



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

**ORDER**  
**FS 1100.1F**

Effective Date:  
8/20/17

**SUBJ:** Flight Standards Service Organizational Handbook

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This order describes the Flight Standards Service's (the Service) mission, functions, and organizational structure. The organizational structure and functions at the Executive Director level is documented in Federal Aviation Administration (FAA) Order 1100.1, FAA Organization—Policies and Standards.

This revision reorganizes the Service from a regionally (geographically) based organization to a functionally based organization employing the Safety Management System (SMS) principles of safety assurance, safety standards, Safety Risk Management (SRM), and safety promotion. This revision incorporates updated information on the roles and responsibilities within the Service's organization accordingly.

Revisions to this order should be made based on organizational needs and management considerations and approval. The Business Standards Division (AFB-100) and the Planning and Performance Branch (AFB-160) are responsible for the maintenance of this order.

A handwritten signature in cursive script, reading "John S. Duncan", is positioned above the printed name and title.

John S. Duncan  
Executive Director, Flight Standards Service

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## Chapter 1. General Information

**1. Purpose of This Order.** This order prescribes the Flight Standards Service's (the Service) organizational structure and describes the mission and functions for its organizational elements. It describes how the Service fulfills the responsibilities defined in Federal Aviation Administration (FAA) Order 1100.1, FAA Organization—Policies and Standards.

**2. Audience.** This order affects all Flight Standards Service employees.

**3. Where You Can Find This Order.** You can find this order on the Flight Standards Information Management System (FSIMS) at <http://fsims.avs.faa.gov>.

**4. What This Order Cancels.** Order FS 1100.1E CHG 1, Flight Standards Service Organizational Handbook, dated September 29, 2016, is canceled.

**5. Explanation of Changes:**

- This order reorganizes the Flight Standards Service from a regionally (geographically) based organization to a functionally based organization employing the Safety Management System (SMS) principles of Safety Assurance, Safety Standards, Safety Risk Management (SRM), and Safety Promotion.
- This revision incorporates updated information on the roles and responsibilities within the Service's organization accordingly.

**6. Distribution.** This order is distributed to the branch level in the Service's divisions and all supervisors in the Service's field offices.

**7. Authority to Change This Order.** Revisions will be made based on organizational needs and management considerations and approval.

**8. Definitions (as they apply to this order).**

- a. Administrator.** The head of the FAA.
- b. Associate Administrator.** The title for an official who reports directly to the Administrator and exercises executive direction over a line of business (LOB) (one of two types of Headquarters Organizations).
- c. Delegate.** To commit authority, powers, or functions to another person or organizational element.
- d. Deputy Director.** The title for an official who reports directly to a Director and exercises executive direction over an office on behalf of the Director.
- e. Deputy Executive Director.** The title for an official who reports directly to the Executive Director and exercises executive direction over the Service on behalf of the Executive Director.

**f. Director.** The title for an official who reports directly to the Office of the Executive Director and exercises executive direction over an office of the Service.

**g. Division.** The first organizational subdivision of an office.

**h. Division Manager.** The title for an official who reports directly to an Office of the Director and exercises executive direction over a division.

**i. Executive Director.** The title for an official who reports directly to the Associate Administrator and exercises executive direction over the Service.

**j. Headquarters Organization.** A collective term for LOBs and staff offices (SO).

**k. Line of Business (LOB).** A Headquarters Organization with a primary function of providing a safe and efficient aerospace system. Aviation Safety (AVS) is an LOB of the FAA.

**l. Office of the Administrator (AOA).** Includes the Administrator and Deputy Administrator.

**m. Office/Service.** A collective term used to refer to the principal organizational element one level below the LOB. Flight Standards Service is an Office/Service of AVS.

**9. Directive Feedback Information.** Direct questions or comments to the Technical Information and Communications Programs Branch (AFB-140) at 9-AWA-AFS-140-Directives@faa.gov. For your convenience, FAA Form 1320-19, Directive Feedback Information, is the last page of this order. Note any deficiencies found, clarifications needed, or suggested improvements regarding the contents of this order on FAA Form 1320-19.

## Chapter 2. Organizational Structure—Flight Standards Service

**1. Introduction.** This chapter provides a general description of the Flight Standards Service's overall organizational structure.

**2. Functional Organization.** The Service consists of four functional offices:

**a. Office of Air Carrier Safety Assurance.** The Office of Air Carrier Safety Assurance focuses on the oversight of air carriers conducting operations under Title 14 of the Code of Federal Regulations (14 CFR) part 121, assuring aviation safety and compliance by sharing the Service's Safety Management System (SMS) safety assurance responsibilities with the Office of General Aviation Safety Assurance. The Office of Air Carrier Safety Assurance oversight responsibility is balanced across divisions.

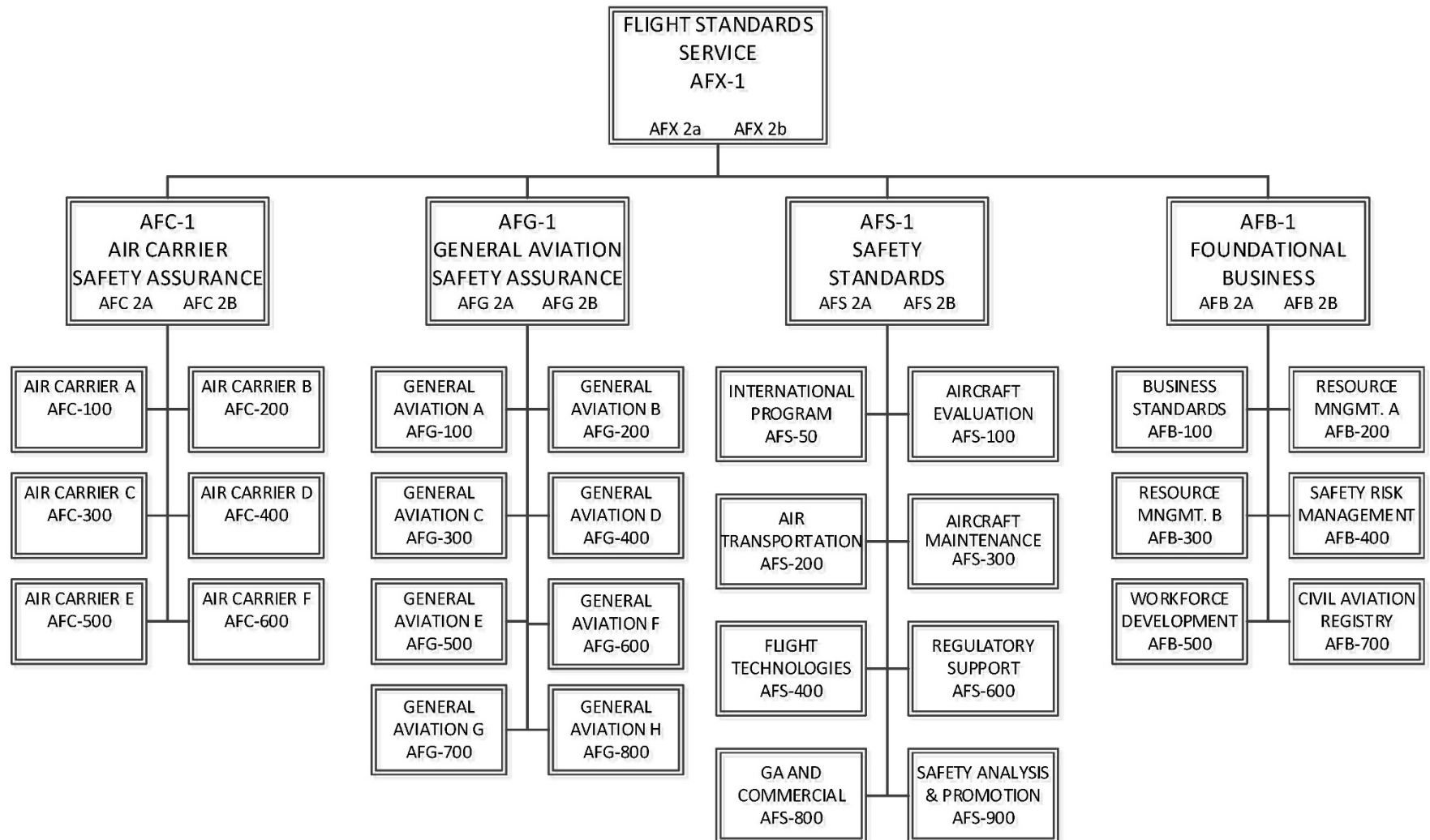
**b. Office of General Aviation Safety Assurance.** The Office of General Aviation Safety Assurance focuses on the oversight of other certificated entities, assuring aviation safety and compliance by sharing the Service's SMS safety assurance responsibilities with the Office of Air Carrier Safety Assurance. The Office of General Aviation Safety Assurance oversight responsibility is balanced across divisions, aligned by Air Operator- and Air Agency-centric functions.

**c. Office of Safety Standards.** The Office of Safety Standards focuses on establishing standards within the Service's purview for operations, repair and alteration of aircraft and operations, the use of designees or delegation, flight technologies, safety promotion, and international operations. This office represents the safety policy component and shares in the representation of the Safety Risk Management (SRM) and safety promotion components of the Service's SMS. These responsibilities are balanced across divisions.

**d. Office of Foundational Business.** The Office of Foundational Business focuses on management and development, aircraft and airmen registration, internal evaluations and investigations, and aviation security. It shares in the representation of the SRM components of the Service's SMS and balances these responsibilities across divisions.

**Note:** The Flight Standards Service functional organization structure is shown in Figure 2-1 below.

Figure 2-1. Flight Standards Service Functional Organization Structure



## Chapter 3. Organizational Change

### 1. Requesting Organizational Change.

**a. Determine the Need for a Change.** After a Director has determined the need for reorganization or realignment, he or she prepares a request, in a decision memorandum format, to the Executive Director. The memorandum should contain, at a minimum, the following information:

- (1) The general purpose of the reorganization.
- (2) An explanation of how the reorganization will apply resources to Flight Standards Service priorities.
- (3) An explanation of how the reorganization relates to the Service, AVS, and FAA strategic initiatives.
- (4) A description of the staffing implications (e.g., increases, decreases, supervisory ratios, etc.). Directors making organizational changes should consult with the appropriate bargaining unit representatives when drafting the proposed reorganization request to ensure union concerns are addressed.
- (5) An explanation of how the reorganization would improve the efficiency and effectiveness of the Service.
- (6) Any issues or situations on which the reorganization could have an adverse impact.

**b. Coordination and Collaboration—Peer Review and Director Leadership Team (DLT) Approval.** For the purpose of this order, any changes made to an existing Service office should be accomplished using a peer review process to evaluate proposed organizational changes and make recommendations on such proposals to the Service's Executive Director. However, the Executive Director may approve or disapprove the proposed changes without establishing a peer review whenever he or she deems appropriate. The result of the peer review will either be a revision of the proposal to reflect changes suggested by the peer review or a recommendation to the Executive Director to either approve or disapprove the proposed change, with or without modification.

**2. Director Leadership Team (DLT).** The DLT consists of the Service's Directors and/or their designated deputies. The chair of the DLT is a designated Deputy Executive Director. The DLT conducts the peer review process for organizational changes to the Service and/or offices as outlined below.

**3. Review by the DLT.** Upon receipt of the memorandum requesting an organizational change, the Deputy Executive Director will call a meeting of the DLT. The Director requesting the change remains part of the DLT to answer questions about the proposed change; however, he or she does not participate in the determination of the recommendations.

**a. Review of Proposed Change.** The DLT will review the proposed change based on the criteria in Chapter 3, subparagraph 1a, using the requested memorandum, any other supplemental information from the manager, and any verbal answers supplied by the Director requesting the change.

**b. Recommendation.** The DLT will prepare a recommendation, along with all supporting material, based on the DLT's decision for the Executive Director to either approve or disapprove the request for an organizational change.

#### **4. Approval/Disapproval by the Flight Standard Service Executive Director.**

**a. Approval.** The Executive Director approves the request for an organizational change.

(1) The Executive Director (or delegate) signs the recommendation memorandum on the "Approved" signature block.

(2) The Executive Director forwards the package to the Office of Foundational Business.

(3) The Office of Foundational Business processes the organizational change under the FAA's directives management system (refer to FAA Order 1100.1, FAA Organization—Policies and Standards) and coordinates changes to this order, as applicable.

**b. Disapproval.** If the Executive Director disapproves the proposed organizational change, the office of the Executive Director returns the package, along with an explanation of the action, to the requesting Director.

**c. Publication.** After approval by the Executive Director, the publication of a change to this order implements the Executive Director's decision.



## **Chapter 4. Mission and Functions**

### **1. Flight Standards Service.**

#### **a. Mission.**

(1) The Flight Standards Service assures the safety of aviation, while enabling adventure, commerce, and service, as outlined in FAA Order 1100.1, FAA Organization—Policies and Standards, Chapter 4, subparagraph 2c, Aviation Safety.

(2) The Flight Standards Service promotes safety through monitoring compliance with the Federal aviation regulations, codified under 14 CFR, including the gathering of evidence and the preparation of Enforcement Investigative Reports (EIR), when appropriate.

#### **b. Major Functions.** With respect to the foregoing, the Service:

(1) Develops, makes recommendation for, and issues regulations and minimum standards.

(2) Develops and recommends national policies for issuance by the Administrator.

(3) Develops and issues guidance, procedures, practices, and program plans consistent with national policies.

(4) Develops and recommends specific program goals and areas of emphasis to guide safety assurance program planning and performance.

(5) Evaluates the adequacy of existing regulations, policies, procedures, practices, and program performance in meeting broad FAA goals, as well as specific program goals.

(6) Develops plans and technical guidance on behalf of AVS for the protection and use of civil aviation resources (except airports) in time of a national emergency.

(7) Provides the substantive content of rules within its purview, as distinguished from the responsibility of the Office of the Chief Counsel (AGC) for the legal adequacy of the rules.

(8) Develops maintenance standards for U.S.-registered aircraft, as distinguished from the Aircraft Certification Service's (AIR) responsibility for the engineering standards and practices, and the manufacturing aspects applied to ensure the airworthiness of aircraft and aeronautical products.

(9) Advises and assists the Associate Administrator for Aviation Safety, AVS-1, in providing support in the justification of budget estimates, administration of executive decisions, and development and maintenance of productive relationships with the public, the aviation community, and other government agencies.

(10) Provides for the development, coordination, and execution of the following, and is accountable to the Associate Administrator for the adequacy of FAA:

- Policies, standards, systems, and procedures;
- Public rules, regulations, and standards; and
- Program plans issued by, or on behalf of, the Administrator.

(11) Provides the effective evaluation of program performance and ensures the adequacy of followup to secure correction of deficiencies.

(12) Ensures that all elements of the Service participate constructively in the FAA Equal Employment Opportunity (EEO) Action Plan and in EEO planning for the future.

(13) Provides leadership and direction in the planning, management, and control of office activities.

(14) Manages the Aviation Safety Inspector (ASI) Credential Program.

(15) Recommends budget levels for formulation of decision packages on national programs and recommends allocations of appropriated resources.

(16) Develops and recommends programs and practices to ensure the professional competency and development of employees.

(17) Determines the need for and recommends research and development (R&D) projects, establishing the relative priority.

(18) Works closely with the Air Traffic Organization (ATO) regarding air shows and other sport aviation matters and facilitates the consideration of the concerns of the General Aviation community in air traffic rules and aviation safety regulatory actions.

(19) Develops national concepts, policies, standards, systems, procedures, oversight, and programs with respect to the operational and flight technical aspects of All Weather Operations (AWO) and flight procedures (except air traffic control (ATC) procedures). These functions are distinguished from the responsibilities of the Aviation System Standards (AVN) to implement agency policy, standards, and criteria in the development and standardization of flight procedures and the flight inspection of air navigation facilities.

(20) Develops policy, procedures, practices, and standardization related to operational and maintenance acceptability of new and modified manned and Unmanned Aircraft Systems (UAS). The Flight Standards Service accomplishes this through Flight Operations Evaluation Boards (FOEB), Flight Standardization Boards (FSB), and Maintenance Review Boards (MRB).

(21) Provides safety determinations on a Foreign Civil Aviation Authority's (FCAA) ability to meet international aviation standards prior to the issuance of Department of Transportation (DOT) economic authority to a foreign 14 CFR part 129 operator and continuously monitors the ability of FCAAs to comply under the International Aviation Safety Assessment (IASA) Program.

**c. Special Delegations.**

(1) Final authority is delegated to the Service's Executive Director to make, issue, amend, and terminate rules and regulations promulgated under Title 49 of the United States Code (49 U.S.C.) subtitles III and VII relating to the following subject matters:

- (a) Appendices to 14 CFR within the purview of the Flight Standards Service.
- (b) Standard Instrument Approach Procedures (SIAP).
- (c) Minimum en route altitudes.
- (d) Flight procedures policy, operational weather minimums, and minimum equipment requirements.

(2) With respect to the functions of Chapter 4, subparagraph 1b, final authority is delegated to the Service's Executive Director:

- (a) To grant or deny exemptions from rules and regulations;
- (b) To issue, amend, withdraw, or extend notices of proposed rulemaking;
- (c) To take final action on any petition for reconsideration of an amendment or a refusal to amend operations specifications (OpSpecs), and to take final action on any request for reconsideration of original issuance, amendment, or refusal to issue or amend an Airman Certificate, Air Carrier Certificate, or Air Agency Certificate; and
- (d) To grant or deny exemptions under 49 U.S.C. to foreign airmen who are directly in charge of inspection, maintenance, overhaul, or repair of aircraft, aircraft engines, propellers, appliances, or components.

**Note:** The authority of subparagraphs 1c(1) and (2) above may not be re-delegated.

**2. Flight Standards Service Offices.**

**a. Office of Air Carrier Safety Assurance.** The Office of Air Carrier Safety Assurance is comprised of divisions, which share responsibilities and balance the level of work identified below:

- (1) Provides all certification and oversight activities for aviation entities conducting operations under, or integrally related to, 14 CFR part 121.
- (2) Ensures consistency and standardization in application of oversight activities, applies Risk-Based Decision Making (RBDM) for enhanced and focused utilization of certification and surveillance resources, and works across the Service to ensure stakeholder and public needs are proactively and expeditiously met.

(3) Investigates accidents, incidents, and possible violations of 14 CFR and ensures compliance of operators' flight procedures, operating methods, airmen qualifications and proficiency, and aircraft maintenance conducted under, or integrally related to, part 121.

**b. Office of General Aviation Safety Assurance.** The Office of General Aviation Safety Assurance is comprised of functionally aligned divisions, which share responsibilities and balance the level of work identified below:

(1) Provides all certification and oversight activities of all aviation entities that are not under the purview of the Office of Air Carrier Safety Assurance's purview.

(2) Ensures consistency and standardization in application of oversight activities by the workforce, applies RBDM for enhanced and focused utilization of certification and surveillance resources, and works across the Service to ensure stakeholder and public needs are proactively and expeditiously met.

(3) Conducts or assists in investigating accidents, incidents, and possible violations of 14 CFR and ensures the adequacy of operators' flight procedures, operating methods, airmen qualifications and proficiency, and aircraft maintenance not under the Office of Air Carrier Safety Assurance's purview.

**c. Office of Safety Standards.**

(1) The Office of Safety Standards is comprised of the following divisions:

- International Program Division (AFS-50).
- Aircraft Evaluation Division (AFS-100).
- Air Transportation Division (AFS-200).
- Aircraft Maintenance Division (AFS-300).
- Flight Technologies Division (AFS-400).
- Regulatory Support Division (AFS-600).
- General Aviation and Commercial Division (AFS-800).
- Safety Analysis and Promotion Division (AFS-900).

(2) The divisions of the Office of Safety Standards focus on the following:

- (a) Air carrier and air taxi operations, and the maintenance and alteration of aircraft.
- (b) International agreements and certification and oversight for foreign entities, and determining operational suitability of aircraft.
- (c) Operating airmen, general flight operations, UAS, and flight technologies associated with air traffic management, airspace requirements, and Instrument Flight Procedures (IFP).

(3) The Office of Safety Standards is responsible for the following:

- (a) Develops, implements, and tracks regulations, guidance, and directives.

(b) Works collaboratively and interdependently with other Service offices, divisions, and internal and external stakeholders to identify and create awareness of trends impacting aviation safety.

**d. Office of Foundational Business.**

(1) The Office of Foundational Business is comprised of the following divisions, which share responsibilities and balance the level of work between them:

- Business Standards Division (AFB-100).
- Resource Management A Division (AFB-200).
- Resource Management B Division (AFB-300).
- Safety Risk Management Division (AFB-400).
- Workforce Development Division (AFB-500).
- Civil Aviation Registry (AFB-700).

(2) The Office of Foundational Business is responsible for the following:

(a) Implements, delivers, and evaluates the Service's core support needs to include registry, resource recruitment and development, infrastructure, staffing, financial management, and workplace programs.

(b) Identifies national foundational business trends, stays informed regarding workplace of choice and recruitment initiatives, and stands as a leader in recruiting, developing, and delivering innovative aviators into the Service's ranks.

(c) Provides inter/intra-agency liaison functions, AVS-wide emergency planning/response, and ASI credentialing.

(d) Represents the quality control and assurance arm of the Service's Safety Management System (SMS) responsible for the application of safety management and quality management within the Service, and for identifying risks that transcend individual regulated entities, straddle multiple sectors of the industry, and/or rise to the level at which they require national or governmental attention.



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: FAA Order FS 1100.1F, Flight Standards Service Organizational Handbook

To: Flight Standards Directive Management Officer, AFB-140 Directives Mailbox  
(9-AWA-AFS-140-Directives@faa.gov)

*(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: \_\_\_\_\_