

**ORDER**

U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION

SO 8000.33A

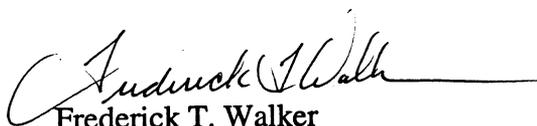
SOUTHERN REGION

1/11/02

**SUBJ: SERVICE TO THE PUBLIC; CERTIFICATION OF AIRCRAFT AND AIRCRAFT PRODUCTS**

1. PURPOSE. This order states Southern Region Flight Standards philosophy for providing service to certificate aircraft and aircraft products.
2. DISTRIBUTION. This order is distributed to the branch level in Flight Standards Division, Flight Standards District Offices, and Evaluation Service Offices (ESO-31).
3. CANCELLATION. Order SO 8000.33, Service to the Public; Certification of Aircraft and Aircraft Products, dated April 26, 1990, is cancelled.
4. BACKGROUND. Flight Standards strives to provide service to the public as promptly as possible, and in keeping with regional and national guidelines. We are challenged with the available resources to meet the needs of the public. Persons wanting service, whether amateur-built aircraft certification, air agency certificate, air operator certificate, or an export certificate of airworthiness, often view their request as a high priority.
5. GUIDANCE.

- \* a. Request for certification of aircraft and aircraft products should be handled efficiently and promptly, in keeping with available resources and priority of existing workload.
- b. When prompt service can not be provided, the inspector or supervisor should very clearly and courteously explain the options available to the applicant. The inspector or supervisor should identify the earliest date available to provide the service request by the applicant.
- c. The inspector or supervisor should also inform the applicant of any other sources, from which the services might be obtained, e.g. the names of authorized Designated Airworthiness Representatives (DAR) or Manufacturing Inspection District Office (MIDO).
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Frederick T. Walker  
Manager, Flight Standards Division