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## AIR-002-083-W2

# Aircraft Certification Service (AIR) Organization Designation Authorization (ODA) Scorecard User's Guide Work Instruction

**Purpose:** This work instruction provides the requirements and best practices for completing and using an ODA Scorecard, including the solicitation of input from ODA holders. The scorecard provides data that is the foundation for productive dialogues leading to action plans, where needed. In this way, it enables the Federal Aviation Administration (FAA) and industry to come together to work collaboratively to strengthen AIR-Industry relationships.

**Scope:** This work instruction applies to the AIR's managing offices of ODAs with design approval authority related to Type Certification (TC) and Supplemental Type Certification (STC).

**Related documents:**

Order - FAA Order 8100.15, Organization Designation Authorization Procedures

**Approval:** \_\_\_\_\_  
**Director, Compliance and Airworthiness Division, AIR-700**



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<b>REVISION HISTORY</b>		
<b>Rev</b>	<b>Description of Change</b>	<b>Effective Date</b>
0	Original	August 26, 2016
1	<p>Minor changes made to address FAA and Industry feedback from the 2016 ODA Scorecard cycle. Changes include: Purpose Section – adding language that links the ODA Scorecard effort to the AIR Blueprint; Feedback Section – typo correction; reformatted and moved Information and Best Practices from Body of document to Appendices for ease of use in locating information; Appendices – addition of graphics and various clean-up and clarification changes to help implement standardized understanding and use in the field.</p> <p>Note: no changes were made to any of the requirements in the document (ref. Section 2, Responsibilities).</p>	July 12, 2017
2	<p>Minor changes made to address FAA and Industry feedback from the 2017 ODA Scorecard cycle. Changes include: Responsibilities Section – organizational name changes resulting from AIR Transformation. Inclusion of performance consideration tables and a best practice for comments in Sections A.2 and A.3. Nomenclature change in Section B.2. Nomenclature change, addition of new Mandatory Reason for Retention, and reformatting of participation reasons in Section B.3. Addition of a best practice in Section C.4. Addition of Appendix E to address Test Details Tab. Updated graphics, clarifications, and typographical corrections throughout the document to help implement standardized understanding and use in the field.</p>	

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## 1. Overview

- 1.1. The FAA and industry are heavily invested in ODAs and both share a desire to optimize the ODA system. A well-organized and mature ODA, along with a well-organized and mature organization management team (OMT), provide an effective and efficient system for the certification of products and articles. The scorecard provides the opportunity to identify and address, via action plans, areas for improvement that are essential to the success of both parties. The scorecard allows the FAA and the ODA holder to assess each other's performance and satisfaction with the ODA program and associated certification activity. The scorecard also provides data that can differentiate local from national issues, so the appropriate group can work them. Currently, the scorecard is applicable to the design aspects of Type Certification (TC) and Supplemental Type Certification (STC) ODAs.
- 1.2. Section 2 of this work instruction is directive in nature. The use of the word "must" and an action verb in the imperative sense (e.g., conduct, do, notify, etc.) indicates that the actions are mandatory.
- 1.3. The use of words such as "may" or "should" in this work instruction indicates that an action is a best practice that we encourage you to follow.

## 2. Responsibilities:

This section provides the requirements for completing an ODA scorecard.

- 2.1. **AIR-700.** Prior to March 1 of each year, AIR-700, with input from the BASOO Branch Manager, must establish a schedule and plan for completion of the ODA Scorecards, which must be posted on the ODA Scorecard SharePoint Site  
<https://avssp.faa.gov/avs/aircert/ntltms/ODAscrdprot/SitePages/Home.aspx>  
 AIR-700 will maintain a current version of the ODA Scorecard on the site above.
- 2.2. **ACO and BASOO Branch Managers.** In accordance with the annual schedule and plan established by AIR-700, you must ensure completion of the ODA Scorecards applicable to your office.

*Information.* The annual schedule and plan are contained in other documents and identify, among other information, significant dates, a listing of the participating

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companies and their FAA managing offices, and applicable scorecard types for each company.

*Best Practice.* The FAA and industry should use the annual schedule and planning information to prepare for the upcoming scorecard cycle.

*Best Practice.* The FAA and industry should use the ODA Scorecard Worksheet to collect the scorecard data to facilitate generation of the completed scorecard and roll-ups. While either party may enter data into the worksheet, checking the accuracy of the completed scorecard is a joint effort. Appendices A through E of this work instruction contain descriptions, information, and best practices associated with the ODA Scorecard Worksheet.

*Best Practice:* Annual schedule and planning documents should be provided by AIR management to participating companies and managing offices early in the annual scorecard cycle. Blank ODA Scorecard Worksheets for each participating company should be provided by AIR management in advance of the data collection phase.

### 3. Feedback.

You may use the Stakeholder Feedback module of the FAA Quality Management System Information Technology Support for submitting any recommendation for improving this work instruction to AIR-700.

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## Appendix A – Description of the ODA Scorecard Worksheet Company Tab

This appendix provides descriptions of key terms used on the Company Tab of the ODA Scorecard Worksheet, along with information and best practices regarding collecting and entering data into each of the three data entry sections (A.1, A.2, A.3). The data is intended to provide a measure of the FAA's and ODA holder's level of satisfaction with each other's performance as well as with the ODA program and associated certification activity. The data entry on this tab is the same for all scorecard types. Note that each data entry section of the worksheet contains two icons; selecting the  icon opens an associated instructional data entry video, while selecting the  icon opens the associated portion of the work instruction.

Company Information			
ODA Name <small>(select from dropdown, modify if needed)</small> SAMPLE DATA Inc.	Scorecard Type TC - Major Programs	Managing Office Example ACO	Qualitative Assessment Reporting Period 9/1/2017 to 8/31/2018
<b>Overall Qualitative Assessments</b>			
<b>Green</b> Company Performance			
Notes <small>(only the first three lines copy to the scorecard)</small> You may expand rows for more space <small>alt+enter for line returns</small> The company is green because the ODA performs well in completing certification projects; even though some issues still exist, they are being worked satisfactorily under the existing action plans (improvements in corrective action timeliness and in self auditing). Certification plan submittals generally meet a high level of quality and completeness.			
<b>Yellow</b> FAA Performance			
Notes <small>(only the first three lines copy to the scorecard)</small> You may expand rows for more space <small>alt+enter for line returns</small> Relationship with FAA is good and improving. However, the FAA is yellow because we need increased delegation in the area of AFMs and we need improvements in FAA ODA manual approval timeliness.			

A.1

A.2

A.3

Scorecard Company Participation Compliance

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**Company Tab Section A.1**

This is the header section of the Company Tab. It automatically sets the **Assessments Reporting Period** as the same 12-month period as the current annual scorecard cycle. The **ODA Name**, Scorecard Type, and **Managing Office** are selectable using drop-down lists.

**Scorecard Type:** There are three types of ODA Scorecards, each aligning with a specific type of certification activity:

- STC: This scorecard contains data specific to STC ODA projects.
- TC-Type Design: This scorecard contains data specific to TC ODA projects (type design changes or major programs) where the projects are characterized by a PNL submittal containing all of the certification planning information necessary for the OMT to make a complete FAA participation decision for the project.
- TC-Major Programs: This scorecard contains data specific to TC ODA projects (type design changes or major programs) where the projects are characterized by a program notification letter (PNL) submittal that does not contain all of the certification planning information necessary to make the complete FAA participation decision for the project. Additional information for the project is typically provided intermittently over an extended period of time in a series of certification plans.

**Company Tab Section A.2**

This is the **Company Performance** portion of the **Overall Qualitative Assessments** section of the Company Tab.

**Company Performance Color Rating:** There are three possible assessment ratings, each represented by a color:

- Red: Performance consistently not meeting expectations, with little or no trend of improvement.
- Yellow: Performance not meeting expectations, but there is a trend of improvement, or performance is meeting expectations, but there is a trend of decline.
- Green: Performance consistently meeting expectations, with a neutral trend or a trend of improvement.

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*Best Practice.* When selecting a color rating, the managing office should consider the factors in Table 1 to assess overall Company Performance:

<b>Table 1 – Considerations for Company Performance</b>	
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• There is a commitment to continuous improvement</li> <li>• The ODA holder's self-audits are robust and successful</li> <li>• The ODA holder finds more significant issues than the FAA (should assess the quality of the findings, not just the quantity)</li> <li>• There is a good root cause analysis and corrective action procedure</li> <li>• Re-audits typically show that corrective actions were effective</li> <li>• The ODA holder meets its commitments for providing timely and acceptable corrective actions</li> <li>• The organization finds and fixes issues without requiring FAA intervention</li> </ul>
<b>Issue Resolution</b>	<ul style="list-style-type: none"> <li>• The ODA holder follows the appropriate issues resolution process and works issues at the lowest appropriate level before elevating</li> <li>• The ODA holder brings significant issues to the attention of the FAA and allows sufficient time to collaborate on solutions</li> <li>• The ODA holder addresses issues brought forth by the FAA in a timely manner</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• The ODA holder is responsive</li> <li>• The company supports the ODA unit's decisions</li> <li>• Responses to FAA questions are clear and, if not, they are willing to provide additional clarity</li> <li>• The ODA holder uses data to support conclusions</li> </ul>

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<b>Communication &amp; Guidance</b>	<ul style="list-style-type: none"> <li>• The ODA Holder exhibits good communication, professionalism, and responsiveness to OMT needs and queries.</li> <li>• The ODA holder and unit strive to resolve matters internally before asking the FAA for guidance</li> <li>• The ODA holder accepts constructive guidance</li> </ul>
<b>Project Involvement</b>	<ul style="list-style-type: none"> <li>• The ODA holder understands and utilizes its granted authority to the maximum extent possible</li> <li>• The ODA holder takes on appropriate delegations that enable the FAA to be less involved in low risk certification activities</li> <li>• The ODA holder strives to understand the OMT's reasons for retention and, when applicable, works to address the issue that is causing it</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>• The ODA holder routinely meets their commitments</li> <li>• Proposed schedules are reasonable, and when the schedules change significantly, they update the FAA to ensure their resources will still be available</li> <li>• The ODA holder does not rely on the FAA to be their quality checker</li> <li>• The ODA holder is proactive instead of waiting for the FAA to identify shortfalls</li> <li>• The ODA holder addresses project related issues when appropriate</li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li>• The ODA holder has sufficient resources</li> <li>• The ODA holder maintains a full complement of capable unit members</li> <li>• The ODA holder is supportive of the ODA units role and its UMs</li> <li>• The ODA Holder does not interfere with the ODA unit's ability to perform its functions</li> <li>• The ODA Holder does not interfere with the ODA administrator's ability to manage the ODA</li> </ul>

An attempt has been made to provide a broad set of considerations in Table 1 when determining an overall performance rating. It is recognized that no list will be comprehensive and that the managing office can evaluate factors not explicitly listed when determining the performance rating. The managing office should give additional consideration to the size, complexity, and maturity of the company and its ODA unit. For

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example, a large ODA may execute hundreds of projects in a year and it would not be unusual for both parties to experience some disagreements or difficulties due to the quantity of projects. The managing office should also consider the body of work produced by the company rather than limited or isolated instances of good or bad performance.

*Best Practice.* The color rating should be supportable by the data in the other tabs of the Worksheet or by other verifiable data sources beyond what the scorecard measures.

*Best Practice.* The company should not participate in the selection of this color rating.

**Company Performance Notes:** Overall assessment by the FAA managing office of the company's performance (including the ODA unit) over the Assessments Reporting Period.

*Best Practice.* Comments should be included to help identify the primary contributing factors to the selected color rating.

*Best Practice.* Comments should be included to indicate how well any open action plans are progressing.

**Company Tab Section A.3**

This is the **FAA Performance** portion of the **Overall Qualitative Assessments** section of the Company Tab.

**FAA Performance Color Rating:** There are three possible assessment ratings, each represented by a color:

Red: Performance consistently not meeting expectations, with little or no trend of improvement.

Yellow: Performance not meeting expectations, but there is a trend of improvement, or performance is meeting expectations, but there is a trend of decline.

Green: Performance consistently meeting expectations, with a neutral trend or a trend of improvement.

*Best Practice.* When selecting a color rating, the company should consider the factors in Table 2 to assess overall FAA Performance:



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<b>Table 2 – Considerations for FAA Performance</b>	
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• The FAA is working on continuous improvement (clearer guidance, quicker turnaround times, more consistency)</li> <li>• The FAA provides timely feedback for proposed corrective actions</li> </ul>
<b>Issue Resolution</b>	<ul style="list-style-type: none"> <li>• The FAA works with the ODA holder on the resolution of issues in good faith and are willing to listen to alternative approaches and work toward mutually acceptable solutions within regulations and policy</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• The FAA is responsive</li> <li>• The OMT is responsive</li> <li>• OMT responses are generally consistent despite changes in OMT members (this excludes inconsistencies driven by policy changes)</li> <li>• OMT responses are clear and, if not, they are willing to provide additional clarity</li> <li>• The OMT uses data to support conclusions</li> </ul>
<b>Communication &amp; Guidance</b>	<ul style="list-style-type: none"> <li>• FAA exhibits good communication, professionalism, and responsiveness to Company and ODA needs and queries.</li> <li>• The FAA readily provides constructive guidance to UMs when requested by the holder.</li> <li>• The OMT is willing to get policy guidance from the procedural and technical policy offices when necessary</li> </ul>

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Project Involvement	<ul style="list-style-type: none"> <li>• The OMT's reasons for retention are provided and clear</li> <li>• The OMT uses direct involvement in the critical path only when necessary</li> <li>• The OMT has granted the maximum authority possible to the ODA and utilizes that authority to the maximum extent possible (notwithstanding performance issues)</li> </ul>
Project Management	<ul style="list-style-type: none"> <li>• The FAA routinely meets their commitments</li> <li>• When FAA resource constraints significantly affect the schedule, they update the ODA holder to minimize impact to the project</li> <li>• The FAA works with the ODA holder to improve their ability to achieve first-pass-quality</li> <li>• The FAA promptly brings identified shortfalls to the attention of the ODA holder and monitors the resolution accordingly</li> </ul>
Resources	<ul style="list-style-type: none"> <li>• The FAA Management understands and appreciates the role of the OMT</li> </ul>

An attempt has made to provide a broad set of considerations in Table 2 when determining an overall performance rating. It is recognized that no list will be comprehensive and that the company can evaluate factors not explicitly listed when determining the performance rating.

*Best Practice.* The managing office should advise the company to select colors supportable by the data sections of the scorecard or other verifiable data sources beyond what the scorecard measures. The managing office also should advise the company to consider the overall work of the FAA OMT rather than limited or isolated instances of good or bad performance, when selecting a color.

*Best Practice.* The FAA should not participate in the selection of this color rating.

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**FAA Performance Notes:** Overall assessment by the company of the FAA's ODA-related performance over the Assessments Reporting Period.

*Best Practice.* Comments should be included to help identify the primary contributing factors to the selected color rating.

*Best Practice.* Comments should be included to indicate how well any open action plans are progressing.



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### **Participation Tab Section B.1**

This is the header section of the Participation Tab. It sets the Participation Reporting Period, and documents the number of Issue Papers Started and the percent retention Counting Method used in Section B.4.

**Participation Reporting Period:** This is the reporting period for all data on this tab (except for Issue Papers Started), and is selectable using a drop-down list. Available options are 12-month, 6-month, or 3-month periods that end at the same time as the end of the current annual scorecard cycle.

*Information.* While 12 months is the standard, default reporting period, it may be more efficient to collect data over a 6-month or 3-month period if that data is reflective of the project activity and performance of the 12-month period.

*Information.* The drop-down list includes an option for “all”. This selection calculates the scorecard using all listed data, regardless of the reporting period.

*Best Practice.* The FAA managing office should discuss the appropriate reporting period with the company, and come to agreement on the most reflective and efficient sampling period to select.

**Issue Papers Started:** This is the number of issue papers that have been started between the FAA and Company (see reporting period information below).

*Information.* An issue paper is considered to be “started” when it has been formally established by receiving its first signatures. This typically occurs with the issue paper written at Stage 1; however, more mature or routine issue papers may receive their first signatures with the issue paper written at a later stage.

*Information.* The reporting period for this count is the same 12-month period as the current annual scorecard cycle; it may not necessarily be the same as the Participation Reporting Period used for the rest of the information on the Participation Tab.

**Counting Compliance Documents/Findings:** An identification of the method used to calculate the Percent Retained value (see Section B.4). There are two methods available; Compliance Findings – percent retained by compliance finding, and Compliance Documents – percent retained by compliance document (a.k.a., checklist item or project deliverable).

*Information.* The method is selectable using a drop-down list. Note that each method modifies the data entry column headers in Section B.4, accordingly.

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*Best Practice.* STC and TC-Type Design Scorecards should use the Compliance Findings method; TC-Major Programs Scorecards should use the Compliance Documents method. In any case, once a method is established for a Company's scorecard(s), subsequent scorecards should use the same method to ensure that effective trending information is maintained.

**Participation Tab Section B.2**

This is the **PNL and Certification Plan Review** section of the Participation Tab. It collects project initiation information in a standardized list.

*Best Practice:* The data collected in this section should be gathered at the time the FAA initially responds to the applicant on the level of FAA project participation. For many projects, this is when the FAA responds to the PNL data package. For longer duration projects (e.g., new major TC programs), the applicant may submit a PNL initially, and then multiple certification plans during the course of the program. In these cases, the data should be gathered by the FAA at the time the FAA responds to an individual certification plan, not necessarily the PNL.

**Project Name/Project Number or Program Name/Cert Plan Number:** A listing of unique names and numbers for any ODA-managed certification projects for which a project participation decision was made during the Participation Reporting Period, regardless of whether the project is open or closed on the last day of the reporting period. This includes projects initiated without a PNL and certification plans that did not need to be submitted for FAA review. Minor change projects are excluded from the list.

*Information.* The list contains Project Name/Project Number for STC and TC - Type Design Scorecard Types, and Program Name/Certification Plan Number for TC - Major Programs Scorecard Types.

*Information.* The intent of the Major Programs worksheet is to collect data for the entire length of a major program, which will likely span multiple scorecard cycles. The drop-down list in the Participation Reporting Period field controls the data set that is used to populate the scorecard at any given time.

*Information.* This list includes PNLs and certification plans that were submitted to the FAA where the FAA made the participation decision, as well as those not submitted where the decision was made by the company or via established procedures.

*Best Practice.* The FAA managing office should discuss the company's No-PNL and major TC programs certification plan submittal processes with the Company and come to

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agreement on how No-PNL projects and certain major TC program certification plans are accounted for in the Participation Reporting Period established for a given scorecard.

**Project Notification Required?:** This field provides a yes/no indication of whether or not a PNL was required for a STC or TC-Type Design project, or whether or not a particular certification plan was required to be submitted as part of a TC-Major Programs project.

**Date PNL/Cert Plan Submitted and Date of Final Response:** The submittal date and final response date for each listed project number, or certification plan number, for which a submittal was made. These dates are used to calculate the **Days to Final Response**.

*Information.* Final response is considered to be the point at which all FAA participation decisions for the project, or certification plan, have been made and the OMT provides this information to the ODA holder, authorizing them to conduct the project activity accordingly.

*Information.* If the Date of Final Response falls outside of the currently selected Participation Reporting Period, then this cell will turn red as an indication to the user and none of the participation data for the associated project, or certification plan, will transfer to the Scorecard Tab.

*Best Practice.* The FAA managing office and company should discuss and come to agreement on the date to be used for “first submittal” (e.g., the date the ODA holder submits the PNL or certification plan, or the date that the FAA receives the submittal).

*Best Practice.* In order to collect data for projects, or certification plans, that do not get submitted (e.g., No-PNL), the project number, or certification plan number, should be listed with a Date of Final Response that falls within the reporting period. The Date PNL/Cert Plan Submitted should be left blank so that the worksheet does not calculate a false FAA response time.

**Number of Review Cycles:** For each listed project, or certification plan, the number of times the PNL (or documents included in the PNL data package), or certification plan for TC-Major Programs Scorecards, were submitted by the Company to obtain the final response. If the PNL or certification plan were not submitted, then leave this cell empty and do not enter a zero value.

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### Participation Tab Section B.3

This is the **Participation Reasons** section of the Participation Tab. It collects project participation reasons in the standardized list for each project or certification plan.

*Best Practice:* The data collected in this section should be gathered at the time the FAA initially responds to the applicant on the level of FAA project participation. For many projects, this is when the FAA responds to the PNL data package. For longer duration projects (e.g., new major TC programs), the applicant may submit a PNL initially, and then multiple certification plans during the course of the program. In these cases, the data should be gathered by the FAA at the time the FAA responds to an individual certification plan, not necessarily the PNL.

*Best Practice.* It is understood that the data in this section is a measure of planned FAA participation and should not be updated or modified to reflect actual FAA participation for a given project or certification plan.

**Participation without Retention:** For each listed project, or certification plan, an indication of which categories were identified as a specific reason for FAA participation without retention in that project, or certification plan.

#### **Mandatory Reasons for Participation without Retention:**

Per the ODA order, an ODA holder may not perform regulatory activity.

- Inherently Governmental – This includes, but is not limited to, issue paper development, interpretations of airworthiness standards, application of ELOS provisions applied under the provisions of 14 CFR part 21, elimination or revision of AFM limitations that were incorporated as a result of an airworthiness directive, and reduction of life limits on life-limited components, or new or different inspection requirements to address an unsafe condition.

#### **Discretionary Reasons for Participation without Retention:**

- AEG ICA (Authorized) – participation without retention for any of the discretionary reasons below, limited to activities related to AEG review and acceptance/recommendation of acceptance/concurrence of ICA when the ODA is authorized to utilize function codes 8180 for TC or 11180 for STC.
- Performance Issues – participation without retention in activities or areas in which the ODA holder needs to improve performance, including technical compliance areas or project management activities.

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*Best Practice.* When “Performance Issues” is identified as a reason for FAA participation in a project, the associated FAA oversight/surveillance, ODA holder self audit, or ODA holder corrective action identification information should be referenced in the Project Notes area on the right-hand side of the data collection area.

- Insufficient Demonstration – participation without retention in activities or areas in which the ODA holder has not had the opportunity to demonstrate their ability to determine compliance or conduct project management activity. This participation is appropriate to consider when regulations, policy, or procedures have changed since the ODA holder’s last type certification program in a way that impacts their ability to determine compliance, or if the project involves new or unique design features, or new or differing methods of compliance, with which the ODA holder does not have sufficient experience.
- Areas Critical to Safety/High Risk – participation without retention in activities or areas in which the FAA has determined that involvement is necessary due to high safety risk. Could include testing of critical areas/characteristics, especially those areas that are subjective or warrant independent review.
- Service Difficulty – participation without retention in activities or areas in which the ODA holder’s previous approvals have resulted in service difficulties or safety related problems.
- Project Knowledge – participation without retention in a project for the purpose of gaining familiarity with a particular delegated certification activity. This is typically done to supplement FAA experience for certification activities that do not take place often or may be unique to a particular company.
- Other – This applies to discretionary participation without retention that is not covered by any of the other Discretionary Reasons above.

**Oversight:**

- Participation (without retention) in any delegated activity or area of a project for the purpose of conducting oversight. This may include observing delegated tests or inspections being conducted by the ODA unit, or the review of decisions and compliance findings made by the ODA unit.

**Retention:** For each listed project, or certification plan, an indication of which categories were identified as a specific reason for FAA retention in that project or certification plan.

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**Mandatory Reasons for Retention:**

Per the ODA order, the FAA must perform any activity for which the ODA holder is not authorized, and the ODA holder may not be delegated authority in any area reserved for FAA approval.

- AEG ICA (Not Authorized) – participation limited to AEG review and acceptance, recommendation of acceptance, or concurrence of ICA when ODAs do not have the associated authority (i.e., the ODA is not authorized to utilize function code 8180 for TC or 11180 for STC).
- AEG Functions (Not Delegable-Flight Manuals) – AEG review and acceptance of Aircraft Flight Manuals (AFM) and AFM supplements, and Rotorcraft Flight Manuals (RFM) and RFM supplements.
- AEG Functions (Not Delegable-Other) – AEG participation in areas reserved for the FAA (excluding review and acceptance, recommendation of acceptance, or concurrence of AFM/RFM and their supplements). Includes:
  - approval of the MMEL (original or changes),
  - review of operational suitability (e.g., flight crew operating manual), crew training, and evacuation demonstrations, and
  - review and acceptance, recommendation of acceptance, or concurrence of ICA for projects that use the MRB or MTB process, or for changes associated with ADs (including AMOCs) whether ODAs have the associated authority or not.
- Part 26 electrical wiring interconnect systems (EWIS) (Not Authorized) – participation is limited to EWIS ICA approval for ODAs that do not have the associated authority (i.e., the ODA is not authorized to utilize function code 8190 for TC or 11190 for STC).
- Noise & Emission (Not Authorized) – participation in an area related to noise or emission for which the ODA is not authorized.
- Other – This applies to mandatory retention that is not covered by any of the other Mandatory Reasons above. It applies to areas for which the ODA is authorized, but procedures manual limitations apply (e.g., FAA involvement on a Boeing 787 project when the procedures manual states that avionic and electrical system installations are limited to Boeing 727, 737, and 747 series aircraft). It also applies to cases where the ODA is authorized, but the ODA holder does not currently have qualified unit members available to make the associated compliance findings.

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*Information.* As the FAA further implements the scorecard process and increases delegation, the above areas of involvement may change. The scorecard format and metrics will be updated as required to reflect these changes (i.e., areas that were once mandatory may become discretionary as a result of policy changes).

**Discretionary Reasons for Retention:**

- AEG ICA (Authorized) – Retention for any of the discretionary reasons below, limited to AEG review and acceptance/recommendation of acceptance/concurrence of ICA when the ODA is authorized to utilize function codes 8180 for TC or 11180 for STC. It also applies to cases where FAA participation is mandated by rule (e.g., 26.21(b), 26.43(b), etc.).
- Performance Issues – retention in activities or areas in which the ODA holder needs to improve performance, including technical compliance areas or project management activities.

*Best Practice.* When “Performance Issues” is identified as a reason for FAA participation in a project, the associated FAA oversight/surveillance, ODA holder self audit, or ODA holder corrective action identification information should be referenced in the Project Notes area on the right-hand side of the data collection area.

- Insufficient Demonstration – retention in activities or areas in which the ODA holder has not had the opportunity to demonstrate their ability to determine compliance or conduct project management activity. This participation is appropriate to consider when regulations, policy, or procedures have changed since the ODA holder’s last type certification program in a way that impacts their ability to determine compliance, or if the project involves new or unique design features, or new or differing methods of compliance, with which the ODA holder does not have sufficient experience.
- Areas Critical to Safety/High Risk – retention in activities or areas in which the FAA has determined that involvement is necessary due to high safety risk. Could include testing of critical areas/characteristics, especially those areas that are subjective or warrant independent review.
- Service Difficulty – retention in activities or areas in which the ODA holder’s previous approvals have resulted in service difficulties or safety related problems.
- Other – This applies to discretionary retention that is not covered by any of the other Discretionary Reasons above.

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### **Participation Tab Section B.4**

This is the **Participation Depth** section of the Participation Tab. It allows the detailed level of FAA project retention for a given project or certification plan to be entered into the standardized list.

*Best Practice:* The data collected in this section should be gathered at the time the FAA initially responds to the applicant on the level of FAA project participation. For many projects, this is when the FAA responds to the PNL data package. For longer duration projects (e.g., new major TC programs), the applicant may submit a PNL initially, and then multiple certification plans during the course of the program. In these cases, the data should be gathered by the FAA at the time the FAA responds to an individual certification plan, not necessarily the PNL.

**Retention:** For each project or certification plan, this section contains the associated counts of Total Compliance Findings/Documents, Total Tests, Retained Compliance Findings/Documents, and Retained Tests. These numbers are used to calculate the **Percent Retained** value.

#### **Total Compliance Findings/Documents and Retained Compliance**

**Findings/Documents:** Obtained by using either analysis Method 1 or Method 2.

*Best Practice.* Scorecard participants should refer to examples of each method which should be made available to all participants by AIR management.

#### **Method 1: Percent Retained by Compliance Finding**

This method calculates a percentage ratio of retained findings of compliance to total findings of compliance for a given project. Primarily applicable for STC ODAs for Part 23, 25, 27 and 29 products, but may apply to other product types or TC ODAs. This method is the most detailed of the two and is likely the most accurate.

*Information.* The total number of compliance findings equals the sum of all instances of a compliance finding for each regulation.

*Best Practice.* For the purposes of the ODA Scorecard, all AEG acceptance, recommendations of acceptance, concurrence, etc., activities should be included in this count.

Method 1 STC/TC-Type Design Example: Assume that Project SA12340SE-T had 24 regulations associated with it. Out of those 24 regulations, 18 regulations had a single compliance finding for each regulation, 4 regulations had three findings of compliance for each regulation, and 2 regulations had 5 findings of compliance for each regulation. The total number of compliance findings = (18) + (12) + (10) = 40. If the plan identifies that

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the FAA will make 4 of those findings of compliance, then the percentage of retention by the FAA for Project SA12340SE-T would be 4/40, or 10%.

Method 1 TC-Major Programs Example: Assume that Program 1, CP-1-1, had 75 regulations associated with it. Out of those 75 regulations, 60 regulations had a single compliance finding for each regulation, 8 regulations had two findings of compliance for each regulation, 4 regulations had three findings of compliance for each regulation, 2 regulations had four findings of compliance for each regulation, and 1 regulation had five findings of compliance for each regulation. The total number of compliance findings = (60) + (16) + (12) + (8) + (5) = 101. If the plan identifies that the FAA will make 8 of those findings of compliance, then the percentage of retention by the FAA for Program 1, CP-1-1, would be 8/101, or 8%.

**Method 2: Percent Retained by Compliance Document**

This method calculates a percentage ratio of retained compliance documents (aka. checklist items or project deliverables) to total compliance documents for a given project or certification plan. Primarily applicable for STC ODAs with Part 33 and 35 products, and for all TC Major Program certification activities, as an alternative to Method 1 to more easily calculate the percent retention using the compliance checklist(s) associated with each engine project and/or certification plan.

*Best Practice.* For each of these projects, you may determine the total number of compliance checklist items and provide the percent that were retained by the FAA.

*Best Practice.* For the purposes of the ODA Scorecard, any compliance document receiving an AEG acceptance, recommendation of acceptance, concurrence, etc., should be considered a retained document.

Method 2 STC/TC-Type Design Example: Assume that Project SA12340SE-T had 21 total checklist items associated with it. If the FAA retains 8 of the items, then the percent retained is 8/21, or 38%.

Method 2 TC-Major Programs Example: Assume that Program 1, CP-1-1, had 100 total compliance documents associated with it. If the FAA retains 29 of the documents, then the percent retained is 29/100, or 29%.

**Total Tests and Retained Tests:** Total Tests is a count of all certification tests being conducted for each project or certification plan. It includes Engineering Tests and Flight Tests (see test type information below) and is typically counted as the number of test plans. However, if the applicant uses a “master” test plan that covers a variety of test types, the intent is to count by test type. Additionally, Total Tests is not necessarily equal to the total number of each test condition, point, article, flight, etc.

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Retained Tests are typically counted as any of the Total Tests where the FAA retains, witnesses, or inspects any portion of one of those tests.

*Information.* Engineering Tests are any certification tests, other than Flight Tests, used to generate substantiation data for the project, whether it is conducted by the applicant only (i.e., applicant showing only) or with FAA or unit member participation. Engineering Tests includes engineering inspections (e.g. cabin interior walks, electrical conformity inspections). The ODA holder should have primary responsibility for providing the total number of certification engineering tests given that the FAA may not have visibility of all planned tests. Note that Engineering Tests is not a count of tests conducted by the applicant to prepare for certification tests.

*Information.* Flight Tests are aircraft-level certification tests performed by Flight Test Pilots and Flight Test Engineers (e.g. performance, handling qualities, flight crew workload, etc) to generate substantiation data for the project. This includes ground tests that are required to be performed by the Flight Test discipline, such as evaluation of cockpit controls and displays. The ODA holder should have primary responsibility for providing the total number of certification flight tests given that the FAA may not have visibility of all planned tests.

*Best Practice.* There are many acceptable ways to count Total Tests; an acceptable level of granularity is one that fairly characterizes FAA involvement in this testing. Local FAA offices and ODA holders should agree on the particular counting method and apply the method consistently across disciplines and scorecard types in that company.

## Appendix C – Description of the ODA Scorecard Worksheet Compliance Tab

This appendix provides descriptions of key terms used on the Compliance Tab of the ODA Scorecard Worksheet, along with information and best practices regarding collecting and entering the data into each of the three data entry sections (C.1, C.2, C.3, C.4). The data is intended to provide a measure of an ODA holder's compliance and safety performance, and is commonly referred to as "Measures of Company Compliance/Safety". The data entry on this tab is the same for all scorecard types. Note that each data entry section of the worksheet contains two icons; selecting the  icon opens an associated instructional data entry video, while selecting the  icon opens the associated portion of the work instruction.

**Measures of Company Compliance / Safety** Compliance Reporting Period: 9/1/2016 to 8/31/2018 SAMPLE DATA Inc.

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**Safety Measures**

Airworthiness Standard Non-Compliances	Total Airworthiness Directives (ADs)	ADs Related to Airworthiness Standard Non-Compliances	
1	2	3	9/1/2016 - 8/31/2017
4	5	6	9/1/2017 - 8/31/2018

**Safety Measures Notes** *(only the first 2.5 lines copy to the scorecard - alt-enter for line returns)*

During the latest 2-year reporting period, the company performed very well in reporting airworthiness NCs and issues that represent unsafe conditions requiring an AD. No concerns in year-to-year trends.

 

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**System Measures**

Significant Non-Compliances Identified	Those Identified by the Company	
1	2	9/16-8/17
3	4	9/17-8/18

*Significant non-compliances are those that fall in to these three categories: airworthiness standard non-compliances, regulatory non-compliances, and policy non-compliances (excludes procedures manual discrepancies that are non-compliant with policy).*

**System Measures Notes** *(only the first 2.5 lines copy to the scorecard - alt-enter for line returns)*

4 significant non-compliances have been identified in the ODA holder's self audit. Another 14 significant noncompliances were identified by the FAA. We recommend improvements in self auditing by the holder to better align with the FAA findings. The year-to-year trend also supports that improvements need to be made in self auditing.

 

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**Corrective Action Measures**

Corrective Actions That Were:		"% of Corrective Actions Completed by Committed Date"	Late	Average % Deadline Missed By	
Open @ End of Period	Closed During Period				
1	2	2.0%	98.0%	6.0%	
3	4	4.0%	96.0%	12.0%	

*Closed = completed + verified  
Completed = all action(s) implemented, not yet verified*

**Corrective Action Measures Notes** *(only the first 2.5 lines copy to the scorecard - alt-enter for line returns)*

Only two corrective actions opened this reporting period. One is being worked cooperatively with the ODA. One was satisfactorily completed but not yet verified or closed. No concerns in year-to-year trends. There was one late item: it missed the deadline because the FAA took an excessive amount of time to review and approve the procedures manual change.

 

Scorecard Company Participation Compliance

C.1

C.2

C.3

C.4

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**Compliance Tab Section C.1**

This is the **header section** of the Compliance Tab. It sets the **Compliance Reporting Period** as the 24-month period ending at the same time as the end of the current annual scorecard cycle.

*Information.* A 24-month reporting period is used so that results from the most recent Delegated Organization Inspection Program (DOIP) inspection can be included in the data collected on this tab for each scorecard.

*Best Practice.* These Measures of Company Compliance/Safety should include all data, even if it is not associated with any approvals, authorizations, certificates issued or acceptance of ICA made under an ODA. Comments should be included in the associated notes area to explain this distinction if it significantly affects the reported data in any section.

**Compliance Tab Section C.2**

This is the **Safety Measures** data entry section of the Compliance Tab. These measures are intended to provide visibility into the potential safety impact of the company's products as they relate to the National Air Space.

**Airworthiness Standard Non-Compliances:** The number of airworthiness standard non-compliances related to the company's products reported from all sources during the Compliance Reporting Period.

**Total Airworthiness Directives (ADs):** The total number of ADs published in the Federal Register as a final rule during the Compliance Reporting Period against any company product with a TC or STC design approval.

**ADs Related to Airworthiness Standard Non-Compliances:** The number of "Total ADs" that are related to an airworthiness standard non-compliance (this includes ADs related to airworthiness standard non-compliances predating the Compliance Reporting Period).

**Safety Measures Notes:** A text box for FAA or Company comments associated with this section to further explain or evaluate the data.

*Best Practice.* The FAA should assess the year-to-year data trends for this section and provide an evaluative comment. In general, a downward trend with the data in this section is viewed as positive.

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**Compliance Tab Section C.3**

This is the **System Measures** data entry section of the Compliance Tab. These measures are intended to provide visibility into the company's ability to comply with requirements associated with writing and following robust certification procedures, and their ability to identify self-improvement opportunities.

**Significant Non-Compliances:** Six types of discrepancies (i.e., non-compliances) that could lead to corrective action are defined in FAA Order 8100.15 (see information below). Significant Non-Compliances is a count of only the number of Airworthiness Standard, Regulatory, and FAA Policy Non-Compliances (refer to the second Best Practice below regarding certain discrepancies of this type) identified by all sources, in any manner, during the Compliance Reporting Period.

*Information.* FAA Order 8100.15, Chapter 6. Delegated Organization Inspection Program (DOIP), defines six types of discrepancies (i.e., non-compliances) that could lead to corrective action:

- (1) Airworthiness Standard Non-Compliance. The approval does not meet the airworthiness standards.
- (2) Regulatory Non-compliance. A non-compliance with the regulations other than the airworthiness standards including a non-compliance with the FAA-approved procedures manual.
- (3) FAA Policy Non-compliance. A non-compliance with related orders, policy memos, or handbook bulletins that apply to functions performed under the ODA.
- (4) Technical Discrepancy. Technical discrepancies in the compliance or data package.
- (5) Procedures Manual Discrepancy. Discrepancies in the FAA-approved procedures manual or referenced documents. The manual does not comply with the requirements of the ODA order, or the manual's procedures are inadequate or incomplete to perform a process (see third best practice below regarding certain discrepancies of this type).
- (6) Special Emphasis Item. Any other condition identified that needs further action.

*Best Practice.* Similar to the DOIP approach, conditions requiring corrective action that are found via OMT supervision, ODA holder self-audit, or brought to either party's

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attention by any other means, should first be classified as one of the six types listed above to assist with determining the number of Significant Non-Compliances.

*Best Practice.* The FAA and Company should take care when counting Significant Non-Compliances so that the number does not contain Technical Discrepancies, Procedures Manual Discrepancies, or Special Emphasis Items.

*Best Practice.* When the procedures manual does not comply with the requirements of the ODA order, the non-compliance should be classified as a Procedures Manual Discrepancy, not a FAA Policy Non-compliance.

**Significant Non-Compliances Identified by Company:** The number of Significant Non-Compliances identified and reported by the ODA holder during the Compliance Reporting Period.

**System Measures Notes:** A text box for FAA or Company comments associated with this section to further explain or evaluate the data.

*Best Practice.* The FAA should assess the year-to-year data trends for this section and provide an evaluative comment. In general, a downward trend with the data in this section is viewed as positive. It is also desirable for the gap between FAA and Company findings to narrow over time (or remain relatively small).

**Compliance Tab Section C.4**

This is the **Corrective Action Measures** data entry section of the Compliance Tab. These measures are intended to provide visibility into the company's willingness and ability to implement corrective action in a timely manner.

*Information.* For the purposes of the ODA Scorecard, a corrective action is considered to be the entirety of the action(s) needed to correct an identified condition requiring corrective action (i.e., non-compliance or discrepancy). It is not a count of the multiple discrete actions that may be taken to correct a condition. In other words, there is one corrective action for each condition requiring corrective action.

*Information.* For the purposes of the ODA Scorecard, each condition requiring corrective action should result in a corrective action plan which includes a committed corrective action completion date. Completion is considered to be the point at which all corrective action needed for that condition has been implemented. Following completion, all corrective action is verified as being implemented and effective, and then it is closed.

*Best Practice.* For each condition requiring corrective action, regardless of the number of discrete actions needed to correct the condition, a single committed completion date

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should be established, regardless of whether the corrective action is being worked jointly by the FAA and the ODA holder, or just the ODA holder.

**Corrective Actions that were Open at End of Period:** The total number of corrective actions, identified by all sources, in any manner, that were open on the last day of the reporting period. It is applicable to all six discrepancy types (Airworthiness Standard Non-Compliances, Regulatory Non-Compliances, FAA Policy Non-Compliances, Technical Discrepancies, Procedures Manual Discrepancies, and Special Emphasis Items).

**Corrective Actions that were Closed During Period:** The number of corrective actions, identified by all sources, in any manner, that were closed during the reporting period. It is applicable to all six discrepancy types (Airworthiness Standard Non-Compliances, Regulatory Non-Compliances, FAA Policy Non-Compliances, Technical Discrepancies, Procedures Manual Discrepancies, and Special Emphasis Items).

*Information.* A corrective action is considered closed when all corrective action for a given condition has been verified as being implemented and effective.

*Best Practice.* The FAA Manging Office and Company should discuss and come to agreement on the specific dates to be used for open and closed corrective action based on procedures manual content and/or local application of policy.

**% of Corrective Actions Completed On Time:** For the corrective actions included in the Open/Closed counts above, the percentage measure of on-time completion based on the committed corrective action completion dates that fell within the Compliance Reporting Period.

*Information.* A corrective action is considered complete when all corrective action for a given condition has been implemented by the ODA holder, but not yet verified by the FAA.

*Best Practice.* Occassionally, it may be necessary for a Company to request an extension to a committed corrective action completion date. Such requests should be made before the committed completion date passes and should include sufficient justification for extending the date. If the request is made after the committed completion date passes, then the extension should not be given and the original committed completion date will be used for this measure.

**Average % Deadline Missed By:** For the corrective actions included in the Open/Closed counts above, the average of the percent overage for each corrective action that did not meet the committed implementation due date.

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*Information.* The percent overage is calculated as the number of calendar days past the due date, divided by the number of committed implementation calendar days, multiplied by 100.

**Corrective Action Measures Notes:** A text box for FAA or Company comments associated with this section to further explain or evaluate the data.

*Best Practice.* The FAA should assess the year-to-year data trends for this section and provide an evaluative comment. In general, a downward trend in the number of corrective actions is viewed as positive. It is also desirable to have all corrective action implemented per committed timeframes.



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## Appendix D – Description of the ODA Scorecard Worksheet Scorecard Tab

This appendix provides descriptions of key terms used on the Scorecard Tab of the ODA Scorecard Worksheet, along with information and best practices regarding use of the completed scorecard. It is generated from data collected in the other worksheet tabs, so refer to Appendices A, B, and C for similar material regarding collecting and entering data into the ODA Scorecard Worksheet. Note that the data on this tab is **not** the same for all scorecard types; the screenshot below is representative of the STC and TC-Type Design Scorecards.

ODA Scorecard	SAMPLE DATA Inc.	Method 1	STC	Example ACO																				
<b>Overall Qualitative Assessments</b> <span style="float: right;">Reporting Period: 9/1/2016 to 8/31/2017</span>																								
<b>Company Performance</b> Green	The company is green because the ODA performs well in completing certification projects; even though some issues still exist, they are being worked satisfactorily under the existing action plans (improvements in corrective action timeliness and in self auditing). Certification plan submittals generally meet a high level of quality and completeness.																							
<b>FAA Performance</b> Yellow	Relationship with FAA is good and improving. However, the FAA is yellow because we need increased delegation in the area of AFMs and we need improvements in FAA ODA manual approval timeliness.																							
<b>Measures of FAA Involvement and Overall Efficiency</b> <span style="float: right;">Reporting Period: 9/1/2016 to 8/31/2017</span>																								
7	5	6	4	7%																				
Projects This Period	Projects w/ PNL <small>71% of Projects This Period</small>	Projects w/ Any Participation <small>86% of Projects This Period</small>	Projects w/ Retention <small>57% of Projects This Period</small>	Avg. Retained per Project <small>(Calculated using findings)</small>																				
62	1.6	<b>Mandatory Reasons</b>		<b>Discretionary Reasons</b>																				
Average PNL Review Time (Days)	Average Cert Plan/PNL Review Cycles	Issue Papers Started <small>Sept. 2016 - Aug. 2017</small>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Participation w/o Retention</th> <th style="width: 50%;">Participation w/ Retention</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> </tr> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> </tr> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> </tr> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">2</td> </tr> <tr> <td style="text-align: center;">0</td> <td style="text-align: center;">N/A</td> </tr> </tbody> </table>		Participation w/o Retention	Participation w/ Retention	0	1	0	0	0	1	0	0	0	1	0	0	0	N/A	0	2	0	N/A
Participation w/o Retention	Participation w/ Retention																							
0	1																							
0	0																							
0	1																							
0	0																							
0	1																							
0	0																							
0	N/A																							
0	2																							
0	N/A																							
<b>Measures of Company Compliance / Safety</b> <span style="float: right;">Reporting Period: 9/1/2015 to 8/31/2017</span>																								
<b>Safety Measures</b> 7 Airworthiness Standard Non-Compliances (NCs) 3 Total Airworthiness Directives 1 ADs Related to Airworthiness Standard NCs	During the latest 2-year reporting period, the company performed very well in reporting airworthiness NCs and issues that represent unsafe conditions requiring an AD. No concerns in year-to-year trends.																							
<b>System Measures</b> 18 Significant Non-Compliances 4 Significant NCs Identified by Company	4 significant non-compliances have been identified in the ODA holder's self audit. Another 14 significant non-compliances were identified by the FAA. We recommend improvements in self auditing by the holder to better align with the FAA findings. The year-to-year trend also supports that improvements need to be made in self auditing.																							
<b>Corrective Action Measures</b> 1 Open at End of Reporting Period 1 Closed During Reporting Period 95% Completed On Time 38% Average % Deadline Missed by	Only two corrective actions opened this reporting period. One is being worked cooperatively with the ODA. One was satisfactorily completed. No concerns in year-to-year trends.																							

D.1

D.2

D.4

D.5

D.3

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### Scorecard Tab Section D.1

This is the header section of the Scorecard Tab. It identifies the ODA Name, Scorecard Type, Managing Office, and the Percent Retention Calculation Method used.

*Information.* Refer to Section A.1 for information about Scorecard Type data, and Section B.4 for information about Percent Retention Calculation Methods.

**ODA Scorecard:** The scorecard includes both qualitative assessments and quantitative measures looking at system usage (i.e., level of delegation), product compliance and system compliance. There are three types of scorecards, each aligning with a specific type of certification activity:

**STC:** This scorecard contains data specific to STC ODA projects.

**TC-Type Design:** This scorecard contains data specific to TC ODA projects (type design changes or major programs) where the projects are characterized by a PNL submittal containing all of the certification planning information necessary for the OMT to make a complete participation decision for the project.

**TC-Major Programs:** This scorecard contains data specific to TC ODA projects (type design changes or major programs) where the projects are characterized by a program notification letter (PNL) submittal that does not contain all of the certification planning information necessary to make the complete participation decision for the project. Additional information for the project is typically provided intermittently over an extended period of time.

*Information.* At the local level, the scorecard is intended to promote healthy data-driven discussions between the ODA holder and the FAA as to what each considers valuable and to encourage a working relationship to meet each other's goals when possible. The scorecard is not a perfect measure of involvement, efficiency or compliance and is not intended to identify the acceptability of any given indicator.

*Best Practice.* No one measure or comment should be considered in isolation, but instead should be considered in light of other variables that affect the data. Satisfaction with the data should be discussed during the dialogue that the scorecard is meant to facilitate. If the scorecard data indicates that FAA or company performance is not satisfactory (typically reflected by yellow or red ratings), both parties should view the situation as an opportunity for improvement. The dialogue, and subsequent improvement efforts, should strive to identify the contributing factors within the FAA's and Company's ODA programs that can be worked on to get to a satisfactory rating. Factors to consider include, but are not limited to:

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- policy and guidance
- internal procedures
- personnel issues (Note: the scorecard is not intended to be used as a performance evaluation for any manager or employee).

*Best Practice.* At the AIR level, the data in each scorecard should be rolled up for use by FAA and industry leadership during various public and private discourses on ODAs. The standardized roll ups allow the FAA and industry to distinguish between national areas needing improvement versus local areas needing improvement. Satisfaction with the data should be discussed during national dialogue that the scorecard roll up is meant to facilitate.

### **Scorecard Tab Section D.2**

This is the **Overall Qualitative Assessments** section of the Scorecard Tab. It contains the FAA's rating of the Company's performance (along with descriptive notes), and the Company's rating of the FAA's performance (along with descriptive notes) for the associated reporting period.

*Information.* Refer to Section A.2 and A.3 for information about Overall Qualitative Assessments.

*Best Practice.* Refer to Section D.1 regarding use of the information in this section.

### **Scorecard Tab Section D.3**

This is the **Overall Efficiency portion** of the **Measures of FAA Involvement and Overall Efficiency** section of the Scorecard Tab. It contains information about the efficiency of the PNL and Certification Plan Review process for the associated reporting period.

*Information.* Refer to Sections B.1 and B.2 for information about Overall Efficiency.

*Best Practice:* Refer to Section D.1 regarding use of the information in this section.

### **Scorecard Tab Section D.4**

This is the **FAA Involvement portion** of the **Measures of FAA Involvement and Overall Efficiency** section of the Scorecard Tab. It contains information about the levels of FAA involvement in a Company's projects, Participation Reasons, and Participation Depth for the associated reporting period.

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The numbers in the upper row of this portion illustrate the level of FAA involvement in a Company's projects from a broad perspective (starting with Projects This Period on the left-hand side) to a more detailed perspective (Avg. Retained per Project on the right-hand side).

The lower numbers provide a project-based count of how often a particular reason was used for participation without retention and for retention.

*Information.* Refer to Section B.3 and B.4 for information about Measures of FAA Involvement.

*Best Practice:* Refer to Section D.1 regarding use of the information in this section.

**Scorecard Tab Section D.5**

This is the **Measures of Company Compliance/Safety** section of the Scorecard Tab. These measures are intended to provide visibility into a Company's Safety, System, and Corrective Action Measures for the associated reporting period.

*Information.* Refer to Appendix C for information about Measures of Company Compliance/Safety.

*Best Practice:* Refer to Section D.1 regarding use of the information in this section.



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## Appendix E – Description of the ODA Scorecard Worksheet Test Details Tab

The Test Details Tab is an optional data collection feature for FAA/Company pairs that would like to measure FAA test involvement, on a project-by-project basis, as a supplement to what is collected on the Participation Tab. Descriptions of key terms, along with information and best practices regarding collecting and entering the data into this tab may be added at a later date. Interested parties should contact AIR-6F0 for information on using this tab.

TEST DETAILS		Rev O (5/17/2018)		Project Participation @ Time of Response to Cert Plan													Enter Actual Sorties @ End of Program				
Project	Cert Plan(s)	Type of Data		Enter Total Number	Participation w/o Retention	Oversight	Retained - Mandatory			Retained - Discretionary				Calculations			Total Sorties	Retained	Oversight or Part. w/o Retention	No Participation	
		Discipline	Activity				AEG Functions (Not Authorized)	AEG Functions (Not Delegable)	Part 25 EWIS	Noise and Emission	Other (see note)	AEG Functions (Authorized)	Performance Issues	Insufficient Demonstration	Areas Critical to Safety / High Risk	Service Difficulties					Other
		Flight Test	Test Plans		0										0	0	0				
			Testing												0	0	0				
			Test Reports			0										0	0	0			0
		Engineering	Test Witness												0	0	0				
			Test Plans			0									0	0	0				
			Testing												0	0	0				
		Flight Test	Test Reports												0	0	0				0
			Test Plans			0									0	0	0				
			Testing												0	0	0				
		Engineering	Test Reports												0	0	0				
			Test Witness												0	0	0				