

REPUBLIC OF NAMIBIA

CIVIL AVIATION

DOCUMENT NAM-CATS-145

(AIRCRAFT MAINTENANCE ORGANISATIONS)

NAMIBIAN CIVIL AVIATION TECHNICAL

STANDARDS RELATING TO AIRCRAFT

MAINTENANCE ORGANISATIONS



1. GENERAL

Section 22A of the Aviation Act, 1962 (as amended by section 5 of the Aviation Amendment Act, 1998) empowers the Director: Civil Aviation to issue technical standards for civil aviation on the matters which are prescribed by regulation.

The Director: Civil Aviation has pursuant to the empowerment mentioned above, on (date) issued technical standards relating to aircraft maintenance organisations to be known as Document NAM-CATS-145.

2. PURPOSE

Document NAM-CATS-145 contains the standards, rules, requirements, methods, specifications, characteristics and procedures which are applicable in respect of aircraft maintenance organisations.

Each reference to a technical standard in this document, is a reference to the corresponding regulation in the Namibian Civil Aviation Regulations, 2001 as amended, for example, technical standard 145.02.1 refers to regulation 1 of Subpart 2 of Part 145 of the Regulations.

The abbreviation "CAR" is used throughout this document when referring to any regulation. The abbreviation "TS" refers to any technical standard.

3. SCHEDULES AND NOTES

Guidelines and recommendations in support of any particular technical standard, are contained in schedules to, and/or notes inserted throughout the technical standards.

GOVERNMENT NOTICE

MINISTRY OF WORKS AND TRANSPORT

No.-----

2013:

NAMIBIAN CIVIL AVIATION TECHNICAL STANDARDS

NAM-CATS-145 “AIRCRAFT MAINTENANCE ORGANISATIONS”

The Director: Civil Aviation has under regulations 11.03.5 of the Namibian Civil Aviation Regulations 2001 as amended and in consultation with the Civil Aviation Regulations Committee issued the technical standards in the Schedule. These technical standards shall come into operation on the2013

List of technical standards

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1. Form of approval

The form referred to in CAR 145.02.7(2), on which an aircraft maintenance organisation approval with a Category A rating is issued, is contained in Annexure B.

145.02.11 RENEWAL OF APPROVAL

1. Form of approval

The form referred to in CAR 145.02.11(1)(a), in which an application for the renewal of an aircraft maintenance organisation approval with a Category A rating must be made, is contained in Annexure A.

145.02.14 RECORDS OF CERTIFYING PERSONNEL**145.02.17 AIRWORTHINESS DATA****145.02.14 RECORDS OF CERTIFYING PERSONNEL****145.02.20 SAFETY MANAGEMENT SYSTEM****SCHEDULE**

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Annexure A: Application for an aircraft maintenance organisation approval and the amendment/renewal of an aircraft maintenance organisation approval

Annexure B: Aircraft maintenance organisation approval

145.01.6 CATEGORIES OF RATINGS

In addition to the granting of ratings for named types of aircraft, engines and items of equipment for aircraft maintenance organisation approvals, ratings will be granted for the classes of aircraft, engines and items of equipment shown below.

1. Categories A and B**(1) Class 1**

Aeroplanes of wooden construction, with a maximum certificated mass of 5 700 kg or less

(2) Class 2

Aeroplanes constructed of composites, with a maximum certificated mass of 5 700 kg or less

(3) Class 3

Aeroplanes of fabric-covered tubular-metal construction, with a maximum certificated mass of 5 700 kg or less

(4) Class 4

Unpressurised aeroplanes of all metal construction, with a maximum certificated mass of 5 700 kg or less

(5) **Class 5**

Pressurised aeroplanes of all metal construction, with a maximum certificated mass of 5 700 kg or less.

(6) **Class 6**

Unpressurised aeroplanes of all metal construction, with a maximum certificated mass exceeding 5 700 kg.

(7) **Class 8**

Pressurised aeroplanes of all metal construction, with a maximum certificated mass exceeding 5 700 kg.

(8) **Class 11**

Aeroplanes constructed of composites, with a maximum certificated mass exceeding 5 700 kg.

(9) **Class 12**

All other aircraft.

2. Categories C and D

(1) **Class 01**

All horizontally opposed normally-aspirated piston engines.

(2) **Class 02**

All horizontally opposed normally-aspirated, turbocharged and supercharged piston engines.

(3) **Class 03**

All in-line piston engines.

(4) **Class 04**

All radial engines.

(5) **Class 05**

Turbine jet engines.

(6) **Class 06**

All other engines.

3. Category E

Rotorcraft. Subdivision of this class will be granted as hereunder:

(1) **Class 7**

Rotorcraft powered by reciprocating engines.

(2) **Class 9**

Rotorcraft powered by turbine jet engines, with a maximum certificated mass of 3 175 kg or less.

(3) **Class 10**

Rotorcraft powered by turbine jet engines, with a maximum certificated mass exceeding 3 175 kg.

4. Category W

(1) **Class W1**

Aircraft electrical installations. Subdivisions of this class will also be granted as hereunder:

- (a) Class W1×1: Electrical installations whose main supply is direct current.
- (b) Class W1×2: Electrical installations whose main supply is alternating current.

(2) **Class W2**

Radio communication and navigation aid installations. Subdivision of this class will also be granted as hereunder:

- (a) Class W2×1: Radio communications installations.
- (c) Class W2×2: Radio navigational aid installations.
- (d) Class W2×3: Electronically operated system installations, including amplifiers, computers, recorders, flight management and entertainment systems.

(3) **Class W3**

Aircraft instrument installations. Subdivisions of this class will be granted as hereunder:

- (a) Class W3x1: Simple instrument and automatic pilot installations which fall outside the types covered by classes W3x2 and W3x3 and the compensation of compasses which are not gyrostabilised.
- (b) Class W3x2: Gyrostabilised magnetic direction indicating installations, integrated instrument installations and flight director installations.
- (c) Class W3x3: Complex electric electronic automatic pilot installations.

5. Category X

(1) Class X1

Aircraft electrical and ignition equipment, subdivisions of this class will also be granted as hereunder:

- (a) Class X1x1: Equipment operating on direct current.
- (b) Class X1x2: Equipment operating on alternating current.
- (c) Class X1x3: Ignition equipment.
- (d) Class X1x4: Ignition equipment restricted to engines under groups 01, 02 and 03.

(2) Class X2

Aircraft radio communication and navigation aid equipment. Subdivisions of this will also be granted as hereunder:

- (a) Class X2x1: Radio communication equipment.
- (b) Class X2x2: Radio navigational aid equipment: Non pulse.
- (c) Class X2x3: Radio navigational aid equipment: Pulse.
- (d) Class X2x4: Electronically operated systems i.e. amplifiers, computers, recorders, flight management and entertainment systems.

(3) Class X3

Aircraft instruments. Subdivision of this class will also be granted as hereunder:

- (a) Class X3x1: Mechanically operated instruments i.e. bourdon tube, diaphragm and centrifugal types.
- (b) Class X3x2: Electrically operated instruments i.e. synchro and electrical indicating types.
- (c) Class X3x3: Gyroscopic instruments i.e. those using gyroscopic principles whether operated electrically or by air pressure.

(d) Class X3x4: Electronic automatic pilots and flight director systems.

(4) **Class X4**

Propellers. Subdivisions of this class will also be granted as hereunder:

- (a) Class X4x1: Fixed pitch metal propellers.
- (b) Class X4x2: Fixed pitch wooden propellers.
- (c) Class X4x3: Variable pitch propellers fitted to piston engines.
- (d) Class X4x4: Variable pitch propellers fitted to turbine engines.

(5) **Class X5**

Welding processes.

(6) **Accessories**

(a) **Accessory ratings.**

- (i) **Class 1: Mechanical.** The accessories that depend on friction, hydraulics, mechanical linkage, or pneumatic pressure for operation, including aircraft brakes, mechanically driven pumps, carburetors, aircraft wheel assemblies, shock absorber struts and hydraulic servo units.
- (ii) **Class 2: Electrical.** The accessories that depend on electrical energy for operation, and generators, including starters, voltage regulators, electric motors, electrically driven fuel pumps, magnetos, or similar electrical accessories.
- (iii) **Class 3: Electronic.** The accessories that depend on the use of an electron tube transistors, or similar device, including supercharger, temperature, air conditioning controls, or similar electronic controls.

(7) **AMO LIMITED RATINGS**

- (a) Whenever the Authority finds it appropriate, it may issue a limited rating to an AMO that maintains or alters only a particular type of airframe, powerplant, propeller, radio, instrument, or accessory, or parts thereof, or performs only specialised maintenance requiring equipment and skills not ordinarily found in an AMO. Such a rating may be limited to a specific model aircraft, engine, or constituent part, or to any number of parts made by a particular manufacturer.

- (b) Limited ratings are issued for—
- (i) Airframes of a particular make and model;
 - (ii) Powerplants of a particular make and model;
 - (iii) Propellers of a particular make and model;
 - (iv) Radio equipment of a particular make and model;
 - (v) Instruments of a particular make and model;
 - (vi) Accessories of a particular make and model;
 - (vii) Landing gear components;
 - (viii) Floats, by make;
 - (ix) Nondestructive inspection, testing, and processing;
 - (x) Emergency equipment;
 - (xi) Rotor blades, by make and model;
 - (xiii) Aircraft fabric work; and
 - (xiv) Any other purpose for which the Authority finds the applicant's request appropriate.
- (c) Specialised service ratings. A specialised service rating may be issued to a maintenance organisation to perform specific maintenance or processes. The operating specifications of the approved maintenance organisation must identify the specification used in performing that specialised service. The specification may be—

A civil or military specification that is currently used by industry and approved by the Authority; or

A specification developed by the approved maintenance organisation and approved by the Authority.

145.01.10 DESIGNATION OF AIRWORTHINESS REPRESENTATIVES**1. Conditions, requirements, rules, procedures and standards connected with a designation****1.2 Qualification criteria****(1) General qualifications**

To qualify for a designation as DAR, all applicants must possess the general qualifications listed hereunder in addition to having the specialized experience described in paragraphs (2), (3) and (4) and appropriate to the particular function for which designation is sought:

- (a) Current and thorough working knowledge of the CARs and relevant Aeronautical Information Circulars, CATS Documents, etc;
- (b) current technical knowledge and experience commensurate with that required for the particular function;
- (c) unquestionable integrity, cooperative attitude, and the ability to exercise sound judgement;
- (d) the ability to maintain the highest degree of objectivity while performing authorised functions on behalf of the Director and in compliance with the CARs and safety goals, notwithstanding any coercion to the contrary;
- (e) at least five years of satisfactory experience of working directly with the Civil Aviation Authority in the field of work covered by the designation.

(2) Specialised experience required for maintenance functions

In the area of maintenance, in addition to the general qualifications specified in paragraph (1), a DAR applicant must have the following specialised experience and demonstrated ability in respect of each particular function for which DAR designation is sought:

- (a) Five years of experience as the designation person at an AMO which has been concerned with either –
 - (i) the issuing of certificates of airworthiness; or
 - (ii) the management of programmes leading to the issuing of certificates of airworthiness, in either case for aircraft of similar type and complexity to those for which DAR designation is sought;

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- (b) the applicant must also hold a current valid aircraft maintenance engineer licence with an appropriate rating and must demonstrate the ability to determine that an aircraft, submitted for (recurrent) certification has either remained in, or has been restored to its original approved design configuration and meets all pertinent requirements. The aircraft concerned must be of similar type and complexity to those for which DAR designation is sought.

(3) Experience required for issuing of certificates of release to service of Class I products for export

To qualify for a designation to perform this function, a DAR applicant must have the following experience and demonstrated ability:

- (a) Five years of experience as a designated person at an AMO authorised to carry out and certify such maintenance functions; and
- (b) the applicant must hold a current valid aircraft maintenance engineer licence with an appropriate rating and must demonstrate the ability to determine that Class I products, of similar type and complexity to those for which DAR designation is sought, meet the special/additional requirements of the importing country.

(4) Experience required for undertaking AMO approval renewal inspections

To qualify for a designation to perform this function, a DAR applicant must have the following experience and qualifications:

- (a) Five years of experience as a designated person of an AMO authorised to carry out and certify such maintenance functions; and
- (b) the applicant must hold a current valid aircraft maintenance engineer licence with an appropriate rating.

1.3 Application procedure

- (1) Any suitably qualified person may apply for designation as a DAR. Applications for a designation must be initiated by an application in the appropriate form contained in schedule 1.
- (2) Applications submitted by individual applicants must be accompanied by –
 - (a) three letters attesting to the DAR applicant's integrity and technical qualifications to perform the function(s) on products of similar type and complexity to those for which designation is being sought. At least one of the letters must be from the Deputy Director: Safety (DDS) and/or

Head of Airworthiness with whom the applicant must have had a direct working relationship. The other letters should be from aviation industry organisations (not private persons) such as approved aircraft maintenance organisations; and

- (b) supporting documents to substantiate that he/she meets all the relevant qualifications specified in paragraph 1.2.

1.4 Procedure followed with regard to selection and appointment

- (1) Receipt of an application will be acknowledged by the Director to the applicant.
- (2) The Director will evaluate the applicant's qualifications and check the personal references submitted.
- (3) On determination that the applicant meets all the relevant requirements, the Director will prepare a document, which will identify him/her as a DAR. Functions authorised will be stated on the face of this document. However, should the space available preclude the listing of all authorised functions, the document will provide reference to a letter (supplement) which will set out the DAR's limits of authority in full detail. The reverse side of the document will be endorsed by the Director who will personally present the document to the DAR.

- Notes:**
- 1. In all cases, the authority of the DAR is restricted to specific functions commensurate with the applicant's knowledge and experience.**
 - 2. The authorised functions will also be limited to products of the type and complexity for which the individual has been determined qualified.**
 - 3. The document will be in a format suitable for framing and display.**
 - 4. Unsuccessful applicants will be advised why their application did not succeed.**

1.5 Duration of designation

- (1) Unless otherwise stated, designations are effective for a period not exceeding one year, and such may be renewed annually by the Director.
- (2) Before renewal of a designation can be considered, the DAR must –
 - (a) submit a written request for re-designation in the prescribed form;
 - (b) produce evidence of satisfactory activity during the previous appointment; and

- (c) prove that within the past 12 months training has been received by attendance of the Directorate DAR standardisation course. Failure to attend the DAR standardisation course when called upon to do so, could result in delay of the re-designation until such time as adequate training can be provided to bring the DAR up to date with policy/regulatory material.
- (3) A DAR document will be reissued by the Director upon a satisfactory recommendation from a DDS.
- (4) A designation as DAR may be terminated for various reasons, including a lack of sufficient activity to warrant continuance of the designation.

1.6 Training

- (1) The Directorate shall provide training for DARs on their designation and as necessary on an ongoing basis. This training will normally be offered by the Directorate.
- (2) DAR training will normally be limited to familiarisation with Directorate administrative procedures. Training in technical areas will not be provided, since a DAR applicant should already have the necessary technical expertise as a prerequisite to appointment.

1.7 Monitoring and supervision

All DARs will be subject to monitoring and supervision, as appropriate, for the particular authorised functions. This will normally be accomplished by the Regional Area Inspectors.

1.8 Limits of authority

The documents presented to each DAR will identify all authorised functions. These functions are limited to those for which the DAR is qualified.

1.9 Authorised functions

A DAR is entitled to perform the following functions:

- (1) Maintenance functions
 - (a) The inspection of new and used aircraft, and the recommendation of the issue of the Namibian Certificate of Airworthiness (C of A) to aircraft with a MCM of 5 700 kg or less.
 - (b) The inspection of such aircraft to revalidate the C of A after an accident.

- (c) The inspection of such aircraft for the issue of a C of A for export, with a relevant recommendation to the Director.
 - (d) The grounding of an aircraft if an unsafe condition exists.
- (2) Approved maintenance organisation (AMO) inspections
- (a) The initial inspection of an AMO employing less than 50 persons and to be approved for maintenance or repair aircraft with a mcm of 5 700 kg or less.
- (3) Accountability
- (a) The functions referred to in subparagraphs (1) and (2) are performed for and on behalf of the Director.

145.01.11 TRAINING AND CHECKING

1. Initial training

- (1) Aviation maintenance personnel in the employment of the holder of an aviation maintenance organisation (AMO) approval, issued in terms of Part 145 of the CAR, shall have successfully completed the training prescribed in Part 66 for the appropriate licence and rating or ratings if such personnel are to be in direct charge of any maintenance or inspection performed on behalf of the organisation, or are authorised to issue on behalf of the organisation certificates of release to service and certificates relating to the maintenance of an aircraft.
- (2) All other aviation maintenance personnel in his or her employment shall have successfully completed basic training in maintenance practices as relevant to their particular responsibilities.
- (3) Each AMO shall provide indoctrination training for employees that includes at least 40 hours of instruction in at least the following subjects:
 - (a) Regulations of Namibia – particularly those associated with AMO maintenance functions and authority as reflected on the certificate and operations specifications.
 - (b) Company manuals, policies, procedures and practices, including quality control processes, particularly those associated with ensuring compliance with maintenance (including inspection), preventive maintenance, and alteration procedures established to show compliance with Part 145;

- (c) Dangerous goods requirements of Part 92, including other local, Namibian, and national laws requiring training for different categories of employees.
 - (d) Maintenance human factors – the elements should focus on aviation maintenance, and safety related issues.
 - (d) Computer systems and software – as applicable to the AMO’s maintenance (including inspection, preventive maintenance and modification systems and procedures, and
 - (e) Facility security - which shall include company security objectives, specific security procedures, employee responsibilities, actions to take in the event of a security breach, and the organisational security structure.
- (4) Initial training. Each AMO shall provide initial training for employees that includes at least 80 hours of instruction in at least the following subjects consistent with the specific employee position and assigned job activities:
- (a) General review;
 - (b) Specific job or task training;
 - (c) Shop safety;
 - (d) Records and recordkeeping;
 - (e) Materials and parts;
 - (f) Test equipment, including ground support equipment;
 - (g) Tools;
 - (h) Maintenance human factors, and
 - (i) Any other items as required by the Authority.

2. Ongoing and recurrent training

- (1) All aviation maintenance personnel in the employment of the holder of an aviation maintenance organisation (AMO) approval, issued in terms of Part 145 of the CAR, shall receive ongoing and recurrent training in accordance with the organisation’s approved training programme.
 - (2) Ongoing training should be aimed at expanding the employee’s knowledge and skills, and should provide for new aircraft and their components that are introduced.
 - (3) Recurrent training should be aimed at ensuring that maintenance personnel remain current with evolving new technologies and maintenance techniques, as well as with changing legislation, to the extent applicable to the organisation's aviation maintenance approval.
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- (4) Each AMO shall provide recurrent training for employees that include at least 8 hours of instruction/s in the subjects below:
 - (a) Refresher of subjects covered in initial training
 - (b) New items introduced in the AMO since completion of initial training;
 - (c) Any other items required by the Authority.
 - (5) Specialised training. Each AMO shall provide specialised training, including initial and recurrent, for employees whose duties require a specific skill. Examples of specialised skills include: flame and/or plasma spray operations, special inspection or test techniques, special machining operations, complex welding operations, aircraft inspection techniques or complex assembly operations.
 - (6) Remedial training. Each AMO shall provide remedial training to rectify an employee's demonstrated lack of knowledge or skill by providing information as soon as possible. In some instances, remedial training may consist of an appropriately knowledgeable person reviewing procedures with an employee through on-the-job training. Remedial training should be designed to fix an immediate knowledge or skill deficiency and may focus on one individual. Successful remedial training should show an individual what occurred, why it occurred, and in a positive manner, how to prevent it from occurring again.
 - (7) Each AMO, in developing training for employees, shall take into account the various training, experience, and skill levels of its employees as follows:
 - (a) Employees that hold an AME licence;
 - (b) Employees with experience performing similar tasks at another AMO;
 - (c) Employees with applicable military aviation maintenance experience; and
 - (d) Employees with no prior skills, experience, or knowledge.
 - (8) Each AMO shall have procedures to determine the frequency of recurrent training and the need for specialised and remedial training.
 - (9) Each AMO shall assess the competency of its employees for performing his or her assigned duties after completion of initial, recurrent, specialised and remedial training. This assessment of competency shall be appropriately documented in the employee's training records and shall be done by any of the following methods, depending upon the size of the AMO, its capabilities and experience of its employees:
 - (a) Written test.
 - (b) Completion of a training course.
 - (c) Skill test.
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- (d) Group exercise.
- (e) On the job assessment.
- (f) Oral examination in the working environment

(3) Training of maintenance safety personnel

- (1) The person responsible for maintenance and all personnel assigned duties under the safety management system established in pursuant to Part 140 of the CARs shall successfully complete a safety related initial training course that includes the following subjects:
 - (a) maintenance and flight safety philosophy;
 - (b) human factors;
 - (c) accident prevention;
 - (d) the responsibilities of maintenance safety personnel;
 - (e) risk management;
 - (f) accident/incident reporting; and
 - (g) incident investigation.

4 Dangerous Goods Training Programme

- (1) Dangerous goods training, at a minimum, shall include at least 8 hours instruction in at least the following:
 - (a) General awareness/familiarisation training —designed to provide familiarity with the requirements of this Part and the dangerous goods regulations in Part 92 and to enable the employee to recognise and identify dangerous goods.
 - (b) Function-specific training — concerning the specific requirements of this Part and the dangerous goods regulations in Part 92, or exemptions or special permits issued, relating to the specific functions the employee performs.
 - (c) Safety training concerning—
 - Emergency response.
 - (i) Measures to protect the employee from the hazards associated with the dangerous goods to which they may be exposed in the work place, including specific measures the employer has implemented to protect employees from exposure.

- (ii) Methods and procedures for avoiding accidents, such as the proper procedures for handling packages containing dangerous goods.
- (iii) Security; awareness training - addressing the security risks associated with dangerous goods transportation and methods designed to enhance transportation security. This training must also include a component covering how to recognize and respond to possible security threats.
- (iv) In-depth security training – must include company security objectives, specific security procedures, employee responsibilities, actions to take in the event of a security breach, and the organisational security structure.
- (v) Any other training required by the Authority.

5. RVSM Maintenance procedures

Each holder of an aviation maintenance organisation approval, issued in terms of Part 145 of the CAR, and responsible for the continued airworthiness of an aircraft certified for RVSM operations, shall ensure that aviation maintenance personnel in his or her employ, involved with such maintenance, shall be aware of the specific maintenance procedures prescribed in Section (7) of technical standard 91.07.31 in Document NAM-CATS 91, and the guidance material provided in Appendices 2 and 3 to the aforementioned technical standard.

145.01.12 RECORDS OF MANAGEMENT, SUPERVISORY, INSPECTION AND CERTIFYING STAFF

- (1) The following minimum information shall be kept on record in respect of each management, supervisory, inspection, and certifying person:
 - (a) Name;
 - (b) Date of birth;
 - (c) Basic training;
 - (d) Type training;
 - (e) Continuation training;

- (f) Experience;
 - (g) Qualifications relevant to the approval;
 - (h) Scope of the authorisation;
 - (i) Date of first issue of the authorisation;
 - (j) Expiration date of the authorisation (if appropriate); and
 - (k) Identification number of the authorisation.
- (2) Records of these individuals shall be controlled.
- (3) The number of persons authorised to access the system shall be limited to minimise the possibility of records being altered in an unauthorised manner and to limit confidential records from become accessible to unauthorised persons.
- (4) A certifying person shall be given reasonable access on request to his or her records.
- (5) The Authority is authorised to and may investigate the records system for initial and continued approval, or when the Authority has cause to doubt the competence of a particular certifying person.
- (6) The AMO shall keep the record of these individuals for at least two years after that person has ceased employment with the AMO or after withdrawal of his or her authorisation. Upon request, the certifying staff shall be furnished with a copy of their record on leaving the AMO.

Note: Authorised persons, apart from the AMO's quality department or maintenance supervisors/managers, include the Authority.

145.01.13 APPROVED MAINTENANCE ORGANISATION CERTIFICATE AND OPSPECS



NAMIBIA

NAMIBIAN DIRECTORATE OF CIVIL AVIATION

APPROVED MAINTENANCE ORGANISATION CERTIFICATE

Number

This certificate is issued to:

Whose business address is:

Upon finding that its organisation complies in all respects with the requirements of the Namibian Civil Aviation Regulations Part 145, relating to the establishment of an Approved Maintenance Organisation and is empowered to operate an Approved Maintenance Organisation.

With the following ratings:

This certificate shall continue in effect until [DATE] unless cancelled, suspended, or revoked

Date Issued

By Direction of the Authority

CAA Office

Specific Operating Provisions (SOPs)

SPECIFIC OPERATING PROVISIONS

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A 6 To Be Developed	00/00/00

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Effective Date _____	Approved Maintenance Organisation Certificate No. _____	

NAMDCA AMO FORM 003

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**Appendix 5 Page 2
Specific Operating Provisions (SOPs)**

APPROVED MAINTENANCE ORGANISATION

PART A 1- ISSUANCE AND APPLICABILITY

a. These specific operating provisions are issued to _____ an Approved Maintenance Organisation. The approved maintenance organisation certificate holder shall conduct operations in accordance with NAMCAR Part 145 and these specific operating provisions.

The certificates holder's address:

Fixed Location

Mailing Address

b. The holder of these specific operating provisions is the holder of Certificate Number _____ and shall hereafter be referred to as the certificate holder.

c. These specific operating provisions are issued as part of this Approved Maintenance Organisation Certificate, and are in effect as of the Effective Date. This certificate and specific operating provisions shall remain in affect until _____.

Effective date _____

Approved Maintenance Organisation Certificate

No. _____

A 1

Appendix 5 Page 3
Specific Operating Provisions (SOPs)

SPECIFIC OPERATING PROVISIONS

APPROVED MAINTENANCE ORGANISATION

PART A 2- DEFINITIONS AND ABBREVIATIONS

Unless otherwise defined in these specific operating provisions, all words, phrases, definitions, and abbreviations have identical meanings to those used in the Namibia Civil Aviation Regulations and Namibia Civil Aviation Safety Act, as amended. Additionally, the definitions listed below are applicable to operations conducted in accordance with these specific operating provisions.

AOC Air Operator Certificate

AMO APPROVED MAINTENANCE ORGANISATION

DCA Directorate of Civil Aviation

CAR Civil Aviation Regulations

Certificate Holder In these specific operating provisions the term “certificate holder” shall mean the holder of the approved maintenance organisation certificate described in these specific operating provisions in Part A paragraph A 1 and any of its officers, employees, or agents used in the conduct of operations under this certificate.

Class Rating As used with respect to the certification, ratings, privileges, and limitation of aircraft, powerplant, propeller, radio, instrument and accessories within a category having similar operating characteristics.

Deviation Authority An authorisation that permits an alternate means of compliance with a CAR. The deviation authority must meet the procedural requirements of the **NAMCARs as amended**.

Limited Rating Rating issued to AMOs for the performance on particular makes and models of airframes, powerplants, propellers, radios, instruments, accessories, and/or parts.

Limited Rating- Rating issued for a special maintenance function when the function is **Specialised Services** Performed in accordance with a specification or data acceptable to the Director.

Maintenance The inspection, overhaul, repair, preservation, and replacement of parts, but excludes preventive maintenance.

MCM Maintenance Control Manual

MPM/MOE/MOP Maintenance Procedure Manual

Preventive Maintenance As defined in Namibia Civil Aviation Regulation.

Substantial Maintenance Any activity involving a C-check (routine airframe maintenance) or greater maintenance; any engine maintenance requiring case separation or teardown; and/or major alterations or major repairs performed on airframes, engines, or propellers.

**Appendix 5 Page 4
Sample Specific Operating Provisions (SOPs)**

SAMPLE SPECIFIC OPERATING PROVISIONS				
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APPROVED MAINTENANCE ORGANISATION PART A 3- RATINGS AND LIMITATIONS				
The Certificate Holder is authorised the following Ratings and/or Limitations:				
CLASS RATINGS				
LIMITED RATINGS				
<u>Ratings</u>	<u>Manufacture</u>	<u>Make/Model</u>	<u>Limitations</u>	<u>Capability List</u> Number & Date
LIMITED RATINGS-SPECIALISED SERVICE				
Rating	Specifications		Limitations	
Effective date _____		Approved Maintenance Organisation Certificate No. _____		

A 3

**Appendix 5 Page 5
Specific Operating Provisions (SOPs)**

SPECIFIC OPERATING PROVISIONS			
Government of The Republic of The Namibia		Page 1 of 1	
<p>APPROVED MAINTENANCE ORGANISATION</p> <p>PART A 5- DEVIATION AUTHORITY</p> <p>The certificate holder is authorised to perform operations in accordance with the provisions, conditions, and/or limitations set forth in the following deviations listed in the table below.</p> <p>a. <u>Deviations:</u></p>			
Deviation Reference	Date of Deviation	Date of Termination	Remarks/Reference
Effective date_____		Approved Maintenance Organisation Certificate No._____	

A 5

**Appendix 5 Page 6
Sample Specific Operating Provisions (SOPs)**

SAMPLE SPECIFIC OPERATING PROVISIONS		
Government of:	Page 1 of 1	
<p>APPROVED MAINTENANCE ORGANISATION PART A 7- DESIGNATED PERSONS</p> <p>a. The personnel listed in the following table are designated by the Accountable Manager to officially apply for and receive specific operating provisions for the certificate holder indicated in Part A paragraph A 1 of these specific operating provisions.</p>		
Title	Name	Part/Paragraph Authorised
Effective date _____	Approved Maintenance Organisation Certificate No. _____	

A 7

**Appendix 5 Page 7
Sample Specific Operating Provisions (SOPs)**

SAMPLE SPECIFIC OPERATING PROVISIONS

TABLE OF CONTENTS

**APPROVED MAINTENANCE ORGANISATION
PART D-SPECIFIC AUTHORISATIONS, LIMITATIONS AND PROCEDURES**

	<u>EFFECTIVE DATE</u>
D 1 Work to be performed at a place other than the AMO Fixed location	00/00/00
D 2 Air Carrier Geographic Authorisation	00/00/00
Government of:	Page 1 of 1

TOC D 1

**Appendix 5 Page 8
Sample Specific Operating Provisions (SOPs)**

SAMPLE SPECIFIC OPERATING PROVISIONS					
Government of The Republic of The Namibia	Page 1 of 1				
<p>APPROVED MAINTENANCE ORGANISATION PART D 1 WORK TO BE PERFORMED AT A PLACE OTHER THAN THE AMOS FIXED LOCATION</p> <p>a. Except as otherwise specified in paragraph D 2, the certificate holder may perform work at a place other than its Fixed Location under special circumstances provided it has the facilities, material, equipment and technical personnel to perform the work authorised in the following table.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Work Authorised</th> <th style="width: 50%;">Maintenance Procedures Manual Reference</th> </tr> </thead> <tbody> <tr> <td style="height: 40px;"> </td> <td> </td> </tr> </tbody> </table> <p>b. The certificate holder may not perform continuous operation at a facility other than the organisation's fixed Location listed in Part A paragraph A 1.</p>		Work Authorised	Maintenance Procedures Manual Reference		
Work Authorised	Maintenance Procedures Manual Reference				
Effective date _____	Approved Maintenance Organisation Certificate No. _____				

D 1

**Appendix 5 Page 9
Sample Specific Operating Provisions (SOPs)**

SAMPLE SPECIFIC OPERATING PROVISIONS																											
Government of The Republic of The Namibia				Page 1 of 1																							
<p>APPROVED MAINTENANCE ORGANISATION PART D 2- AIR CARRIER GEOGRAPHIC AUTHORISATION</p> <p>a. The certificate holder may perform work at a place other than its Fixed Location in support of a specific A O C Holder provided it has the facilities, material, equipment, technical data, and technical personnel to perform the work authorised in accordance with the provisions, conditions, and/or limitations set forth in the following table.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="width: 15%;">Location</th> <th style="width: 15%;">AOC Holder</th> <th style="width: 15%;">AOC Maintenance Contract Number</th> <th style="width: 15%;">Aircraft Model</th> <th style="width: 15%;">AOC MCM Reference</th> <th style="width: 15%;">AMO MPM Reference</th> <th style="width: 15%;">Provisions/ Conditions/ Limitations</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p>b. The certificate holder is limited to the model of aircraft listed above specific to the AOC Holder identified.</p>							Location	AOC Holder	AOC Maintenance Contract Number	Aircraft Model	AOC MCM Reference	AMO MPM Reference	Provisions/ Conditions/ Limitations														
Location	AOC Holder	AOC Maintenance Contract Number	Aircraft Model	AOC MCM Reference	AMO MPM Reference	Provisions/ Conditions/ Limitations																					
Effective date _____				Approved Maintenance Organisation Certificate No. _____																							

D 2

**Appendix 5 Page 10
Sample Specific Operating Provisions (SOPs)**

<p>The certificate number on the reverse side of this form identifies the certificate holder whose name appears in Part A 1 of these Specific Operating Provisions.</p>			
<p><input type="checkbox"/> 1. The Directorate of Civil Aviation issues the Specific Operating Provisions appearing on the reverse side to the certificate holder.</p>			
<p><input type="checkbox"/> 2. The certificate holder hereby makes application for the Specific Operating Provisions appearing on the reverse side (if this application amends previously approved Specific Operating Provisions, briefly describe changes).</p> <p>Supporting Data (if insufficient space, attach additional page)</p> <p>I certify that the statements submitted as supporting data are true and that I am duly authorised to make this application on behalf of the certificate holder.</p>			
Title		Signature	Date
<p>3. The Specific Operating Provisions set forth on the reverse side are approved.</p>			
Effective Date:		By direction of the Director of Civil Aviation	
Amendment No.			
		Signature/Title of Authorised Inspector	
<p>4. I hereby accept and receive the Specific Operating Provisions appearing on the reverse side on behalf of the certificate holder.</p>			
<p>Accountable Manager</p>			
Title		Signature	Date

SOP Back

Designation of airworthiness representatives

- 145.01.14** (1) The Commissioner may, subject to the provisions of section 4(2) and (3) of the Act, designate an airworthiness representative to perform the functions as prescribed in Document NAM-CATS-145.
- (2) The conditions and requirements for and the rules, procedures and standards connected with a designation referred to in sub-regulation (1) shall be as prescribed in Document NAM-CATS-145.
- (3) The Commissioner shall sign and issue to each designated airworthiness representative a document which shall state the full name of such airworthiness representative and contain a statement that –
- (a) such airworthiness representative has been designated in terms of sub-regulation (1); and
 - (b) such airworthiness representative

145.02.1 MPM

(1) Information to be contained in MAINTENANCE PROCEDURES MANUAL (MPM)

- (1) Except where the information listed below is otherwise incorporated by reference pursuant to the CARs, the maintenance procedures manual (MPM) of a domestic AMO Certificate holder shall contain at least the following information, where it is appropriate to the product maintained or the work performed:

Information Note:

Incorporation by reference within the MPM is permitted, as long as the "top copy" or controlling reference lists the locations of the incorporated information.

- (a) a table of contents;
- (b) the identity of the AMO, including the following information:
 - (i) the legal name of the organization and, where that name is not the name under which the organization does business, its trade name;

Information Note:

Where an AMO certificate is held by a person who is also the holder of an Air operator certificate, a general statement to that effect may be included in the general scope of work statement required by these standards.

The information referred to in CAR 145.02.1(b), which must be contained in the MPM of the applicant, must include the following:

- (a) The Maintenance Procedures Manual shall address at least five main areas—
 - (i) Management.
 - (ii) Maintenance procedures; including line maintenance procedures.
 - (iii) Quality system procedures.
 - (iv) A Safety Management System
 - (v) Documentation.
Examples of standard documents/lists/Other.
 - (vi) Operators maintenance procedures
 - (vii) Other sections as the Authority may approve

- (b) Sample Maintenance Procedures Manual Format. The manual may be put together in any subject order so long as all applicable subjects are covered.

(2) Part 1 - Management

- (a) Corporate commitment
 - (i) A statement signed by the AMO certificate holder confirming that the MPM and any incorporated document identified therein reflect the AMO certificate holder's means of compliance with the Regulations and containing the commitment of the accountable manager and the organisation to comply with the airworthiness requirements as set out in this document and approved by the Director.

 - (ii) A statement signed by the AMO certificate holder confirming that AMO personnel shall be familiar with those parts of the manuals that are relevant to the maintenance work they perform. An AMO certificate holder shall make a copy of the MPM, or relevant portions thereof available to each person who performs or certifies work on an aeronautical product. In the case where only a portion of the manual is provided, it shall be sufficiently comprehensive that the person performing the tasks has all relevant information. For non-scheduled

work, temporary copies of the relevant portions of the MPM, or any incorporated reference, can be sent via facsimile transmission.

- (iii) The AMO shall specify in the Maintenance Procedures Manual who should amend the manual, particularly in the case where the manual consists of several parts.
- (iv) A means of identifying each page of the MPM that has been submitted for approval, as required by the CARs. This shall be in the form of a List of Effective Pages, with each page numbered and either dated or marked with a revision number.
- (v) A description of the system used to distribute the manual, including the name or title of each person who holds a copy of the manual, to ensure compliance with the CAR requirements;
- (vi) Safety and quality policy. Safety Management System
- (vii) Management personnel
- (viii) Duties and responsibilities of the management personnel For clarity, additional positions may be added. Where management functions have been assigned as required by the CARs:
 - (aa) The name or title of any person to whom functions have been assigned;
 - (bb) A description of the functions that have been assigned to each person;
 - (cc) Where necessary for clarity, a chart depicting the distribution of functions.
 - (dd) Statement signed by the AMO certificate holder confirming that
- (ix) Management Organisation Chart
 - (aa) an organisation chart showing associated chains of responsibility between the person(s) referred to in 145.2.04 and;
- (x) List of certifying staff.
 - (aa) A list of all certifying personnel authorised to release aircraft on behalf of the organisation, with a scope of their authority and with signatures and stamps must be provided.

-
- (bb) A description of the methods used to ensure that the persons authorized to sign maintenance releases are qualified in accordance with the requirements that are applicable to maintenance performed pursuant to the CARs;

Note: A separate document may be referenced.

- (xi) Manpower resources
 - (aa) A statement identifying the human resources employed by the organisation.
- (xii) General description of the facilities at each address intended to be approved
- (xiii) Organisations intended scope of work
- (xiv) Notification procedure to the Authority regarding changes to the organisation's activities /approval/location/personnel
- (xv) Manual amendment procedures as well as the associated documents referred to in the MPM.
- (xvi) General description of facilities at each address intended to be approved
 - (aa) A description of the facilities and layout is required.
- (xvii) Organisation's intended approved scope of work
 - (aa) A statement of the scope of work being applied for.
- (xviii) Notification procedure to the Director regarding changes in the organisation's activities/approval/location/personnel
 - (aa) A statement indicating who is responsible for notifying the Director regarding changes, and what changes are subject to notification.
- (xix) A procedure for the control of stamps.

(3) Part 2 - Maintenance Procedures -

- (a) Purchasing procedure
-

- (i) A description of, or reference to, a procedure indicating that purchase documents will contain data clearly describing the product ordered, as well as the traceability documentation or data to be delivered with the product ordered.
 - (b) Supplier evaluation procedure
 - (i) A description of, or reference to, a procedure used by the organisation to evaluate and approve suppliers.
 - (c) Acceptance/inspection of aircraft components from outside contractors
 - (i) A description of, or reference to, a procedure for the documented control of verification, storage and maintenance of aircraft components from outside contractors.
 - (d) procedures used for incoming inspection and storage of parts and materials to ensure conformity with the requirements of the CARs. In the case of an undocumented part, prior to being recertified, that part shall be evaluated pursuant to the CARs;
 - (i) Storage, tagging and release of aircraft components and material to aircraft maintenance
 - (ii) A description of, or reference to, a procedure for handling, storage, packaging (tagging), preservation of aircraft components and material to aircraft maintenance.
 - (e) Acceptance of tools and equipment
 - (i) A description of, or reference to, a procedure for acceptance of tools and equipment by the organisation for use in the maintenance of aircraft.
 - (f) Calibration of tools and equipment
 - (i) A description of, or reference to, a procedure for the calibration of measuring and testing tools and equipment used on aircraft systems and equipment.
 - (g) Use of tools and equipment by personnel
 - (i) A description of, or reference to, a procedure for the methods in which special tools and equipment are used.
 - (h) Cleanliness standards of maintenance facility
 - (i) A statement regarding the standard of cleanliness to be maintained.
-

-
- (i) Maintenance instructions and relationship to aircraft/aircraft component manufacturers' instructions including updating and availability to staff
 - (j) where the organization uses standards for the performance of work that are equivalent to those recommended by the manufacturer, the identification of those additional standards, developed pursuant to the CARs.
 - (k) procedures to ensure that regulatory information and technical data appropriate to the work performed are used, as required by the CARs;
 - (l) a description of the personnel records to be retained pursuant to the CARs;
 - (m) identification of the level of work which can be performed at each facility, pursuant to the CARs, and where the facility is leased, the times at which the facility is available to the lessee;
 - (n) details of the procedures used to approve maintenance arrangements entered into pursuant to the CARs, and a list of all such arrangements. Where such maintenance arrangements are made, the information provided in the MPM shall include details concerning the assignment of responsibilities for the certification of the work performed, and for the extension of the AMO quality system to address work performed under the arrangement. Where no such arrangements exists, no approval procedures are required.
 - (o) procedures used to report service difficulties to the Authority/Operator/Manufacturer as required by the CARs
 - (p) Repair procedure
 - (i) A description of, or reference to, the procedures for the repair of aircraft components.
 - (q) Maintenance, structural repair and parts manuals
 - (i) A description of, or reference to, a procedure for the updating and availability to personnel of the relevant maintenance, structural repair and parts manuals for the aircraft to be maintained.
 - (r) Aircraft maintenance programme, A.D. procedures, modification procedures and technical record control
 - (i) A description of, or reference to, a procedure indicating compliance with the aircraft maintenance programme, A.D. procedures, modification procedures and technical record control.
-

- (s) Maintenance documentation
 - (i) A description of, or reference to, a procedure of the relevant documentation to be used and instructions for the completion thereof. Details of the methods used to record the work performed and ensure that any defects are recorded in the technical record established pursuant to the requirements of the CARs;
- (t) Rectification of defects
 - (i) A description of, or reference to, a procedure for the methods to be employed for the rectification of defects arising during base maintenance.
- (u) Release to service
 - (i) A description of, or reference to, a procedure for the manner in which an aircraft is to be released to service after base maintenance.
- (v) Records for the operator
 - (i) A description of, or reference to, a procedure for the records to be kept and the manner in which they are to be given to the operator.
- (w) Defective aircraft components
 - (i) A description of, or reference to, a procedure for the return of defective aircraft components to the store and the method to be employed for routing the defective aircraft components to outside contractors and the return thereof.

(4) Part 3 - Line maintenance

- (a) Special maintenance procedures
 - (i) A description of, or reference to, a procedure for the manner in which specific maintenance procedures that may be required, such as –
 - (aa) engine running;
 - (bb) aircraft pressurisation tests;
 - (cc) aircraft taxing, towing and others, are to be employed.
 - (ii) Control of computer maintenance record systems
 - (iii) Control of man-hour planning versus scheduled maintenance work
-

- (iv) Procedures to detect and rectify maintenance errors
- (b) Shift/task handover procedures
- (c) Procedures for notification of maintenance data inaccuracies and ambiguities, to the type certificate holder
- (d) Production planning procedures
- (e) Technical record control
- (d) reporting of defects to the DCA/Operator/Manufacturer
- (e) Return of defective aircraft components to store
- (f) Defective components shipped to outside contractors
- (g) Control of computer maintenance record systems
- (h) Control of man-hour planning versus scheduled maintenance work
- (i) Control of critical tasks
- (j) Procedures to detect and rectify maintenance errors
- (k) Shift/task handover procedures
- (l) Procedures for notification of maintenance data inaccuracies and ambiguities, to the type certificate holder.
- (m) Production planning procedures
- (n) Maintenance Contract Procedure
- (o) Capability List

(5) Line maintenance control

- (a) A description of, or reference to, a procedure for the control of aircraft components, tools, equipment, etc., used during line maintenance.
 - (i) Line maintenance control of aircraft components, tools, equipment, etc.
 - (ii) Line maintenance procedures related to servicing/fuelling/de-icing, etc.
-

-
- (aa) A description of, or reference to, a procedure for the servicing, fuelling, etc. done during line maintenance
 - (iii) Line maintenance control of defects and repetitive defects
 - (aa) A description of, or reference to, a procedure for the manner in which defects and repetitive defects are to be controlled.
 - (iv) Line procedure for completion of technical log
 - (aa) A description of, or reference to, a procedure for the completion of aircraft technical log during line maintenance.
 - (v) Line procedure for pooled parts and loan parts
 - (vi) Line procedure for return of defective parts removed from aircraft
 - (aa) A description of, or reference to, a procedure for the return to the stores of defective aircraft parts removed from the aircraft during line maintenance
 - (vii) Line procedure control of critical tasks.
 - (viii) Line procedure for pooled parts and loan parts
 - (c) The MPM must contain the information to demonstrate that the organisation has the management, resources and procedures to comply with the requirements of the CARs Part 145.
 - (d) The MPM may either be a self contained document, or it may refer to other documents referred to in the MPM which will be considered to be equally binding on the organisation.

145.02.2 Part 3 - Quality Assurance System

Quality System Procedures

(6) Minimum standards for a quality assurance system

- (a) The objectives of the quality assurance system referred to in CAR 145.02.2(2) are –
 - (i) to monitor, and report to management, the level of compliance with the organisation's MPM and airworthiness requirements;
 - (ii) to correct any non-compliance identified and to implement actions to prevent the recurrence of such non-compliance; and

-
- (iii) to present to management for the purpose of review and implementing further corrective or preventive action, quality indicators such as audit reports, accidents, incidents, occurrences, customer complaints and personnel reports.
 - (b) The quality assurance system must include –
 - (i) Quality audit of the organisation
 - (aa) A description of, or reference to, a procedure for the quality audits to be performed on the organisation.
 - (ii) Quality audit of aircraft
 - (aa) A description of, or reference to, a procedure for the quality audits to be done on the aircraft during maintenance work.
 - (iii) Quality audit remedial action
 - (aa) A description of, or reference to, a procedure of remedial actions to be taken after quality audits.
 - (iv) Management analyses and overview
 - (aa) A description of, or reference to, a procedure for bringing to the attention of management quality indicators (such as audit reports, progress on corrective action, accidents, incidents, occurrences, customer complaints and personnel reports) and documenting the appropriate action decided and implemented to maintain an adequate level of conformance to airworthiness requirements.
 - (v) Certifying personnel qualification, competence and training
 - (aa) A description of, or reference to, a procedure for the competence required of certifying personnel and the programme of training and recurrent training of certifying personnel.
 - (vi) Certifying personnel records
 - (aa) A description of, or reference to, a procedure of the methods to be used for keeping technical records of certifying personnel.
 - (vii) Quality audit personnel
 - (aa) A chart or a list indicating the qualifications of quality audit personnel.
 - (viii) Qualifying inspectors and mechanics
-

-
- (aa) A description of, or reference to, a procedure for the competence required of qualifying inspectors or mechanics, and a programme of training and recurrent training of personnel.
 - (ix) Exemption/concession control
 - (aa) A description of, or reference to, a procedure to be used when permission is required to deviate from the requirements of the organisation's MPM, or to deviate from specified aircraft/aircraft component maintenance tasks.
 - (x) Specialised activities
 - (aa) A description of, or reference to, a procedure for applying specialised activities such as welding, N.D.T. etc.
 - (c) Human factors training procedure
 - (d) Competence assessment of personnel.
 - (e) Measures must be taken to ensure that the system is understood, implemented and complied with at all levels.
 - (f) The quality control system must be documented in the MPM referred to in CAR 145.02.1.

QUALITY SYSTEM

- (a) In order to show compliance with 145.02.2, an AMO should establish its quality system in accordance with the instruction and information contained in the following paragraphs.

1.0. General.

1.1 Terminology.

- (a) The terms used in the context of the requirement for an AMO's quality system have the following meaning:
 - (i) **Accountable Manager.** The person acceptable to the Authority who has corporate authority for ensuring that all maintenance activities can be financed and carried out to the standard required by the Authority, and any additional requirements defined by the AMO.
 - (ii) **Quality assurance.** Quality assurance, as distinguished from quality control, involves activities in the business, systems, and technical audit areas. A set of predetermined, systemic actions which are

required to provide adequate confidence that a product or service satisfies quality requirements.

1.2 Quality Policy.

1.2.1 An AMO shall establish a formal, written quality policy statement that is a commitment by the accountable manager as to what the quality system is intended to achieve. The quality policy should reflect the achievement and continued compliance with the [Model Regulations] together with any additional standards specified by the AMO.

1.2.2 The accountable manager is an essential part of the AMO management organisation. The term “accountable manager” is intended to mean the Chief Executive/President/Managing Director/ General Manager, etc. of the AMO, who by virtue of his or her position has overall responsibility (including financial) for managing the organisation.

1.2.3 The accountable manager will have overall responsibility for the AMO quality system, including the frequency, format and structure of the internal management evaluation activities as prescribed in paragraph 3.9 below.

1.3 Purpose of the Quality System.

1.3.1 The quality system should enable the AMO to monitor compliance with these Regulations, the AMO’s manual system, and any other standards specified by the AMO, or the Authority, to ensure safe operations and airworthy aircraft.

1.4 Quality Manager.

1.4.1 The function of the quality manager to monitor compliance with, and the adequacy of, procedures required to ensure safe operational practices and airworthy aircraft as required by these Regulations may be carried out by more than one person by means of different, but complementary, quality assurance programs.

1.4.2 The primary role of the quality manager is to verify, by monitoring activity in the field of, maintenance, that the standards required by the Authority, and any additional requirements defined by the AMO, are being carried out under the supervision of the relevant required management personnel.

1.4.3 The quality manager should be responsible for ensuring that the quality assurance programme is properly established, implemented and maintained.

1.4.4 The quality manager should:

- (b) Report to the accountable manager;
- (c) Not be one of the required management personnel; and
- (d) Have access to all parts of the AMO's, and as necessary, any sub-contractor's organisation.

1.4.5 In the case of small/very small AMO's, the posts of the Accountable Manager and quality manager may be combined.

2.0 Quality System.**2.1 Introduction.**

2.1.1 The AMO's quality system should ensure compliance with and adequacy of operational and maintenance activities requirements, standards, and procedures.

2.1.2 The AMO should specify the basic structure of the quality system applicable to the operation. The quality system should be structured according to the size and complexity of the organisation to be monitored.

2.2 Scope.

2.2.1 As a minimum, the quality system should address the following:

- (a) The provisions of these Regulations ;
 - (b) The AMO's additional standards and operating practices;
 - (c) The AMO's quality policy;
 - (d) The AMO's organisational structure;
 - (e) Responsibility for the development, establishment and management of the quality system;
 - (f) Documentation, including manuals, reports and records;
 - (g) Quality procedures;
 - (h) Quality assurance program;
 - (i) The required financial, material and human resources;
 - (j) Training requirements.
-

2.2.2 The quality system should include a feedback system to the accountable manager to ensure that corrective actions are both identified and promptly addressed. The feedback system should also specify who is required to rectify discrepancies and non-compliance in each particular case, and the procedure to be followed if corrective action is not completed within an appropriate timescale.

2.3 Relevant Documentation.

2.3.1 Relevant documentation includes the relevant part of the operator's manual system.

2.3.2 In addition, relevant document should include the following:

- (a) Quality policy;
- (b) Terminology;
- (c) Specified maintenance standards;
- (d) A description of the organisation;
- (e) The allocation of duties and responsibilities;
- (f) Operational procedures to ensure regulatory compliance;
- (g) Accident prevention and flight safety programme;
- (h) The quality assurance programme, reflecting:
 - (i) Schedule of the monitoring process;
 - (ii) Audit procedures;
 - (iii) Reporting procedures;
 - (iv) Follow-up and corrective action procedures;
 - (v) Recording system;
 - (vi) The training syllabus; and
 - (vii) Document control

3.0 Quality assurance programme.

3.1 Introduction.

3.1.1 The quality assurance programme should include all planned and systematic actions necessary to provide confidence that all maintenance is conducted in accordance with all applicable requirements, standards and I procedures.

3.1.2 When establishing a quality assurance programme, consideration should be given to at least the following:

- (a) Quality inspection;
- (b) Audit;
- (c) Auditors;
- (d) Auditor's independence
- (e) Audit scope;
- (f) Audit scheduling;
- (g) Monitoring and corrective action;
- (h) Management evaluation.

3.2 Quality Inspection.

3.2.1 The primary purpose of a quality inspection is to observe a particular event/action/document, etc. in order to verify whether established procedures and requirements are followed during the accomplishment of that event and whether the required standard is achieved.

3.2.2 Typical subject areas for quality inspections are:

- (a) Facilities size and segregation;
- (b) Office accommodation
- (c) Work environment
- (d) Storage
- (e) Management changes
- (f) Staff numbers and man-hour plan
- (g) Competence process
- (h) Qualifying certifying staff;

- (i) Records of certifying staff;
- (j) Issue of authorizations
- (k) Adequate equipment;
- (l) Equipment control and calibration;
- (m) Approved data held;
- (n) Modified maintenance data;
- (o) Data availability;
- (p) Data up to date;
- (q) Aircraft release;
- (r) Release document contents;
- (s) Release control
- (t) Details on work documents;
- (u) Operator's copy of release;
- (v) Record retention;
- (w) Reporting unairworthy findings;
- (x) Clear work orders;
- (y) Procedures per Maintenance Procedures Manual;
- (z) Suppliers and subcontractors;
- (aa) Acceptance of parts;
- (bb) Parts control in stores;
- (cc) Use of tools;
- (dd) Cleanliness standards;
- (ee) Control of repairs;
- (ff) Aircraft Maintenance Programme completion;
- (gg) Airworthiness directive control;

- (hh) Control of modifications;
- (ii) Control of working documents;
- (jj) Base maintenance defects;
- (kk) Defective parts to stores;
- (ll) Parts to outside contractors;
- (mm) Computer maintenance systems;
- (nn) Engine running;
- (oo) Aircraft procedures;
- (pp) Line maintenance control parts;
- (qq) Line servicing control;
- (rr) Line defect control;
- (ss) Aircraft Technical Log – Maintenance Records section completion;
- (tt) Pool and loan parts;
- (uu) Return defective parts to base;
- (vv) Product maintenance exemption control;
- (ww) Procedures deviation control;
- (xx) Special services control (NDI);
- (yy) Contractors working teams;
- (zz) Product audit;
- (aaa) Privileges and locations control;
- (bbb) Limitation control;
- (ccc) Control of changes.

3.2.3 Typical methods for quality inspections for maintenance include:

- (a) Product sampling - the part inspection of a representative sample of the aircraft fleet;
-

- (b) Defect sampling - the monitoring of defect rectification performance;
- (c) Concession sampling - the monitoring of any concession to not carry out maintenance on time;

3.3 Audit.

3.3.1 An audit is a systematic, and independent comparison of the way in which an operation is being conducted against the way in which the published operational procedures say it should be conducted.

3.3.2 Audits should include at least the following quality procedures and processes:

- (a) A statement explaining the scope of the audit;
- (b) Planning and preparation;
- (c) Gathering and recording evidence; and
- (d) Analysis of the evidence.

3.3.3 Techniques that contribute to an effective audit are:

- (a) Interviews or discussions with personnel;
- (b) A review of published documents;
- (c) The examination of an adequate sample of records;
- (d) The witnessing of the activities that make up the operation; and
- (e) The preservation of documents and the recording of observations.

3.4. Auditors.

3.4.1 An AMO should decide, depending upon the complexity of the organisation, whether to make use of a dedicated audit team or a single auditor. In any event, the auditor or audit team should have relevant aviation maintenance experience.

3.4.2 The responsibilities of the auditors should be clearly defined in the relevant documentation.

3.5 Auditor's Independence.

3.5.1 Auditors should not have any day-to-day involvement in the area of the maintenance activity that is to be audited. An AMO may, in addition to using the services of full-time dedicated personnel belonging to a separate quality department, undertake the monitoring of specific areas or activities by the use of part-time auditors. An AMO whose structure and size does not justify the establishment of full-time auditors, may undertake the audit function by the use of part-time personnel from within its own organisation or from an external source under the terms of an agreement acceptable to the Authority. In all cases the AMO should develop suitable procedures to ensure that persons directly responsible for the activities to be audited are not selected as part of the auditing team. Where external auditors are used, it is essential that any external specialist is familiar with the type of operation and/or maintenance conducted by the operator.

3.5.2 The AMO's quality assurance programme should identify the persons within the company who have the experience, responsibility and authority to:

- (a) Perform quality inspections and audits as part of ongoing quality assurance;
- (b) Identify and record any concerns or findings, and the evidence necessary to substantiate such concerns or findings;
- (c) Initiate or recommend solutions to concerns or findings through designated reporting channels;
- (d) Verify the implementation of solutions within specific timescales;
- (e) Report directly to the quality manager.

3.6 Audit Scope.

3.6.1 AMO's are required to monitor compliance with the operational and maintenance procedures they have designed to ensure safe operations, airworthy aircraft and the serviceability of both operational and safety equipment. In doing so they should as a minimum, and where appropriate, monitor:

- (a) Organisation;
 - (b) Plans and company objectives;
 - (c) AMO certification (AMO/Operations specifications)
 - (d) Supervision;
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- (e) Manuals, logs, and records;
- (f) Duty time limitations, rest requirements, and scheduling;
- (g) Maintenance programmes and continued airworthiness;
- (h) Airworthiness directives management;
- (i) Maintenance accomplishment;
- (j) Defect deferral;
- (k) Dangerous goods;
- (l) Security;
- (m) Training.

3.7 Audit Scheduling.

3.7.1 A quality assurance program should include a defined audit schedule and a periodic review cycle area by area. The schedule should be flexible, and allow unscheduled audits when trends are identified. Follow-up audits should be scheduled when necessary to verify that corrective action was carried out and that it was effective.

3.7.2 An AMO should establish a schedule of audits to be completed during a specified calendar period. All aspects of the operation should be reviewed within every 12 month period in accordance with the programme unless an extension to the audit period is accepted as explained below. An AMO may increase the frequency of audits at its discretion but should not decrease the frequency without the agreement of the Authority. Audit frequency should not be decreased beyond a 24 month period interval.

3.7.3 When an AMO defines the audit schedule, significant changes to the management, organisation, operation, or technologies should be considered as well as changes to the regulatory requirements.

3.8 Monitoring and Corrective Action.

3.8.1 The aim of monitoring within the quality system is primarily to investigate and judge its effectiveness and thereby to ensure that defined policy and maintenance standards are continuously complied with. Monitoring activity is based upon quality inspections, audits, corrective action and follow-up. The AMO should establish and publish a quality procedure to monitor regulatory compliance on a continuing basis. This monitoring

activity should be aimed at eliminating the causes of unsatisfactory performance.

- 3.8.2.** Any non-compliance identified as a result of monitoring should be communicated to the manager responsible for taking corrective action or, if appropriate, the accountable manager. Such non-compliance should be recorded, for the purpose of further investigation, in order to determine the cause and to enable the recommendation of appropriate corrective action.
- 3.8.3** The quality assurance programme should include procedures to ensure that corrective actions are taken in response to findings. These quality procedures should monitor such actions to verify their effectiveness and that they have been completed. Organisational responsibility and accountability for the implementation of corrective action resides with the department cited in the report identifying the finding. The accountable manager will have the ultimate responsibility for resourcing the corrective active action and ensuring, through the quality manager, that the corrective action has re-established compliance with the standard required by the Authority, and any additional requirements defined by the operator.
- 3.8.4** Corrective action. Subsequent to the quality inspection/audit, the AMO should establish:
- (a) The seriousness of any findings and any need for immediate corrective action;
 - (b) The origin of the finding;
 - (c) What corrective actions are required to ensure that the non-compliance does not recur;
 - (d) A schedule for corrective action;
 - (e) The identification of individuals or departments responsible for implementing corrective action;
 - (f) Allocation of resources by the accountable manager, where appropriate.
- 3.8.5** The quality manager should:
- (a) Verify that corrective action is taken by the manager responsible in response to any finding of non-compliance;

- (b) Verify the corrective action includes the elements outlined in paragraph 3.8.4 above;
- (c) Monitor the implementation and completion of corrective action'
- (d) Provide management with an independent assessment of corrective action; implementation and completion;
- (e) Evaluate the effectiveness of corrective action through follow-up process.

3.9 Management Evaluation.

3.9.1 A management evaluation is a comprehensive, systematic, documented review by the management of the quality system, policies and procedures, and should consider:

- (a) The results of quality inspections, audits and any other indicators;
- (b) The overall effectiveness of the management organisation in achieving stated objectives.

3.9.2 A management should identify and correct trends, and prevent, where possible, future non-conformities. Conclusions and recommendations made as a result of an evaluation should be submitted in writing to the responsible manager for action. The responsible manager should be an individual who has the authority to resolve issues and take action.

3.9.3 The accountable manager should decide upon the frequency, format and structure of internal management evaluation activities.

3.10 Recording.

3.10.1 Accurate, complete and readily accessible records documenting the results of the quality assurance programme should be maintained by the AMO. Records are essential data to enable an operator to analyse and determine the root causes of non-conformity, so that areas of non-compliance can be identified and addressed.

3.10.2 The following records should be retained for a period of 5 years:

- (a) Audit schedules;
- (b) Quality inspection and audit reports;
- (c) Responses to findings;

- (d) Corrective action reports;
- (e) Follow-up and closure reports; and
- (f) Management evaluation reports.

4.0 Quality Assurance Responsibility for Sub-Contractors.

4.1 Sub-Contractors.

4.1.1 AMO's may decide to sub-contract out certain activities to external agencies for the provision of services related to areas such as:

- (a) Maintenance;
- (b) Training;
- (c) Manual preparation.

4.1.2 The ultimate responsibility for the product or service provided by the sub-contractor always remains with the AMO. A written agreement should exist between the AMO and the sub-contractor clearly defining the safety related services and quality to be provided. The sub-contractor's safety related activities relevant to the agreement should be included in the AMO's quality assurance programme.

4.1.3 The AMO should ensure that the sub-contractor has the necessary authorisation/approval when required and commands the resources and competence to undertake the task.

5.0. Quality System Training.

5.1 General.

5.1.1 An AMO should establish effective, well planned and resourced quality related briefing for all personnel.

5.1.2 Those responsible for managing the quality system should receive training covering:

- (a) An introduction to the concept of the quality system;
- (b) Quality management;
- (c) The concept of quality assurance;

- (d) Quality manuals;
- (e) Audit techniques;
- (f) Reporting and recording; and
- (g) The way in which the quality system will function in the company.

5.1.3 Time should be provided to train every individual involved in quality management and for briefing the remainder of the employees. The allocation of time and resources should be governed by the size and complexity of the AMO.

5.2 Sources of Training.

5.2.1 Quality management courses are available from the various [National] or International Standards Institutions, and an AMO should consider whether to offer such courses to those likely to be involved in the management of quality systems. AMO's with sufficient appropriately qualified staff should consider whether to carry out in-house training.

6.0 Organisations with 20 or Less Full-Time Employees.

6.1 Introduction.

6.1.1 The requirement to establish and document a quality system, and to employ a quality manager applies to all AMO's. References to large and small operators elsewhere in these [Model Regulations] are governed by aircraft capacity (i.e. more or less than 20 seats) and by mass (i.e. greater or less than 10 tonnes maximum take-off mass). Such terminology is not relevant when considering the scale of an operation and the quality system required. In the context of quality systems therefore, operators should be categorised according to the number of full time staff employees.

6.2 Scale of Operation.

6.2.1 AMO's who employ 5 or less full time staff are considered to be "very small" while those employing between 6 and 20 full time employees are regarded as "small" operators as far as quality systems are concerned. Full-time in this context means employed for not less than 35 hours per week excluding vacation periods.

6.2.2 Complex quality systems could be inappropriate for small or very small operators and the clerical effort required to draw up manuals and quality procedures for a complex system may stretch their resources. It is therefore accepted that such operators should tailor their quality systems

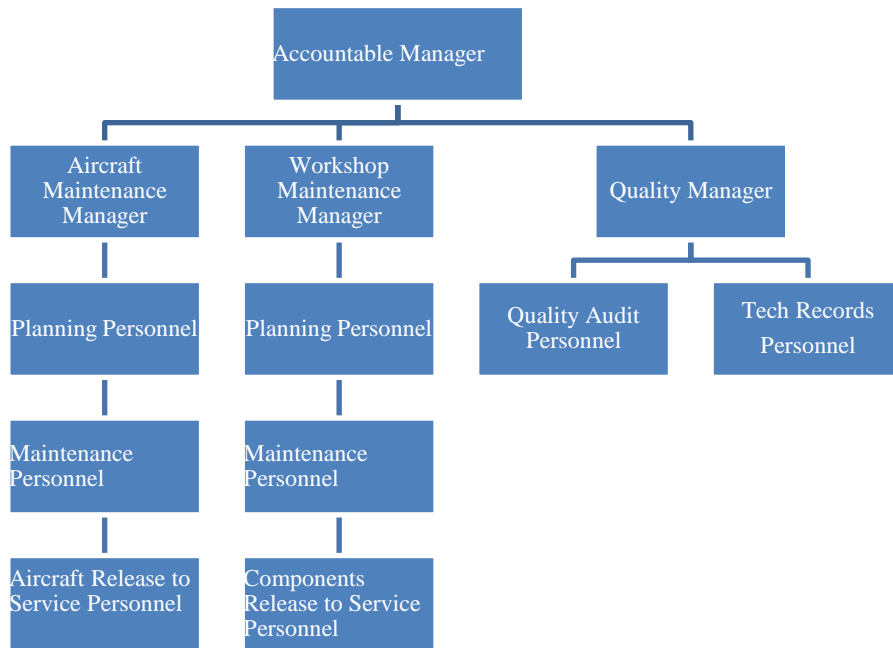
to suit the size and complexity of their operation and allocate resources accordingly.

6.3 Quality System for Small/Very Small AMO's.

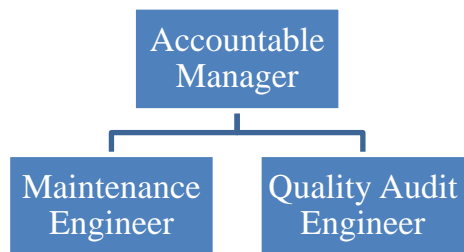
- 6.3.1** For small and very small AMO's it may be appropriate to develop a quality assurance programme that employs a checklist. The checklist should have a supporting schedule that requires completion of all checklist items within a specified timescale, together with a statement acknowledging completion of a periodic review by top management. An occasional independent overview of the checklist content and achievement of the quality assurance should be undertaken.
- 6.3.2** The "small" AMO may decide to use internal or external auditors or a combination of the two. In these circumstances it would be acceptable for external specialists and or qualified organisations to perform the quality audits on behalf of the quality manager.
- 6.3.3** If the independent quality audit function is being conducted by external auditors, the audit schedule should be shown in the relevant documentation.
- 6.3.4** Whatever arrangements are made, the operator retains the ultimate responsibility for the quality system and especially the completion and follow-up of corrective actions.

Quality System – Organisation Examples

- (a) The following diagrams illustrate two typical examples of AMO Quality organisations.



(i) A typical small AMO.



PART 4 - SAFETY MANAGEMENT SYSTEM

DESCRIPTION OF A SAFETY MANAGEMENT SYSTEM FOR AN AMO

1. Minimum Standards for the Safety Management System

The safety management system includes:

- (a) A clear definition of the level of safety that the organisation intends to achieve;
- (b) Proof by the aircraft maintenance organisation to the that adequate safety measures to maintain the required level of safety will be or have been instituted;
- (c) The components and elements described in section 2 below.

2. Components and elements required for a safety management system

- (a) Safety Policy and Objectives
 - (i) Management commitment and responsibility
 - (aa) The aircraft maintenance organisation shall define its safety policy which shall be in accordance with international and national requirements, and which shall be signed by the accountable executive.
 - (bb) The safety policy shall reflect its commitments regarding safety; including a clear statement about the provision of the necessary human and financial resources for its implementation; and be communicated, with visible endorsement, throughout the organisation.
 - (cc) The safety policy shall be reviewed at least biannually to ensure that it remains relevant and appropriate to the organisation.
 - (ii) Safety accountabilities of managers
 - (aa) The aircraft maintenance organisation shall identify the accountable executive who, irrespective of other functions, shall have ultimate responsibility and accountability for the implementation and maintenance of the SMS.

- (bb) The aircraft maintenance organisation shall identify the safety accountabilities of all members of senior management, irrespective of other functions. Safety accountabilities and authorities shall be documented and communicated throughout the organisation.
- (iii) Appointment of key safety personnel
- (aa) The aircraft maintenance organisation shall identify a safety manager to be the responsible individual and focal point for the implementation and maintenance of an effective SMS.
- (bb) The safety manager shall report directly to the accountable manager (CEO or MD of the operator, organisation or provider) with respect to any significant safety concerns with unacceptable risk and with respect to implementation and maintenance of the SMS.
- (cc) The selection criteria for safety managers or safety officers and suggested attributes and qualifications include:
- Broad operational knowledge and experience in the functions of the organisation;
 - Sound knowledge of safety management principles and practices, including theoretical training and theoretical experience;
 - At least 2 years of experience (safety officer) and at least 5 years of experience (safety manager) with the implementation and management of an aviation safety management system;
 - Good written and verbal communication skills;
 - Well-developed interpersonal skills;
 - Computer literacy;
 - The ability to relate at all levels, both inside and outside the organisation;
 - Organisational ability;
 - Capable of working unsupervised;
 - Good analytical skills;

- Leadership skills and authoritative approach;
 - Worthy of respect among peers and management;
 - Project management skills.
- (iv) SMS implementation plan
- (aa) The aircraft maintenance organisation shall develop and maintain an SMS implementation plan that defines the organisation's approach to manage safety in a manner that meets the organisation's safety needs.
 - (bb) The SMS implementation plan of the aircraft maintenance organisation shall explicitly address the coordination between the SMS of the aircraft maintenance organisation and the SMS of other service providers (that may affect aviation safety and security) with whom the aircraft maintenance organisation may interface during the provision of services.
 - (cc) The SMS implementation plan shall be endorsed by senior management of the organisation.
- (v) Coordination of emergency response planning
- (aa) The aircraft maintenance organisation shall develop, coordinate and maintain an emergency response plan that ensures orderly and efficient transition from normal to emergency operations, and return to normal operations.
- (vi) Documentation
- (aa) The aircraft maintenance shall develop and maintain SMS documentation to describe the following:
 - safety policy and objectives;
 - the SMS requirements;
 - the SMS procedures and processes;
 - the accountabilities, responsibilities and authorities for procedures and processes; and
 - the SMS outputs.
 - (bb) The aircraft maintenance organisation shall incorporate its safety management documentation into its Maintenance Procedures

Manual to communicate its approach to safety throughout the operation, or in a separately approved SMS manual.

(b) Safety risk management

(i) Hazard identification process

(aa) The aircraft maintenance organisation shall develop and maintain a formal process for effectively collecting, recording, acting on and generating feedback about hazards in operations, based on a combination of reactive, proactive and predictive methods of safety data collection.

(ii) Risk assessment and mitigation process

(aa) The aircraft maintenance organisation shall develop and maintain a formal risk management process that ensures analysis (in terms of probability and severity of occurrence), assessment (in terms of tolerability or acceptability) and control (in terms of mitigation) of risks to an acceptable level.

(bb) The following matrixes should be used for purposes of analyzing and assessing risk:

Risk Severity Matrix

<i>Risk Severity definition</i>	<i>Description: Consequence (can lead to)...</i>	<i>Examples of what to look out for...</i>
Category A Catastrophic	One or multiple deaths & complete loss/destruction of equipment	A major accident.
Category B Hazardous	Serious injuries/Major Damage to equipment	Large reduction in safety margins, physical distress or workload such that the operators cannot be relied upon to perform their tasks accurately or completely.
Category C Major	Minor injuries/ Minor equipment damage	A significant reduction in safety margins, a reduction in the ability of the operators to cope with adverse operating conditions as a result of increase

		in workload, or as a result of conditions impairing their efficiency.
Category D Minor	Incidents	Operating limitations are breached. Procedures are not used correctly.
Category E Negligible	Negligible/Inconvenience	Few consequences. No safety consequences. Nuisance.

Risk Probability Matrix

<i>Likelihood/Probability Category</i>	<i>Description</i>	<i>Examples of what to look out for</i>
1	Extremely improbable (Rare)	Almost inconceivable that the event will occur.
2	Improbable (Seldom)	Very unlikely that the event will occur. It is not known that it has ever occurred before.
3	Remote (Unlikely)	Unlikely but could possibly occur. Has occurred rarely.
4	Occasional	Likely to occur sometimes. Has occurred infrequently.
5	Frequent	Likely to occur many times/regularly. Has occurred frequently/regularly.

RISK PROBABILITY		RISK SEVERITY				
		Catastrophic A	Hazardous B	Major C	Minor D	Negligible E
Frequent	5	5A	5B	5C	5D	5E
Occasional	4	4A	4B	4C	4D	4E
Remote	3	3A	3B	3C	3D	3E
Improbable	2	2A	2B	2C	2D	2E
Extremely improbable	1	1A	1B	1C	1D	1E

Risk assessment Index	Suggested Criteria
5A, 5B, 5C, 4A, 4B, 4C, 3A, 3B, 2A	Unacceptable under the existing circumstances. Risk mitigation critical.

5D, 4D, 3C, 3D, 2B, 2C, 1A, 1B	Risk mitigation required. It might require management decision.
5E, 4E, 3E, 2D, 2E, 1C, 1D, 1E	Acceptable.

- (iii) The following is an example of strategies that can be introduced for mitigation (risk control):

Avoidance	The operation or activity is cancelled because the risks exceed the benefits of continuing the operation or activity.
Reduction	The frequency of the operation or activity is reduced, or action is taken to reduce the magnitude of the consequences of the accepted risks.
Segregation of exposure	Action is taken to isolate the effects of risks or build in redundancy to protect against it.

- (iv) Alternative means of analyzing, assessing and controlling risk may be implemented by the aircraft maintenance organisation with the approval of the Commissioner.
- (v) All safety information reported to the Commissioner shall be in the format specified in the above matrixes.
- (vi) The aircraft maintenance organisation shall also define those levels of management with authority to make decisions regarding the tolerability/acceptability of safety risks, and the introductions of mitigating measures.
- (c) Safety assurance
- (i) Monitoring and measurement of safety performance
- (aa) The aircraft maintenance organisation shall develop and maintain the means to verify the safety performance of the organisation compared to the safety policy and objectives, and to validate the effectiveness of safety risk controls.
- (bb) The safety reporting procedures relating to safety performance and monitoring shall clearly indicate which types of operational

behaviours are acceptable or unacceptable, and include the conditions under which immunity from disciplinary action would be considered. A non-punitive policy is required to enhance the reporting culture. Immunity from disciplinary action may not be granted in instances of violation and negligence.

- (ii) The management of change
 - (aa) The aircraft maintenance organisation shall develop and maintain a formal process to identify changes within the organization which may affect established processes and services; to describe the arrangements to ensure safety performance before implementing changes; and to eliminate or modify safety risk controls that are no longer needed or effective due to changes in the operational environment.
- (iii) Continuous improvement of the SMS
 - (aa) The aircraft maintenance organisation shall develop and maintain a formal process to identify the causes of sub-standard performance of the SMS, determine the implications of sub-standard performance in operations, and eliminate such causes. This may be achieved through audits of the SMS to ensure its effective implementation.
- (d) Safety promotion
 - (i) Training and education
 - (aa) The aircraft maintenance organisation shall develop and maintain a safety training programme that ensures that personnel responsible for the associated functions as contained in the SMS are trained and competent to perform the SMS duties.
 - (bb) The scope of the safety training shall be appropriate to each individual's involvement in the SMS.
 - (ii) Safety communication
 - (aa) The aircraft maintenance organisation shall develop and maintain formal means for safety communication, which ensures that all personnel are fully aware of the SMS, conveys safety critical information, and explains why particular safety actions are taken and why safety procedures are introduced or changed.
- (e) Safety reporting requirements

- (i) The aircraft maintenance organisation shall report any significant safety concern identified through its SMS to the Authority within 7 days of it being verified.
- (ii) The aircraft maintenance organisation shall report the following safety information to the Authority on an annual basis, as per a schedule agreed to with the Authority:
 - (aa) The top 20 hazards identified by the aircraft maintenance organisation;
 - (bb) The mitigation strategies implemented to address the risk.

PART 5 - DOCUMENTATION

(1) Examples of documents; lists

- (a) Contracted air operators
 - (b) Air operator procedures and paperwork
 - (c) Air operator record completion
- (2) Sample of documents, such as technical record control or rectification of defects.
- (a) List of subcontractors
 - (b) List of line maintenance locations
 - (c) List of contracted organizations

Part 6- Operators maintenance procedures

This section is reserved for those approved maintenance organizations who are also operators.

Part 7 – Other sections as the Authority may approve.

145.02.3 Accomodation and Facility Requirements

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- (1) For ongoing maintenance of aircraft, aircraft hangars shall be available and large enough to accommodate aircraft during maintenance activities.
 - (a) Where the hangar is not owned by the AMO, it is recommended to:
 - (i) Establish proof of authorisation to use hangar;
 - (ii) Demonstrate sufficiency of hangar space to carry out planned base maintenance by preparing a projected aircraft hangar visit plan relative to the maintenance program;
 - (iii) Update the aircraft hangar visit plan on a regular basis;
 - (iv) Ensure, for aircraft component maintenance, aircraft component workshops are large enough to accommodate the components on planned maintenance;
 - (v) Ensure aircraft hangar and aircraft component workshop structures prevent the ingress of rain, hail, ice, snow, wind and dust, etc.;
 - (vi) Ensure workshop floors are sealed to minimise dust generation; and
 - (vii) Demonstrate access to hangar accommodation for usage during inclement weather for minor scheduled work and/or lengthy defect rectification.
 - (b) Aircraft maintenance staff shall be provided with an area where they may study maintenance instructions and complete maintenance records in a proper manner.
 - (c) Hangars used to house aircraft together with office accommodation shall be such as to insure a clean, effective and conformable working environment.
 - (d) Temperatures should be maintained at a comfortable level.
 - (e) Dust and any other airborne contamination should be kept to a minimum and not permitted to reach a level in the work task area where visible aircraft/component surface contamination is evident.
 - (e) Lighting should be such as to insure each inspection and maintenance task can be carried out.
 - (f) Noise levels should not be permitted to rise to the point of distracting personnel from carrying out inspection tasks. Where it is impractical
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to control the noise source, such personnel should be provided with the necessary personal equipment to stop excessive noise causing distraction during inspection tasks.

- (g) Where a particular maintenance task requires the application of specific environmental conditions different to the foregoing, then such conditions shall be observed. (Specific conditions are identified in the approved maintenance instructions.)
- (h) Where the working environment for line maintenance deteriorates to an unacceptable level with respect to temperature, moisture, hail, ice, snow, wind, light, dust/other airborne contamination; the particular maintenance or inspection tasks shall be suspended until satisfactory conditions are re-established.
- (i) For both base and line maintenance where dust or other airborne contamination results in visible surface contamination, all susceptible systems shall be sealed until acceptable conditions are re-established.
- (j) Storage facilities for serviceable aircraft components shall be clean, well ventilated and maintained at an even dry temperature to minimise the effects of condensation.
- (k) Manufacturer and standards recommendations shall be followed for specific aircraft components.
- (l) Storage racks shall provide sufficient support for large aircraft components such that the component is not distorted.
- (m) All aircraft components, wherever practicable, shall remain packaged in protective material to minimise damage and corrosion during storage.

145.02.4 Personnel Requirements

- (1) The AMO functions shall be subdivided under individual managers or combined in any number of ways, dependent upon the size of the AMO.
- (2) The AMO shall have, dependent upon the extent of approval, the following:
 - (a) Person responsible for Maintenance control ie.
 - (i) A base maintenance manager.
 - (ii) A line maintenance manager.

- (iii) A workshop manager and a quality manager, all of whom should report to the accountable manager.
- (b) The Accountable Manager shall be responsible for ensuring that all necessary resources are available to accomplish maintenance required to support the AMO's approval.
- (c) The Base Maintenance Manager shall be responsible for:
 - (i) Ensuring that all maintenance required to be carried out in the hangar, plus any defect rectification carried out during base maintenance, is carried out to specified design and quality standards; and
 - (ii) Any corrective action resulting from quality compliance monitoring.
- (d) The Line Maintenance Manager shall be responsible for:
 - (i) Ensuring that all maintenance required to be carried out on the line, including line defect rectification, is performed to the required standards; and
 - (ii) Any corrective action resulting from quality compliance monitoring.
- (e) The Workshop Manager shall be responsible for:
 - (i) Ensuring that all work on aircraft components is performed to required standards; and
 - (ii) Any corrective action resulting from quality compliance monitoring.
- (f) The Quality Manager shall be responsible for:
 - (i) Monitoring the AMO's compliance with Part 145; and
 - (ii) Requesting remedial action as necessary by the base maintenance manager/line maintenance manager/workshop manager or the accountable manager, as appropriate.
- (g) The AMO may adopt any title for managerial positions, but shall identify to the Authority the titles and persons chosen to carry out these functions.

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- (h) Where an AMO chooses to appoint managers for all or any combination of the identified functions because of the size of the undertaking, these managers shall report ultimately through either the Base Maintenance Manager or Line Maintenance Manager or Workshop Manager or Quality Manager, as appropriate, to the accountable manager.
 - (i) The managers specified in this subsection shall be identified and their credentials submitted to the Authority. To be accepted, such managers shall have relevant knowledge and satisfactory experience related to aircraft/aircraft component maintenance as appropriate in accordance with these regulations.

Note: Certifying staff may report to any of the managers specified depending upon which type of control the AMO uses (for example, licensed engineers, independent inspection/dual function supervisors, etc.) so long as the quality compliance monitoring staff remain independent.

- (j) The AMO shall have a production man-hours plan showing that it has sufficient man-hours for the intended work.
- (k) If an AMO is approved for base maintenance, the plan shall relate to the aircraft hangar visit plan.
- (l) Man-hour plans shall regularly be updated. Work performed on any aircraft registered outside Namibia should be taken into account where it impacts upon the production man-hours plan.
- (m) Quality monitoring compliance function man-hours shall be sufficient to meet the requirement of Part 145.
- (n) Planners, AME's, supervisors and certifying staff shall be assessed for competence by "on the job" evaluation or by examination relevant to their particular role within the AMO before unsupervised work is permitted.
- (o) To assist in the assessment of competence, job descriptions are recommended for each position. The assessment shall establish that:
 - (i) Planners are able to interpret maintenance requirements into maintenance tasks, and have an appreciation that they have no authority to deviate from the aircraft maintenance program.
 - (ii) AME's are able to carry out maintenance tasks to any standard specified in the maintenance instructions and will notify

supervisors of mistakes requiring rectification to re-establish required maintenance standards.

- (iii) Supervisors are able to ensure that all required maintenance tasks are carried out and where not done or where it is evident that a particular maintenance task cannot be carried out to the maintenance instructions, then such problems will be reported to and agreed by the quality organisation.
- (iv) Certifying staff are able to determine when the aircraft or aircraft component is and is not ready for release to service.
- (p) In the case of planners, supervisors, and certifying staff, knowledge of AMO procedures relevant to their particular role shall be demonstrated.
- (q) Training of certifying staff shall be performed by the AMO or by an institute selected by the AMO. In either case, the AMO shall establish the curriculum and standards for training, as well as pre-qualification standards for the personnel intended for training. Pre-qualification standards are intended to insure that the trainee has a reasonable chance of successfully completing any course.
- (r) Examinations shall be set at the end of each training course.
- (s) Initial training shall cover:
 - Basic engineering theory relevant to the airframe structure and systems fitted to the class of aircraft the AMO intends to maintain;
 - Specific information on the actual aircraft type on which the person is intended to become a certifying person including the impact of repairs and system/structural defects; and
 - Company procedures relevant to the certifying staff's tasks.
- (t) Continuation training should cover changes in AMO procedures and changes in the standard of aircraft and/or aeronautical products maintained.
- (u) The training program shall include details of the number of personnel who will receive initial training to qualify as certifying staff over specified time periods.
- (v) The training program established for maintenance personnel and certifying staff by the AMO shall include training in knowledge and

skills related to human performance including co-ordination with other maintenance personnel and flight crew.

- (3) The person responsible for maintenance systems appointed under Part 145 of the Namibian Aviation Regulations (NAMCARs) shall have acquired a minimum of six years experience in the performance or direct supervision of maintenance activities of the type undertaken by the organization, at least six months of which have been obtained within the preceding two years.
- (4) An applicant for the "Person Responsible for Maintenance systems" position within an AMO shall demonstrate, during an interview to be conducted by the Director of Civil Aviation or his / her designated personnel, that he or she is knowledgeable in respect of the AMO's policies approved by the Director, and the topics below:
- (a) duties and responsibilities of the appointed position;
 - (b) duties of persons who have been assigned functional responsibilities;
 - (c) responsibilities of the AMO in relation to those of the operator;
 - (d) responsibilities of the AMO for work that has been contracted out;
 - (e) responsibilities of ACA/SCA holders in relation to those of the AMO;
 - (f) the function of Quality Assurance;
 - (g) maintenance release requirements;
 - (h) record keeping requirements;
 - (i) identification of acceptable reference data for repairs and modifications;
 - (j) parts control and traceability; and
 - (k) control of non conforming parts and materials.
- (5) The interview is designed to establish the applicant's knowledge. Questions and responses will be recorded.

145.02.5 Equipment, Tools, and Material

- (a) All applicable tools, equipment, and test equipment used for product acceptance and/or for making a finding of airworthiness shall be traceable to applicable standards.
- (b) Except as provided in paragraph (a), in the case of foreign manufactured tools, equipment, and test equipment, the standard provided by the county of manufacture may be used if approved by the Authority.
- (c) Where the manufacturer specifies a particular tool, equipment, or test equipment then that tool, equipment, or test equipment shall be used unless the manufacturer has identified the use of an equivalent.

- (d) Except as provided in paragraph (c), tools, equipment, or test equipment other than that recommended by the manufacturer will be acceptable based on at least the following:
- (e) The AMO shall have a procedure in the Maintenance Procedures Manual if it intends to use equivalent tools, equipment, or test equipment other than that recommended by the manufacturer.
- (f) The AMO shall have a program to include:
 - (i) A description of the procedures used to establish the competence of personnel that make the determination of equivalency to tools, equipment, or test equipment.
 - (ii) Conducting and documenting the comparison made between the specification of the tool, equipment or test equipment recommended by the manufacturer and the equivalent tool, equipment, or test equipment proposed.
 - (iii) Ensuring that the limitations, parameters, and reliability of the proposed tool, equipment, or test equipment are equivalent to the manufacturer's recommended tools, equipment, or test equipment.
 - (iv) Ensuring that the equivalent tool, equipment, or test equipment is capable of performing the appropriate maintenance function, all normal tests, or calibrations, and checking all parameters of the aircraft or aeronautical product undergoing maintenance or calibration.
 - (aa) The AMO shall have full control of the equivalent tool, equipment, or test equipment (i.e. ownership, lease, etc.)
 - (bb) An AMO approved for base maintenance shall have sufficient aircraft access equipment and inspection platforms/docking such that the aircraft may be properly inspected.
 - (cc) The AMO shall have a procedure to inspect/service and, where appropriate, calibrate tools, equipment, and test equipment on a regular basis and indicate to users that an item is within any inspection or service or calibration time limit.
 - (dd) The AMO shall have a procedure if it uses a standard (primary, secondary or transfer standards) for performing

calibration, to ensure that standard cannot be used to perform maintenance.

- (ee) A clear system of labelling all tooling, equipment and test equipment shall be used to give information on when the next inspection or service or calibration is due, and give status information if the item is unserviceable for any other reason where it may not be obvious.
- (ff) A clear system of labelling all tooling, equipment, and test equipment shall be used to give information on when such tooling, equipment, and test equipment is not used for product acceptance and/or for making a finding of airworthiness.
- (gg) A register shall be maintained for all calibrated tools, equipment and test equipment together with a record of calibrations and standards used.
- (hh) Inspection, service, or calibration on a regular basis shall be in accordance with the equipment manufacturers' instructions except where the AMO can show by results that a different time period is appropriate in a particular case and is acceptable to the Authority.

145.02.6 APPLICATION FOR APPROVAL OR AMENDMENT THEREOF

1. Form of application

The form referred to in CAR 145.02.6(a), in which application must be made for the issuing of an aircraft maintenance organisation approval with a Category A rating, or an amendment thereof, is contained in Annexure A.

- (a) Refer to **Annexure A** for the application which may be used for an AMO certificate.

145.02.7 ISSUING OF APPROVAL

(1) Form of approval

- (a) The form referred to in CAR 145.02.7(2), on which an aircraft maintenance organisation approval with a Category A rating is issued, is contained in Annexure B.

145.02.11 RENEWAL OF APPROVAL

(1) Form of application

- (a) The form referred to in CAR 145.02.11(1)(a), in which an application for the renewal of an aircraft maintenance organisation approval with a Category A rating must be made, is contained in Annexure A.

145.02.14 RECORDS OF CERTIFYING PERSONNEL

(1) Qualifications for Signing a Maintenance Release

(a) Information Note:

- (i) An AME licence does not automatically qualify an individual to sign a maintenance release under an AMO authority. The authority for a person to sign a release within the AMO's jurisdiction shall be separately granted by the AMO, in accordance with the requirements of NAMCAR 145, following specific training in regards to AMO procedures and other regulatory training.
- (ii) Pursuant to Part 145 of the CARs, an AMO shall issue an authorization to those individuals who will sign a maintenance release in respect of work performed on an aircraft.

(b) Information Notes:

- (i) This type of authorization is commonly known as an Aircraft Certification Authority (ACA) or Company Authorisations (CA). An ACA also permits the certification of work that is performed off the aircraft, provided it is not prohibited in the MPM. This work is only appropriate under an ACA where it is performed on products that are, by type design, eligible for installation on the aircraft or system for which the AME license, forming the basis of the ACA, is rated.

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- (ii) "Eligible" does not necessarily mean that the part is intended to be installed on an aircraft for which the AME license is rated; the part may be eligible, by type design, to be installed in several aircraft types. Provided the part is eligible for installation in the type for which the AME license has been rated, the work can be performed even though the part may actually be installed on an aircraft for which the AME license has not been rated.
 - (c) In respect of work performed on parts intended for installation on an aircraft, by means of a Shop Certification Authority (SCA). Prior to the issuance of an SCA, the AMO shall ensure that the person understands his/her responsibilities in accordance with the applicable regulations, and has demonstrated levels of knowledge and experience that meet the applicable requirements of [CAR 145](#), in respect of the work certified. These levels of knowledge and experience can be determined as follows:
 - (i) by diploma or certificate from a course in an appropriate field or by an attestation that the person has been working in the field, under the supervision of an ACA or SCA holder for a period of not less than:
 - (aa) in the case of engine or propeller overhauls, 1800 hours; and
 - (bb) in all other cases, including the repair of engine modules, 300 hours.
 - (d) Prior to issuing an authorization in respect of the evaluation of undocumented aircraft parts, the AMO shall ensure that the person has been exercising the privileges of an appropriate ACA or SCA for a period of not less than 5 years, and has successfully completed an approved course of training on the applicable process.
 - (e) Information Note:
 - (i) The five year experience requirement mentioned in (3) does not necessarily represent the experience gained within a single AMO,
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but can be the cumulative pertinent experience gained within a number of AMOs.

- (ii) Performance of specific NDT tasks can be authorized by AMOs not holding an NDT category provided that the tasks are performed as set out in applicable Standard.
- (iii) ACA or SCA authorizations are indicated in a document issued to each individual concerned; the identity of each person shall also be established in the records required by part 145 of the CARs. In the case of an SCA, the records shall include details in respect of (2)(a) above.

145.02.17 AIRWORTHINESS DATA

145.02.19 CONTRACT MAINTENANCE (MAINTENANCE ARRANGEMENTS)

- (1) Part 145 of the CARs requires that an AMO develop specific approval procedures governing maintenance arrangements entered into by the AMO, and that the procedures be detailed in its MPM. However, where an AMO chooses not to include in its MPM approval procedures in respect of maintenance arrangements, each specific maintenance arrangement entered into by the AMO shall be individually submitted for approval by the Director.

Information Note:

- (1) Nothing in the regulation prevents an AMO from dealing with more than one AMO or from changing established arrangements, provided the new arrangement also meets the requirements of part 145 of the CARs.
- (2) Where an AMO certificate holder requests that an external agent perform work, the AMO is responsible for specifying the tasks to be performed, and, in addition, when that external agent is not the holder of an AMO certificate, or a foreign equivalent, the AMO is also responsible for the completion and certification of the work under Part 145 of the CARs.
- (3) For the purposes of this section where an AMO has a maintenance arrangement for the performance of work with an organization other than an AMO, "direct supervision" means that the person from the AMO tasked with certifying the work personally ensures compliance with part 145 of the CARs.

- (4) With respect to maintenance performed on an aeronautical product, a maintenance release shall be completed in accordance with subpart 4 of Part 43 of the CARs. It is a declaration that, with respect to the maintenance performed, the performance rules of part 145.02.21 of the CARs have been complied with, and the applicable standards of airworthiness have been met.
- (5) Pursuant to part 145 of the CARs, the director will issue a Maintenance Operations Specification to an AMO where an AMO has a maintenance arrangement to perform maintenance. The Director will also issue a maintenance operations specification to an AMO for a maintenance arrangement to perform maintenance in Namibia for a foreign air operator from any other state and that state has specifically requested that a maintenance specification be issued to the AMO.
- (6) Maintenance Operations Specifications issued by the Director will confirm that the AMO's maintenance arrangement approval procedures contained in its MPM meet the requirements of Part 145, or that a specific and singular maintenance arrangement is approved by the Director.

ANNEXURE A

Application for an aircraft maintenance organisation approval and the amendment/renewal of an aircraft maintenance organisation approval.

<p>NAMIBIA Civil Aviation Administration</p>		<p>Application for Approved Maintenance Organisation Certificate and/or Ratings</p>	
<p>1. Approved Maintenance Organisation Name, Number, Location and Address</p>		<p>2. Reasons for Submission</p>	
<p>a. Official Name of Approved Maintenance Organisation Number:</p>		<input type="checkbox"/> Original Application for Certificate and Rating <input type="checkbox"/> Change in Rating <input type="checkbox"/> Change in Location or Housing and Facilities <input type="checkbox"/> Change in Ownership <input type="checkbox"/> Other (Specify) _____ _____ _____	
<p>b. Location where business is conducted:</p>			
<p>c. Official Mailing Address of Approved Maintenance Organisation (Number, Street, City, State, & Postal Code)</p>			
<p>d. Doing Business As:</p>			
<p>3. Ratings Applied for:</p>			
<input type="checkbox"/> Airframe <input type="checkbox"/> Class 1 <input type="checkbox"/> Class 2 <input type="checkbox"/> Class 3 <input type="checkbox"/> Class 4	<input type="checkbox"/> Powerplant <input type="checkbox"/> Class 1 <input type="checkbox"/> Class 2 <input type="checkbox"/> Class 3	<input type="checkbox"/> Propeller <input type="checkbox"/> Class 1 <input type="checkbox"/> Class 2	<input type="checkbox"/> Avionics/ Radio <input type="checkbox"/> Class 1 <input type="checkbox"/> Class 2 <input type="checkbox"/> Class 3
<input type="checkbox"/> Instrument <input type="checkbox"/> Class 1 <input type="checkbox"/> Class 2 <input type="checkbox"/> Class 3 <input type="checkbox"/> Class 4	<input type="checkbox"/> Accessories <input type="checkbox"/> Class 1 <input type="checkbox"/> Class 2 <input type="checkbox"/> Class 3	<input type="checkbox"/> Limited <input type="checkbox"/> Airframe <input type="checkbox"/> Powerplant <input type="checkbox"/> Propeller <input type="checkbox"/> Instruments	<input type="checkbox"/> Accessories <input type="checkbox"/> Landing Gear <input type="checkbox"/> Floats <input type="checkbox"/> Avionics/radio <input type="checkbox"/> Rotor Blades <input type="checkbox"/> Fabric <input type="checkbox"/> Emergency Equip. <input type="checkbox"/> Non-Dest. Test <input type="checkbox"/> Other
<input type="checkbox"/> Specialised Service (List Process Specification(s)) _____ _____ _____			
<p>4. List of Maintenance Functions contracted to an outside Maintenance Organisation:</p>			
<p>5. Applicants Certification</p>			
<p>Name of Owner (Include name(s) of individual Owner, all partners, or corporation name given the state, province, or country and date of incorporation)</p>			
<p>I hereby certify that I have been authorised by the approved maintenance organisation identified in Item 1 above to make this application and that statements attached hereto are true and correct to the best of my knowledge.</p>			
Date:	Authorised Signature:	Print Name of Authorised Signature:	Title:
<p>AMO Application Form 1 of 2</p>			<p>Page</p>
For Directorate Use Only	Record of Action		For Directorate Use Only

	Approved Maintenance Organisation Inspection		
6. Remarks (Identify by item number. Include deficiencies found and ratings denied. Use addition page if required)			
7. Findings - Recommendations		8. Date of Inspection	
<input type="checkbox"/> A. AMO was found to comply with requirements of Part 6. <input type="checkbox"/> B. AMO was found to comply with requirements of Part 6, except for deficiencies listed in Item 6. <input type="checkbox"/> C. Recommend Certificate with rating applied for on application be issued. <input type="checkbox"/> D. Recommend Certificate with rating applied for on application (EXCEPT those listed in Item 6) be issued.			
9. Directorate Office	Signature(s) of Inspector(s)	Printed Names of Inspectors	
10. Supervising or Assigned Inspector			
ACTION TAKEN	CERTIFICATE ISSUED	Inspector's Signature	
	Number		
As shown on certificate issued on date shown	Date	Inspector's Printed Name	Title
<input type="checkbox"/> DISAPPROVED			

Annexure B

Aircraft maintenance organisation approval

FSS-AIR-FORM003 09/2010



NAMIBIA

NAMIBIAN DIRECTORATE OF CIVIL AVIATION*APPROVED MAINTENANCE ORGANISATION CERTIFICATE**Number**This certificate is issued to:**Whose business address is:*

Upon finding that its organisation complies in all respects with the requirements of the Namibian Civil Aviation Regulations Part 145, relating to the establishment of an Approved Maintenance Organisation and is empowered to operate an Approved Maintenance Organisation.

With the following ratings:

This certificate shall continue in effect until [DATE] unless cancelled, suspended, or revoked

*Date Issued**By Direction of the Authority*

 CAA Office

145.02.20 SAFETY MANAGEMENT SYSTEM

An Approved Maintenance Organization must ensure an acceptable level of safety by establishing and maintaining a safety management system. The description and content of a safety management system for an AMO are contained in Part 140 and NAM-CATS 140. The SMS for an AMO MUST meet these requirements.