



Barbados Civil Aviation
Department

BCAD Document AAC-002

AIRWORTHINESS

ADVISORY

CIRCULAR

**REVIEWING, ACCEPTING AND
APPROVING MANUALS**

REVIEWING, ACCEPTING AND APPROVING MANUALS

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I. PURPOSE.

This Airworthiness Advisory Circular (AAC) provides information and guidance material that may be used by applicants in the production of manuals required in order to achieve approval under the Barbados Civil Aviation Regulations.

II. OVERVIEW OF MANUAL REQUIREMENTS.

Barbados Civil Aviation Regulations (BCARs) require applicants to prepare and keep current, various manuals for the direction and guidance of flight and ground personnel conducting air transportation operations.

Maintenance Procedures Manual: Civil Aviation (Approved Maintenance Organisation) Regulations, 6 (2) (a) & (4) require that an Approved Maintenance Organisation (AMO) submit a maintenance procedures manual for approval by the DCA, and ensure that the procedures and specifications set out therein are implemented prior to the issue of the of AMO certificate.

Maintenance Control Manual: Civil Aviation (Air Operator Certification & Administration) Regulations, 76 requires that each operator submit to the DCA and the State of Registry if different for review and acceptance a maintenance control manual, which is to be used for the guidance of maintenance and operational personnel. The AOC holder's maintenance control manual shall contain details of the structure of the organization and a description of the administrative arrangements between the operator and the AMO or a description of the maintenance procedures and the procedures for completing and signing a CRS when maintenance is based on a system other than that of an AMO.

III. DEFINITIONS.

The following terms are defined according to their use in this AAC:

- A. Maintenance Procedures Manual (MPM): A manual containing procedures, instructions and guidance for use by maintenance personnel in the execution of their duties. This manual is required by Civil Aviation (AMO) Regulations.
- B. Maintenance Control Manual (MCM): A manual containing procedures, instructions and guidance for use by maintenance and concerned operational personnel in the execution of their duties. This document describes the interface between the Operator and his AMO and is a requirement of Civil Aviation AOC & A) Regulations.
- C. User Manual: A segment of an MPM or an MCM that provides instruction, policies, procedures, and guidance to a specific category of employee. Examples of user manuals that are commonly used in Barbados include the following:

- Inspection procedures
- Maintenance procedures
- Training procedures
- Quality manuals
- Departmental procedures

NOTE: *The user manual titles previously listed are only examples of common titles currently in use in industry. It should not be interpreted as a list of required titles.*

- D. Policy: A written requirement established by management that is expected to be complied with by appropriate employee personnel. A policy may be within a procedure or stated separately. A written requirement such as, "No person may enter an aircraft fuel tank without a safety observer present" is an example of a policy.
- E. Recommendation: A preferred technique or action described, which employees are expected to follow whenever practical. A recommendation is not a policy requirement.
- F. Procedure: A logical progression of actions and/or decisions in a fixed sequence that is prescribed to achieve a specified objective. In short, a procedure is step-by-step guidance on how to do something.
- G. Abbreviated Procedure: A list of sequential procedural steps without an amplified description or amplified set of instructions.
- H. Amplified Procedure: A description of sequential procedural steps with detailed explanatory descriptions and/or instructions accompanying each step.
- I. Technique: A method of accomplishing a procedural step or manoeuvre.
- J. Document: A written description of a system, a method, or a procedure; a written statement of authorisations, conditions, or limitations; or a file of information. A document serves as an official record of understanding and agreement between the BCAD and the appropriate party, describing the means which will be used to comply with regulatory requirements. An approved document is not a manual. Relevant information from a document, however, may be extracted and published in user manuals. For example, the Specific Operating Provisions (SOPs) are not a manual but an approved document from which information is extracted.
- K. Approved: When "approved" is used to describe a document, manual or checklist, it means that a regulation requires DCA approval and that the BCAD has evaluated and specifically approved the document, manual or checklist.
- L. Accepted: "Accepted" is used to describe a document, manual or checklist that does not have, or is not required to have, DCA approval.

IV. DISTRIBUTION AND AVAILABILITY OF MANUALS.

Each AMO is required to maintain a complete manual (or set of manuals) at its principal base of operations and to furnish a complete manual (or set of manuals) to the BCAD. In addition, each AMO must make the manual available to maintenance and ground personnel within the AMO and at all Line Stations. The manual may be in conventional paper format or in another form that is convenient for the user. Each department manager or employee to whom the manual or a user manual is furnished must keep it current. Each employee must have access to appropriate manuals or parts of manuals when performing assigned duties. The AMO will provide a copy of the MPM to any Operator for whom the AMO is the maintenance provider and the Operator will provide a copy of the MCM to the AMO responsible for the maintenance of the Operator's aircraft.

V. FORMAT AND STYLE OF MANUALS.

Each page of a manual must include the most recent revision date. In general, manuals should be easy to use and understand, and in a format that can be easily revised. When preparing manuals for ease of use and understanding, the following format and style should be considered:

- A. Form. All or part of a manual may be prepared and maintained in conventional paper format (book form) or computer based storage with electronic image. However if it is computer based it must still meet the distribution and availability requirements of paragraph IV.
- B. Introduction or Preface. The first page of a manual should contain a description introducing its philosophy and goals or a preface page containing a brief statement of the manual's purpose and intended users, together with a brief history of the company and a description of the company activities.
- C. Revision Control. Each manual should be easy to revise. Also, each manual should contain a revision control page or section from which the user can readily determine whether the manual is current. This page or section should preferably follow the cover page but it can be organized in any logical manner. The control date of the most recent revision of each individual page must appear on each page. A complex AMO may need to establish a procedure for introducing Temporary Revisions to bring information changes that should not be delayed by the normal revision process to the attention of interested parties.
- D. Table of Contents. Each manual should have a table of contents containing lists of major topics with their respective page numbers.
- E. List of Effective Pages. Each manual should have a list of effective pages listing every page in the manual together with its current date of issue and revision status. These pages will be used by the BCAD to signify approval of the manual. (see Approval paragraph Section 2 paragraph II).

- F. Maintenance Procedures Manual Format. The format of the MPM should be in accordance with Standard 4.7. and cover the Parts 1 to 5. Additional parts may be added to address matters such as, Training, Certifying Staff and those parts of the MCM that are not addressed in the MPM or operations manual, although all of these may be separate documents if required. Any deviation from this requirement must be agreed with the BCAD at the pre-application phase.
- G. Maintenance Control Manual. If an AMO is the maintenance provider for an operator the MCM must be a stand alone manual and the format will be as set out in the Standard 3.23. If the operator has his own AMO then the MCM may be a stand alone document as set out in Standard 2.3 or, if some items have already been addressed fully in the MPM and operations manual, it may consist of the following:
- 1 Part 1.0 and Part 2.0 of Standard 4.7.
 - 2 A matrix showing where items from Part 3.0 of Standard 4.7 have been addressed in the MPM or operations manual or other user manual.
 - 3 Where items from Part 3.0 have not been addressed then they should be addressed in chronological order.
- Items 1,2 and 3 may be included as a separate section within the MPM and operations manual. The actual format of the MCM must be agreed with the BCAD at the pre-application phase.
- H. References. Manuals must include references to specific regulations when appropriate. A reference to regulations or other manual material is appropriate when it is necessary to clarify the intent of the text or when it is useful to the user for looking up specific subject matter. References should not be made to advisory pamphlets, as these sources are advisory and not binding in nature. Operators and AMOs should use caution when adapting the text of advisory documents into their manuals. Advisory text may not translate into a directive context. An example of the type of reference required is as follows: MPM Part 1.5 List of Certifying Staff Reference Civil Aviation (AMO) Regulations, 25.4.
- I. Definitions. Significant terms used in manuals should be defined. Any acronym or abbreviation not in common use should also be defined.
- J. Elements of Style. Manuals should be composed in the style of general technical writing. This style should be clear, concise, and easy to understand. When preparing manuals, the following suggestions for accomplishing clarity in technical writing should be considered:
1. Whenever possible, short, common words should be used. Examples of this include: using the words "keep" or "hold" instead of "maintain"; using the word "start" instead of "establish"; and using the word "stop" instead of "terminate."
 2. When a word has more than one meaning, the most common meaning should be used. For example, the word "observe" should be used to mean, "see and take notice of" rather than "obey and comply."

3. Terminology should be standardised whenever practical. For example, since the terms "throttles" and "thrust levers" refer to the same item, one term should be used consistently throughout the manual. Once a particular term has been used in a specific sense it should not be used again in another sense.
4. Terms which command actions should be clearly defined, such as "checked," "set," and "as required." Since auxiliary verbs such as "may" and "should" are ambiguous and can create room for doubt, they should not be used when a definite action is commanded. Instead, verbs such as "shall" and "must" are preferable to use when an action is commanded, because they are more definite.
5. To provide appropriate degrees of emphasis on specific points in the text, "cautions," "warnings," and "notes" should be in the manuals.
6. Any instruction, particularly a warning or a caution, must begin with a simple directive in the imperative mood that informs the reader precisely what must be done. To avoid obscuring the directive in the background information, the directive must be stated first and then followed with an explanation. An example of how a directive can be obscured in background information is as follows: "Warning - To avoid the hazard of striking ground handling personnel with the free end of a swinging tow bar, do not place feet on rudder pedals until the captain takes the salute from the ground handler. The hydraulic nose wheel steering can sling the tow bar with hazardous force." In contrast the following is an example of the preferred method of placing the directive first: "Warning - Do not place feet on rudder pedals until the captain takes the salute from the ground handler. The hydraulic nose wheel steering can sling a tow bar with sufficient force to cause serious injury to ground handling personnel."
7. Descriptions in the manual should not be overloaded, but should be presented simply and sequentially. Long sentences should be avoided in the manual.

VI. ADEQUACY OF PROCEDURES.

The following general guidance is provided for use when evaluating procedures in any type of manual:

- A. Objective. The objective of a procedure must be stated clearly unless it is so commonly understood that a statement of the objective is not necessary.
- B. Logical Sequence. Procedures are to flow in a logical step-by-step sequence. The most effective procedures are usually simple and each contains only the information necessary for accomplishing that procedure. Preferably procedures should be described in a sequential step-by-step format rather than a narrative format.
- C. General Considerations.
 1. A procedure must be an acceptable method for accomplishing an intended objective.

2. The individual responsible for each step of a procedure must be clearly identified.
3. The acceptable standards of performance for a procedure are to be stated if those standards are not commonly understood or clearly obvious.
4. Since a variety of personnel with differing degrees of expertise are involved in procedures, adequate information concerning the accomplishment of a procedure must be provided for the least experienced individual. A procedure may be described very briefly and concisely when the user is capable of achieving the objective without extensive direction or detail. When the user has limited training or experience, however, a procedure must be described in enough detail for the user to correctly accomplish it. When the user has limited access to other sources of information and guidance while performing a procedure, enough detail should be provided to make the user independent of other sources of information.
5. When a form, checklist, or tool is necessary to accomplish a procedure, the location of that item must be indicated in the procedure.

Enough time should be available under normal circumstances for the user to accomplish a procedure. If sufficient time is not available to the user for accomplishing a procedure, either the procedure itself or the user's duties must be revised.

SECTION 2. APPROVAL AND ACCEPTANCE OF MANUALS DURING INITIAL CERTIFICATION

I. GENERAL.

This section contains direction and guidance for approval and acceptance of an operator's manual system. This process is based on the general process for approval or acceptance

- A. **The Approval Process.** The approval process for an applicant's manual normally consists of phases one through five of the general process. However, if the approval is not required as part of an initial certification or, is required for a manual amendment, the applicant may submit the manual with a cover letter requesting that it be reviewed and approved.
- B. **The Acceptance Process.** The acceptance process for a manual or manual section normally consists of phases one, two, and three of the general process for initial certification. However, if the acceptance is not required as part of an initial certification or, is required for a manual amendment, the applicant may submit the manual with a cover letter requesting that it be reviewed and accepted. The applicant must submit, current copies of required manuals for review. An applicant's entire manual system will be reviewed during the document evaluation phase of initial certification. Once an applicant is certified, he/she may revise, distribute and use accepted material even though the Inspector has not completed a review of it. If after review, the Inspector determines that portions of the manuals or checklists are unacceptable, the applicant must revise the unacceptable portions after notification by the Inspector.
- C. **Evaluation of Manuals for BCAD Acceptance or Approval.** An applicant may develop and publish in its manual any policy, method, procedure or checklist that the applicant finds necessary for the type of work conducted. These policies, methods, procedures and checklists, however, must comply with the BCARs and be consistent with safe operating practices. Applicants should be innovative and progressive in developing such policies, methods, procedures and checklists. Manuals must comply with the BCARs, and be consistent with safe operating practices and be based on sound rationale or demonstrated effectiveness.
- D. **Submission of Material.** During the Pre-application phase, the applicant will be advised on how to submit the documents, manuals, checklists and subsequent revisions for approval or acceptance.
 1. **BCAD Approval Submission.** For material that requires BCAD approval, applicant should submit the following:
 - A copy of the document, manual, manual section, or revision to be approved.

- A copy of any supporting documentation or analysis.
 - A copy of the List of Effective Pages for the material to be reviewed
2. BCAD Acceptance Submission. For material that is to be evaluated for acceptance by the BCAD, the applicant should submit the following:
- A copy of the manual, manual section, or revision to be reviewed.
 - A copy of the List of Effective Pages for the material to be reviewed

The assigned Inspector will perform a cursory review of submissions in phase 1. This review is intended to ensure that the applicant's submission is clear and contains all required documentation. This review is performed before the in-depth review. Discrepancies found by the BCAD Inspector during the review process will be communicated to the applicant by letter for correction. Final approval of the applicant's activities will depend on approval of all relevant manuals by the BCAD.

II. GRANTING BCAD APPROVAL.

During this phase the applicant will be formally notified of the approval by letter. For manuals and manual sections, which are not required to have BCAD approval, written notification of acceptance will be at the option of the Inspector.

- A. Notification of Approval. When the Inspector decides to approve a document, manual, manual section, or checklist, the following procedures apply:
1. The Inspector will annotate all pages of the List of Effective Pages with the phrase "BCAD approved" and underneath this shall enter the date of approval and his signature and apply the official BCAD stamp.
 2. The Inspector shall return one copy of the annotated List of Effective Pages to the applicant for inclusion in his copy of the manual together with a letter formally informing the applicant that the manual is approved.
- B. Notification of Disapproval. Should it be necessary to disapprove a manual it will be returned to the applicant with a letter informing them of the reasons for disapproval.

SECTION 3. APPROVAL AND ACCEPTANCE OF AMENDMENTS TO MANUALS

I. GENERAL.

During the course of doing business, operators will need to amend their manuals as circumstances and situations change. This section contains direction and guidance for approval or acceptance of amendments to an applicant's manuals.

II. SUBMISSION OF AMENDMENTS

When it is required for an operator to submit an amendment to a manual for review, this may be submitted, accompanied by a cover letter explaining the reasons for the changes and the actual changes made.

For material that requires BCAD approval, the applicant should submit the following:

- A copy of the document, manual, manual section, or revision to be approved. This document must include an updated table of contents if necessary and an updated list of effective pages.
- A copy of any supporting documentation or analysis

For material that is to be evaluated for acceptance by the BCAD, the applicant should submit the following:

- A copy of the manual, manual section, or revision to be reviewed.
- A copy of the List of Effective Pages.

III. REVIEW OF AMENDMENTS

Upon receiving an applicant's submission of his manuals for review, a detailed analysis of the applicant's submission will be carried out. If the document to be reviewed is either an MPM or an MCM, then the applicant's submission will be reviewed in detail using the Maintenance Procedures Manual and Maintenance Control Manual compliance review form (Appendix 1 & 2 to this AIGM) to determine that the submission is complete and technically correct.

The review and analysis should confirm that the applicant's submission conforms to, or is consistent with, the following:

- Barbados Civil Aviation Regulations (BCARs).
- Criteria and guidance in this AIGM.
- The applicant's SOPs.
- Applicable maintenance manuals, manufacturer's service bulletins and AD's Safe operating procedures

The applicant's experience and history will be considered when evaluating procedures. When an applicant has a history of successful operations, the submissions will normally be approved consistent with the applicant's existing procedures.

IV. BCAD APPROVAL.

BCAD approval for the document, manuals, manual sections or revisions will be granted by formally notifying the applicant of the approval and also completing a specific record of the approval. For manuals and manual sections, which are not required to have BCAD approval, written notification of acceptance is at the option of the Inspector.

- A. Notification of Approval. When a document, manual, manual section or checklist has been approved by the BCAD, the following procedures will apply:
 - 1 All pages of the List of Effective Pages will be annotated with the phrase "BCAD approved " and underneath this shall be entered the date of approval and the signature of the approving Inspector. The official BCAD stamp will also be applied.
 - 2 The applicant will receive one copy of the annotated List of Effective Pages for inclusion in his copy of the manual, together with a letter formally informing the applicant that the manual is approved.
- B. Notification of Disapproval. If a manual has been disapproved, it will be returned to the applicant with a letter informing them of the reasons for disapproval.

APPENDIX 1

DETAILED MAINTENANCE PROCEDURES MANUAL COMPLIANCE REVIEW

Name of Organisation:

Approval Reference:

Date:

Standard 4.7 Maintenance Procedures Manual Reference:

Note A: Each box must be completed with one of three indicators:

1. A tick [✓] which means in compliance:
2. NR which means the requirement is Not Relevant to the activity at the address surveyed:
3. A number which relates to a comment which must be recorded in the appropriate section of the review.

Note B: The manuals must be put together in the format specified in Standard 4.7 unless circumstances dictate an alternative format. This must be agreed with the BCAD at the pre- application phase.

Note C: Where the operator holds his own AMO approval then the Maintenance Control Manual may be a stand alone document or, it may be a separate section within the Maintenance Procedures Manual and the Operations Manual which, cross refers to items that have been adequately addressed in those manuals while fully addressing those that have not. The applicable arrangement will be agreed at the pre- application phase.

Administration.

- | | | | | |
|----|-----|--------------------------|---|-----|
| 1. | [] | Manual Form. | a). Satisfactorily bound | [] |
| | | | b). Properly printed and legible | [] |
| | | | c). Page numbering correct. | [] |
| | | | d). Computer based manual satisfactory. | [] |
| 2. | [] | Introduction or Preface. | | |
| 3. | [] | Revision Control. | a). Revision control page. | [] |
| | | | b). Revision control date on every page. | [] |
| | | | c). Temporary revisions addressed. | [] |
| | | | d). 'A' and 'B' revisions addressed. | [] |
| | | | e). Statement that handwritten revisions are not permitted. | [] |

- 4. [] Table of Contents.
- 5. [] List of Effective Pages.
- 6. [] Manual Format must be as agreed at pre-application.
- 7. [] Manual must contain all cross references to Regulations and include a specific reference to BCAR's
- 8. [] Manual contains a list of definitions and acronyms.
- 9. [] Do all procedures where necessary state an objective. []
 - b). Do procedures flow in a logical sequence []
 - c). Do procedures truly reflect companies modus operandi []
 - d). Do procedures cover all departmental activities []

Part 1 Management

- 1.1 [] Corporate commitment by the accountable manager.
- 1.2 [] Safety Policy
- 1.3 [] Management personnel.
- 1.4 [] Duties and responsibilities of the management personnel.
- 1.5 [] Management Organisation Chart.
- 1.6 [] List of Certifying staff (Note: a separate document may be referenced).
- 1.7 [] Manpower resources.
- 1.7 [] General description of the facilities at each address intended to be approved.
- 1.8 [] Organisations intended scope of work.
- 1.9 [] Notification procedure to the BCAD regarding changes to the organisation's activities/approval/location/personnel
- 1.10 [] Manual amendment procedures.

Part 2 Maintenance Procedures

- 2.1 [] Supplier evaluation procedure.
- 2.2 [] Acceptance/inspection of aircraft components and material from outside contractors.
- 2.3 [] Storage, tagging and release of aircraft components and material to aircraft maintenance.
- 2.4 [] Acceptance of tools and equipment.
- 2.5 [] Calibration of tools and equipment.
- 2.6 [] Use of tooling and equipment by staff (including alternate tools).
- 2.7 [] Cleanliness standards of maintenance facilities.
- 2.8 [] Maintenance instructions and relationship to aircraft/aircraft component manufacturers' instructions including updating and availability to staff.
- 2.9 [] Repair procedure.
- 2.10 [] Aircraft maintenance programme compliance.
- 2.11 [] Airworthiness Directives procedures
- 2.12 [] Optional modification procedure.
- 2.13 [] Maintenance documentation in use and completion and retention of same.
- 2.14 [] Technical record control.
- 2.15 [] Rectification of defects arising during base maintenance.
- 2.16 [] Release to service procedure.
- 2.17 [] Records for the air carrier operator.

- 2.18 [] Reporting of defects to the BCAD/Operator/Manufacturer.
- 2.19 [] Return of defective aircraft components to store.
- 2.20 [] Defective components to outside contractors.
- 2.21 [] Control of computer maintenance record systems
- 2.22 [] Reference to specific maintenance procedures, such as:
 - Engine running procedures;
 - Aircraft pressure run procedures;
 - Aircraft towing procedures;
 - Aircraft taxiing procedures.

Part L2 Additional Line Maintenance Procedures. 6.5.1.1.(d)(22).

- L2.1 [] Line maintenance control of aircraft components, tools, equipment, etc.
- L2.2 [] Line maintenance procedures related to servicing/fuelling/de-icing, etc.
- L2.3 [] Line maintenance control of defects and repetitive defects.
- L2.4 [] Line procedure for completion of technical log.
- L2.5 [] Line procedure for pooled parts and loan parts.
- L2.6 [] Line procedure for return of defective parts removed from aircraft.

Part 3 Quality System Procedures. 6.5.1.1.(d)(18) & 6.5.1.2.

- 3.1 [] Quality audit of organisation procedures.
- 3.2 [] Quality audit of aircraft.
- 3.3 [] Quality audit remedial action procedure.
- 3.4 [] Certifying staff qualification and training procedures.
- 3.5 [] Certifying staff records.
- 3.6 [] Quality audit personnel.
- 3.7 [] Quality inspectors.
- 3.8 [] Qualifying mechanics.
- 3.9 [] Exemption process control.
- 3.10 [] Concession control for deviation from organisation's procedures.
- 3.11 [] Qualification procedure for specialised activities such as NDT, welding, etc.
- 3.12 [] Control of manufacturers' working teams.

Part 4

- 4.1 [] Contracted Operators.
- 4.2 [] Operator procedures and paperwork.
- 4.3 [] Operator record completion.

Part 5

- 5.1 [] Sample of documents.
- 5.2 [] List of subcontractors
- 5.3 [] List of line maintenance locations

Specific Operating Provisions (SOPs)

- A1. [] Part A1. Issuance and Applicability. Manual Reference:
- A2 [] Part A2. Definitions and Abbreviations. Manual Reference:
- A3 [] Part A3. Ratings and Limitations. Manual Reference:
- A5 [] Part A5. Deviation Authority. Manual Reference:
- A7 [] Part A7 Designated Persons. Manual Reference:
- TOCD1[] Part D Specific Authorisations, Limitations and Procedures

- D1. [] Work to be performed at a place other than the AMO fixed location. Manual
- D2. [] Air Carrier Geographic Authorisation. Manual

General.

- 1. [] Signatories for the Authorised Release Certificate
- 2. [] Capability List.
- 3. [] Quality Audit Programme.
- 4. [] Training Programme.
- 5. [] Rest and duty limitations for persons performing maintenance functions.

Maintenance Procedures Manual.

No.	Comments/Notes
Name and Signature of Surveyor: Date:	

1st Review completed:

Name / Date

Letter to Company:

Response Dated:

2nd Review completed:

Name / Date

Letter to Company:

Response Dated:

APPENDIX 2
DETAILED MAINTENANCE
CONTROL MANUAL COMPLIANCE REVIEW

Name of Organisation:

Approval Reference:

Date:

Standard 3.23 Maintenance Control Manual Reference:

Note A: Each box must be completed with one of three indicators:

1. A tick [✓] which means in compliance:
2. NR which means the requirement is Not Relevant to the activity at the address surveyed:
3. A number which relates to a comment which must be recorded in the appropriate section of the review.

Note B: The manuals should be put together in the format specified Standard 3.23 unless circumstances dictate an alternative format. This must be agreed with the BCAD at the pre- application phase.

Note C: Where the operator holds his own AMO approval then the Maintenance Control Manual may be a stand alone document or it may be a separate section within the Maintenance Procedures Manual and the Operations Manual which cross refers to items that have been adequately addressed in those manuals while fully addressing those that have not. The applicable arrangement will be agreed at the pre- application phase.

Note: *Where the requirement is already fully addressed in the MPM or Operations Manual then make reference to where it is addressed.*

Part 1.0. Administration and Control of the Maintenance control Manual.

Part 1.1. Introduction.

- (a). [] A statement that the manual complies with all applicable BCARs and requirements and with the terms and conditions of the applicable AOC.
- (b). [] A statement that the manual contains maintenance and operational instructions that are to be complied with by the relevant personnel in the performance of their duties.
- (c). [] A list and brief description of the various MCM parts, their contents, applicability and use.
- (d). [] Explanations and definitions of terms and words used in the manual.

Part 1.2. System of Amendment and Revision.

- (a). [] The MCM shall describe who is responsible for the issuance and insertion of amendments and revisions.
- (b). [] A record of amendments and revisions with insertion dates is required.
- (c). [] A statement that hand written amendments and revisions are not permitted and that a system of temporary revisions will promulgate information requiring immediate action.
- (d). [] A description of the system for the annotation of pages and their effective dates.
- (e) [] A list of effective pages and their effective dates.
- (f) [] Annotation of changes.
- (g) [] A system for recording temporary revisions.:
- (h) [] A description of the distribution system for the manuals, amendments and revisions.
- (i) [] A statement of who is responsible for notifying the Authority of proposed changes and working with the Authority on changes requiring Authority approval.

Part 2.0. General Organisation.

- 2.1. [] Corporate commitment by the AOC.
Reference:
- 2.2. [] General Information.
 - a). Brief description of the organization. []
 - b). Relationship with other organizations []
 - c). Fleet composition- type of operation []
 - d). Line station locations []
- 2.3. [] Maintenance Management Personnel.
 - a). Accountable Manager. []
 - b). Nominated Postholders. []
 - c). Maintenance Co-ordination []
 - d). Duties and responsibilities []
 - e). Organisation Charts. []
 - f). Manpower resources and training policy. []
- 2.4. [] Notification procedure to the Authority regarding changes to the maintenance arrangements Locations, personnel, activities or approval.

Part 3.0: Maintenance Procedures.

- 3.1. [] Aircraft logbook utilization and MEL application.
- 3.2. [] Aircraft maintenance programme – development and amendment.
- 3.3. [] Time and maintenance records, responsibilities, retention.
- 3.4. [] Accomplishment and control of mandatory continued airworthiness information. (AD's).
- 3.5. [] Analysis of the effectiveness of the maintenance programme.
- 3.6. [] Non Mandatory modification embodiment policy.
- 3.7. [] Major modification standards.
- 3.8. [] Defect Reports.
 - a). Analysis. []
 - b). Liaison with manufacturers and regulatory Authority. []
 - c). Deferred defect policy. []
- 3.9. [] Engineering activity.
- 3.10. [] Reliability Programmes.
 - a). Airframe. []
 - b). Propulsion. []
 - c). Components. []
- 3.11. [] Pre – Flight Inspection:
 - a). Preparation of aircraft for flight. []
 - b). Sub contracted ground handling functions. []
 - c). Security of cargo and baggage loading. []
 - d). Control of re-fuelling, Quantity and Quality. []
 - e). Control of snow, ice, dust and sand contamination to an approved standard. []
- 3.12. [] Aircraft Weighing. []
- 3.13. [] Flight Test Procedures. []
- 3.14. [] Sample of documents, tags and forms used. []
- 3.15. [] Appropriate portions of the AOC holders operations manual if applicable. []

Maintenance Control Manual.

No.	Comments/Notes
Name and Signature of Surveyor: Date:	

1st Review completed:

Name / Date

Letter to Company:

Response Dated:

2nd Review completed:

Name / Date

Letter to Company:

Response Dated: