offices, delegated organizations, and designees.
- 2. Authority to Change This Order.** The issuance, revision, or cancellation of the material in this order is the responsibility of AIR-634.
- 3. Acronyms.** See Appendix A.
- 4. Related Publications.** Please see Appendix B.
- 5. Suggestions for Improvements.** Please forward all comments on deficiencies, clarifications, or improvements regarding the contents of this order to the Directives Management Officer at 9-AWA-AVS-AIR-DMO@faa.gov; please use FAA Form 1320-19, *Directive Feedback Information*, in Appendix C, Directive Feedback Information.
- 6. Records Management.** Refer to FAA Order 0000.1, *FAA Standard Subject Classification System*; FAA Order 1350.14, *Records Management*; or your office Records Management Officer (RMO)/Directives Management Officer (DMO) for guidance regarding retention or disposition of records.

Appendix A. Acronyms

As used in this document, the following acronyms are defined.

- AC Advisory Circular
- AIR Aircraft Certification Service
- AIR-500 Integrated Certificate Management Division
- AIR-600 Policy and Standards Division
- AIR-700 Compliance and Airworthiness Division
- AIR-800 System Oversight Division
- AIR-8X7 The applicable AIR-800 program management section:
East (AIR-857), Central (AIR-867), or West (AIR-877)
- ASE Aviation Safety Engineer
- ASI Aviation Safety Inspector
- CFR Code of Federal Regulations
- CM Certificate Management
- DCT Data Collection Tool
- FAA Federal Aviation Administration
- PC Production Certificate
- PMA Parts Manufacturer Approval
- QMS Quality Management System
- SMS Safety Management System
- STC Supplemental Type Certificate
- TC Type Certificate
- TSOA Technical Standard Order Authorization
- U.S.C. United States Code
- VSMS Voluntary SMS

Appendix B. Related Publications

1. Advisory Circulars (AC): Please refer to the most recent version of the following documents, they are available on the FAA website at [Orders & Notices](#).

- AC 21-58, *Safety Management Systems for Part 21 Type and Production Certificate Holders*.
- AC 120-92, *Safety Management Systems for Aviation Service Providers*.

2. Quality Management System Work Instructions:

AIR-002-600-005-W1, Safety Management System Implementation Plan Approval Work Instruction.

- AIR-002-600-005-W2, Safety Management System Verification Work Instruction
- AIR-002-600-005-W3, Safety Management System Evaluation Work Instruction
- AIR-002-035, Aircraft Certification Service (AIR) Compliance and Enforcement Process.

3. Data Collection Tools:

- AIR-002-600-005-F1, AIR Verification Data Collection Tool (DCT) – Organizational System Description
- AIR-002-600-005-F2, AIR Verification Data Collection Tool (DCT) – Safety Policy
- AIR-002-600-005-F3, AIR Verification Data Collection Tool (DCT) – Safety Risk Management
- AIR-002-600-005-F4, AIR Verification Data Collection Tool (DCT) – Safety Assurance
- AIR-002-600-005-F5, AIR Verification Data Collection Tool (DCT) – Safety Promotion
- AIR-002-600-005-F6, AIR Evaluation Data Collection Tool (DCT) – Organizational System Description
- AIR-002-600-005-F7, AIR Evaluation Data Collection Tool (DCT) – Safety Policy
- AIR-002-600-005-F8, AIR Evaluation Data Collection Tool (DCT) – Safety Risk Management
- AIR-002-600-005-F9, AIR Evaluation Data Collection Tool (DCT) – Safety Assurance
- AIR-002-600-005-F10, AIR Evaluation Data Collection Tool (DCT) – Safety Promotion

Appendix C. 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: FAA Order 8120.24, Implementation Plan Approval, Verification, and Evaluation of Safety Management Systems for Design and Production Approval Holders

To: AIR Directives Management Officer at (DMO) via email at 9-AWA-AVS-AIR-DMO@faa.gov

(Please mark 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 order, 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: _____

Telephone Number: _____ Routing Symbol: _____