



U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

ORDER VS
1300.2F

Aviation Safety Policy

Effective Date:

7/31/2020

SUBJ: Aviation Safety (AVS) Quality Management System (QMS)

1. Purpose of this Order. This order covers the maintenance and improvement of the AVS QMS in accordance with ISO 9001:2015. The QMS assists AVS in meeting its requirements and continuously improving its processes. The QMS is a part of everyday work processes in AVS and, as such, is an integral part of achieving our safety mission.

2. Audience. All AVS employees.

3. Summary of Changes.

This revision:

a. Changes the focus of the order to how the QMS helps AVS achieve its safety mission. (See Paragraph 1. Purpose of this Order.)

b. Updates paragraph references and titles throughout to align with ISO 9001:2015. Minor edits throughout.

4. Where Can I Find This Order? You can find an electronic version of this order on the MyFAA Orders and Notices website.

5. Cancellation. Order VS 1300.2D, dated 06/15/18, is cancelled effective the date of this order.

6. Background.

a. The Federal Aviation Administration (FAA) AVS organization has employees in geographically dispersed locations working in support of, or directly related to, aviation safety oversight. Such tasks include regulations, standards, and guidance development for operations; aerospace medicine; research activities; certification activities; inspections and surveillance activities; investigations and enforcement activities; and civil aircraft and airman registration. The products and services delivered from this work support the fulfillment of tasks, initiatives, and goals. These tasks, initiatives, and goals are directly and indirectly related to the AVS business plans and the FAA's strategic objectives.

b. The pace of change in the aviation industry, driven by technology and the economy, presents a challenging environment. AVS has responded with a proactive approach in meeting the FAA's safety and service goals. The AVS Management Team (AVSMT) introduced the QMS in January 2004 as one element in an organized approach to cultural change, change management and in recognition of broad industry standards, credentials, and universal acceptance of the ISO 9001 standard. The AVS QMS was formally certified on September 20, 2006.

7. AVS Quality Policy. AVS is committed to continuously improving the world's safest

aerospace system. AVS fulfills this commitment by responding to our stakeholders, supporting the interests of the flying public, valuing the contributions of each employee, and meeting the requirements of the AVS quality management system.

8. AVS Quality Objectives (ISO 9001:2015 Paragraphs 6.2.1, 6.2.2, and 7.3.b)

a. A Quality Objective is defined as a quality result the organization intends to achieve. Quality Objectives must be measureable, show progress, and be reported through the MR/HUD (Dashboard), as applicable. They must be based on or derived from an organization's quality policy and must be consistent with it. Quality Objectives are usually formulated at all relevant levels within the organization and for all relevant functions.

b. When achieving the Quality Objectives, the organization must determine; what will be done, what resources are required, who will be responsible, when it will be completed, and how the results will be evaluated.

c. When reporting Quality Objectives, the organization should refer to the Analysis, Evaluation and Management Review job aid for monitoring, measurement, analysis and evaluation.

9. Interaction of Processes (ISO 9001:2015 Paragraph 4.4.1.b). Refer to G-3, AVS Interaction of Processes, located on the AVS QMS website.

10. Scope (ISO 9001:2015 Paragraph 4.3). Improving aviation safety through regulatory oversight and monitoring compliance with Title 14 Code of Federal Regulations as they apply to airmen, aircraft manufacturers, repair and maintenance facilities, aviation schools, air operators, aviation agencies, individuals, and organizations. AVS fulfills these responsibilities through its Services and Offices (S/Os) at their respective work locations.

11. Control of Externally Provided Processes, Products, and Services (ISO 9001:2015 Paragraph 8.4).

a. Control of every AVS externally provided process is through one or more of the following methods:

(1) Ensuring the acquisition process is used to select qualified service providers.

(2) Establishing a process to ensure the service provider follows any applicable orders, regulations, and guidance documents.

(3) Developing a Service/Office document that addresses how to control the outsourced process.

(4) Reviewing the output of the outsourced process to ensure it meets all requirements.

(5) Reviewing the performance of outsourced processes as a part of the Management Review/Heads Up Display (MR/HUD).

(6) Developing Service Level Agreements (SLAs), which document roles and responsibilities between the organizations involved in a process.

b. When AVS personnel identify a problem with the output of an outsourced process, the appropriate AVS personnel work with the service provider to resolve the issue and ensure that requirements are met. For example, the FAA Information Technology (IT) HelpDesk ticket system is used to control and correct IT products that are nonconforming. In addition, outside organizations, orders, and regulations often provide guidance to AVS on how to perform their part of the process.

c. The following processes, or significant parts of them, are outsourced to organizations outside Aviation Safety:

(1) **Infrastructure (ISO 9001:2015 Paragraph 7.1.3).** Organizations outside AVS perform processes that ensure the proper infrastructure. Examples include logistics, telecommunications, security, legal, IT, and other government services, as required. These organizations provide guidance on how infrastructure processes are to be completed.

(2) **Purchasing (ISO 9001:2015 Paragraph 8.4).** AVS procures products and services within federally mandated rules through the FAA Acquisition System. Organizations outside AVS, such as the Office of Finance and Management (AFN), provide guidance on how purchasing processes are to be completed. They also perform some service activities, such as issuing purchase orders and contracting actions. Guidance includes areas such as making a purchase and the control of suppliers. AVS S/Os may have internal processes for certain commodities that describe the various steps for which AVS has responsibility when initially making a purchase, evaluating a supplier, and confirming delivery of products and services for payment.

(3) **Competency (ISO 9001:2015 Paragraph 7.2).** Organizations outside AVS maintain evidence of personnel competency as reflected in personnel records including the records of appropriate education, training, and experience. These processes are primarily outsourced to the FAA Human Resources organization. The maintenance of individual competencies and certain refresher training and associated records are the responsibility of the S/Os. Training records for AVS employees are maintained in the eLearning Management System (eLMS) database. AVS determines the necessary competencies for support contract personnel/resources and documents these competencies in contracting documents.

12. Process Applicability.

a. Design and Development of Products and Services (ISO 9001:2015 Paragraph 8.3). In AVS, design and development applies to training. Local technical processes address those design and development activities, as applicable. AVS S/Os may use design and development for additional processes, products, or services, where deemed appropriate.

b. Calibration (ISO 9001:2015 Paragraph 7.1.5). Calibration is only applicable to the Office of Aerospace Medicine (AAM). All other S/Os do not use calibrated equipment to provide evidence of conformity of products and services to requirements.

c. Requirements for Products and Services (ISO 9001:2015 Paragraph 8.2). As a regulator of aviation safety, AVS does not have *customers* in the commercial or business contract sense. AVS' customer is the flying public. AVS uses the word *stakeholder* to describe the relationship with those affected by AVS' policy or its products and services. These relationships are described in S/Os technical/business processes and directives.

d. Special Processes (ISO 9001:2015 Paragraph 8.5.1.f). AVS does not perform any “special” processes where the resulting output cannot be verified by subsequent monitoring and measuring. Special processes are not needed to meet our stakeholder requirements.

13. Roles & Responsibilities. The roles and responsibilities for the QMS are further defined in G-5, AVS QMS Roles and Responsibilities, located on the AVS QMS website.

14. Definitions. Refer to G-6, Glossary of Terms, located on the AVS QMS website.

15. Documented Processes. (ISO 9001:2015 Paragraph 4.4.2.a). In accordance with ISO 9001 requirements, AVS controls documented information for QMS processes. AVS employees can access the latest versions of these documents on the AVS QMS website, on S/O websites, or on other designated electronic sites maintained to ensure currency. AVS-001-007, AVS Document Control Process, describes these QMS documents.

16. Authority to Change This Order. The Associate Administrator for Aviation Safety (AVS-1) has the approval authority to change this order. The Director for Quality, Integration, and Executive Services (AQS-1) manages the change process to this order.

17. Requests to Change This Order. To recommend a change to this order, send a copy of FAA Form 1320-19, Directive Feedback Information (see Order 1320.1, FAA Directives Management), to the AQS Directives Management Officer. Form 1320-19 is attached to this order. If you work in AVS, please submit feedback using the Directives Feedback System.

18. Distribution. This order should be distributed within AVS down through the branch level.

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Date: 2020.07.31 13:58:51
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Ali Bahrami
Associate Administrator for Aviation Safety, AVS-1

Appendix A. Directive Feedback Information

Please submit any written comments or recommendation 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

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:
(attached 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: _____