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| AWF 1.1.214A                                                                             | <br>רשות התעופה האזרחית<br>Civil Aviation Authority | AW Inspector Handbook |
| Operator Certificate -<br>Reliability Program -<br>Certification Inspection<br>Checklist |                                                                                                                                      | Revision 2            |
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| Yes                      | No                       | N/A                      | Question                                                                                                                                                                                                                                                                                                  |
|--------------------------|--------------------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1. Does the air operator's reliability program meet the specific regulatory and CAAI policy requirements:                                                                                                                                                                                                 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1.1 Does the air operator's reliability program, identified in the MCM or in the Maintenance Program, contain the reliability program's description and the standards for determining maintenance intervals and tasks?                                                                                    |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1.2 Does the air operator's reliability program contain the time limitations for the overhaul, inspections, and checks of the aircraft and related systems including appliances and components controlled by the reliability program?                                                                     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1.3 Does the air operator identify, by an asterisk (*) or other identifier in the maintenance time limitation section of its Maintenance program document (or other document approved by the CAAI), airframe, power plant, systems, or individually selected items controlled by the reliability program? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1.4 Does the air operator's reliability program, specify that if the reliability program document is canceled, the maintenance program shall be completely re-evaluated by the CAAI?                                                                                                                      |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1.5 Does the air operator's reliability program specify that if the reliability program document is canceled, the maintenance and overhaul time limits shall be re-established by the operator and approved by the CAAI?                                                                                  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1.6 Does the air operator state in its reliability program that it is authorized to use the maintenance time limitations specified in the manual/document for the aircraft?                                                                                                                               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1.7 Does the air operator's MCM specify that maintenance intervals and assignment of maintenance tasks are controlled by the reliability program?                                                                                                                                                         |

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| Yes                      | No                       | N/A                      | Question                                                                                                                                                                                                                                                                                                                                                     |
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|                          |                          |                          | 1.8 Does the air operator's reliability program comply with the guidance contained in CAAI advisory circular <a href="#">AP-1.1.214A</a> ?                                                                                                                                                                                                                   |
|                          |                          |                          | 1.9 Does the air operator's manual contain general policies for the reliability program that comply with the CAAI ANR'S?                                                                                                                                                                                                                                     |
|                          |                          |                          | 1.10 Does the air operator's manual include instructions and information for personnel to meet the requirements of the reliability program?                                                                                                                                                                                                                  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 2. Program Application Procedures                                                                                                                                                                                                                                                                                                                            |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 2.1 Check that the air operator's reliability program contains procedures to define components, systems (identified by air transport association (ATA Code)), or complete aircraft controlled by the program, and a list of all components as an appendix to the program document or included by reference (e.g., time limits, manuals, or computer report). |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 2.2 Check that the air operator's reliability program defines the portion of the maintenance program controlled by the reliability program.                                                                                                                                                                                                                  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3. Organizational structure and responsibilities                                                                                                                                                                                                                                                                                                             |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3.1 Check that the air operator's reliability document describes the organizational structure of the reliability program adequately.                                                                                                                                                                                                                         |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3.2 Check that the air operator's reliability document addresses committee membership, if appropriate, of the reliability program.                                                                                                                                                                                                                           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3.3 Check that the air operator's reliability document addresses committee meeting frequency, if appropriate, of the reliability program.                                                                                                                                                                                                                    |

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| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3.4 Check that the air operator's reliability program contains an organizational chart that shows the relationships among organizational elements responsible for administering the program.                                                                                                                         |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3.5 Check that the air operator's reliability program defines the activities and responsibilities of each organizational element (engineering, quality control, flight operations, etc.) and/or reliability control committee for enforcing policy and ensuring corrective action.                                   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3.6 Check that the air operator's reliability program contains procedures to ensure authority is delegated to each organizational element to enforce policy.                                                                                                                                                         |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3.7 Check that the air operator's reliability program has organizational charts that show the authority delegated to each organizational element.                                                                                                                                                                    |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3.8 Check whether the air operator's reliability program includes procedures that the highest maintenance official or his designee should participate in the administration of the reliability program and should serve as the final authority for major activities and for program changes requiring CAAI approval. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3.9 Ensure that the air operator has hired sufficiently qualified personnel with appropriate engineering experience and understanding of the reliability concept.                                                                                                                                                    |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4. Data Collection                                                                                                                                                                                                                                                                                                   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4.1 Ensure that the reliability program document fully describes the data collection system for the aircraft, component, and/or systems to be controlled. Ensure that the following is addressed:                                                                                                                    |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4.1.1 Flow of information;                                                                                                                                                                                                                                                                                           |

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| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4.1.2 Identification of sources of information;                                                                                                                                   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4.1.3 Steps of data development from source to analysis;                                                                                                                          |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4.1.4 Organizational responsibilities for each step of data development.                                                                                                          |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4.2 Ensure that the reliability program document includes samples of data to be collected, such as:                                                                               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4.2.1 Power-plant disassembly and inspection reports;                                                                                                                             |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4.2.2 Component condition reports;                                                                                                                                                |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4.2.3 Mechanical delay and cancellation reports;                                                                                                                                  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4.2.4 Flight record reports;                                                                                                                                                      |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4.2.5 Premature removal reports;                                                                                                                                                  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4.2.6 In-flight shutdowns;                                                                                                                                                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4.2.7 Confirmed failure reports;                                                                                                                                                  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4.2.8 Internal leakage reports;                                                                                                                                                   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4.2.9 Engine shutdown reports.                                                                                                                                                    |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4.3 Ensure that the reliability program includes a graphic portrayal of program operations. It must be a closed loop and show data sources, data collection methods and analysis. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 5. Methods of data analysis and Application to Maintenance Controls                                                                                                               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 5.1 Ensure that the data analysis system includes A detailed description of the process and methods used for data examination, analysis and interpretation.                       |

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| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 5.1.1 Verify that the procedures enable the performance of the items controlled by the program to be measured.                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 5.1.2 Verify that the procedures facilitate recognition, diagnosis and recording of significant problems.                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 5.2 Check that the air operator's manual contains procedures to ensure that the reliability program's data analysis system evaluates critical failures as they occur.                                                                                                                                                                                                                                                                                                                                                                                                               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 5.3 Check that the air operator's reliability program which includes statistical performance standards has a description of the statistical techniques used to determine operating reliability levels.                                                                                                                                                                                                                                                                                                                                                                              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 5.4 Check that the air operator's reliability program has procedures to ensure the data analysis system includes one or more of the types of action appropriate to the trend or level of reliability experienced, including: actuarial or engineering studies employed to determine a need for maintenance program changes; maintenance program changes involving inspection frequency and content, functional checks, overhaul procedures, and time limits; aircraft, aircraft system, or component modification or repair; and/or changes in operating procedures and techniques. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 5.5 Check that the air operator's reliability program contains a data analysis and maintenance control system that has methods and procedures for handling and retaining the documentation used to initiate changes to the maintenance program.                                                                                                                                                                                                                                                                                                                                     |
|                          |                          |                          | 5.6 Ensure that the reliability program document describes a corrective action system that includes the following:                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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|                          |                          |                          | 5.6.1 procedures to describe the criteria that would require further analysis to determine causal factors when instituting corrective action;                                                                    |
|                          |                          |                          | 5.6.2 procedures to describe the definitive conditions when corrective action will take place;                                                                                                                   |
|                          |                          |                          | 5.6.3 procedures that determine who implements corrective action;                                                                                                                                                |
|                          |                          |                          | 5.6.4 procedures for ensuring time limits (completion dates) is set for completing corrective action;                                                                                                            |
|                          |                          |                          | 5.6.5 procedures for ensuring there is a chain of authority for carrying out the corrective action;                                                                                                              |
|                          |                          |                          | 5.6.6 procedures ensuring that when a corrective action is initiated by performance standards, the action is positive enough to restore performance effectively to an acceptable level within a reasonable time; |
|                          |                          |                          | 5.6.7 procedures to obtain periodic feedback (follow-up) until performance reaches an acceptable level to ensure the actions taken were effective.                                                               |
|                          |                          |                          | 5.6.8 methods to ensure that the corrective action program shows results as a matter of record.                                                                                                                  |
|                          |                          |                          | 5.7 Check that the air operator's reliability program includes sample forms used to implement these corrective actions.                                                                                          |
|                          |                          |                          | 6. Maintenance Control Manual changes                                                                                                                                                                            |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 6.1 Check that the air operator's reliability program includes procedures for Maintenance Control Manual changes to the program.                                                                                 |

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| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 6.2 Check that the air operator's reliability program includes procedures to ensure that the program identifies the processes used to specify the Maintenance Control Manual changes such as sampling, functional checks, bench checks, decision tree analysis, unscheduled removals:                                                                                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 6.3 Check that the air operator's reliability program includes procedures to ensure that the program addresses all maintenance program activities controlled by program.                                                                                                                                                                                                     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 6.4 Check that the air operator's reliability program includes procedures to ensure that the maintenance interval adjustments are not interfering with ongoing corrective actions.                                                                                                                                                                                           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 6.5 Check that the air operator's reliability program includes procedures to receive the CAAI's approval, when increased time limit adjustments or other program adjustments are addressed.                                                                                                                                                                                  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 6.6 Check that the air operator's reliability program contains a method of distributing and implementing changes to the maintenance program (for example, job cards, shop manuals, etc.).                                                                                                                                                                                    |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7. Performance standards                                                                                                                                                                                                                                                                                                                                                     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7.1 Check that the air operator's reliability program contains procedures to ensure that each program includes one of the following for each aircraft system and/or component controlled by the program:<br><br>a. initial performance standards defining the area of acceptable reliability;<br><br>b. methods, data, and a schedule to establish the performance standard. |

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|                          |                          |                          | 7.2 Check that the air operator's reliability program has a procedure that establishes the use of at least one of the following when establishing the program's performance standards:                                                                       |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7.2.1 analysis of similar equipment currently in service;                                                                                                                                                                                                    |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7.2.2 manufacturers engineering analysis;                                                                                                                                                                                                                    |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7.2.3 history of experience where reliability standards were acceptable to the airline industry;                                                                                                                                                             |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7.3 Check that the air operator's reliability program has procedures to ensure that it contains performance standards that are responsive and sensitive to the level of reliability experienced.                                                             |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7.4 Check that the air operator's reliability program contains procedures that specify the organizational elements responsible for monitoring the performance standard, as well as when and how to revise the standard.                                      |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7.5 Check that the air operator's reliability program interval adjustment/change system contains special procedures for escalating systems or components whose current performance exceeds control limits.                                                   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7.6 Check that the air operator's reliability program includes procedures for monitoring new aircraft until sufficient operating experience is available to compute performance standards (normally 1 year).                                                 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7.7 Check that the air operator's reliability program, using an average or base line method has procedures so that the standard is adjustable and reflects the air operator's experience during seasonal and environmental condition changes and variations. |



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| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7.8 Check that an air operator's reliability program which includes statistical performance standards has procedures for periodic review and adjustment to the program to ensure the performance standards remain realistic.                                            |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7.9 Check that an air operator's reliability program which includes statistical performance standards has a description of the statistical techniques used to determine operating reliability levels.                                                                   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 8. Terms and Definitions                                                                                                                                                                                                                                                |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Check that the air operator's reliability program has procedures to ensure each program clearly defines all significant terms used in the program and definitions reflect their intended use in the program and acronyms and abbreviations are defined.                 |
|                          |                          |                          | 9. Program displays                                                                                                                                                                                                                                                     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 9.1 Ensure that the air operator's reliability program describes reports, charts, and graphs used to document operating experience. Responsibilities for these reports must be established and the reporting elements must be clearly identified and described.         |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 9.2 Check that the air operator's reliability program displays containing the essential information for each aircraft, aircraft system, and component controlled by the program are addressed, and each system and component is identified by the appropriate ATA Code. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 9.3 Ensure that the program displays shows the following:                                                                                                                                                                                                               |
|                          |                          |                          | 9.3.1 Performance trends;                                                                                                                                                                                                                                               |
|                          |                          |                          | 9.3.2 The current month's performance;                                                                                                                                                                                                                                  |
|                          |                          |                          | 9.3.3 A minimum of 12 months' experience;                                                                                                                                                                                                                               |

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|                          |                          |                          | 9.3.4 Reliability performance standards ("alert" values).                                                                                                                                  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 10. Procedures for Program revision                                                                                                                                                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 10.1 Check that the air operator's reliability program contains procedures to obtain CAAI approval for revision or changes to the following:                                               |
|                          |                          |                          | 10.1.1 the reliability measurement;                                                                                                                                                        |
|                          |                          |                          | 10.1.2 performance standards, including instructions relating to the development of these standards;                                                                                       |
|                          |                          |                          | 10.1.3 the data collection system;                                                                                                                                                         |
|                          |                          |                          | 10.1.4 the data analysis methods and application to maintenance program;                                                                                                                   |
|                          |                          |                          | 10.1.5 any procedural or organizational change concerning program administration;                                                                                                          |
|                          |                          |                          | 10.1.6 process(es)/task(s);                                                                                                                                                                |
|                          |                          |                          | 10.1.7 program type, including a change from alert-type programs to non-alert programs or vice versa.                                                                                      |
|                          |                          |                          | 10.2 Check that the air operator's reliability program contains procedures to obtain CAAI approval before adding or deleting aircraft or components/systems.                               |
|                          |                          |                          | 10.3 Check that the air operator's reliability program contains procedures for program revisions and that items requiring formal CAAI approval are clearly identified.                     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 10.4 Check that the air operator's reliability program contains procedures to ensure that there is a method of distributing for approved revisions or changes to the reliability document. |

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| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 10.5 Check that the air operator's reliability program includes an organizational chart that shows organizational elements responsible for approving changes to maintenance controls and specifying the duties and responsibilities for initiating maintenance program revisions.                                                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 10.6 Check that the air operator's reliability program contains procedures that identify the organizational element responsible for approving amendments to the program.                                                                                                                                                                 |
|                          |                          |                          | 11. EDTO reliability program (where applicable)                                                                                                                                                                                                                                                                                          |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 11.1 Ensure that the air operator provides procedures, information and instructions for an EDTO reliability program, including: <ul style="list-style-type: none"> <li>a. Propulsion system monitoring</li> <li>b. Engine condition monitoring</li> <li>c. Oil consumption monitoring</li> <li>d. APU in-Flight start program</li> </ul> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 11.2 Does the air operator specify the EDTO reliability program must be part of the air operator's existing reliability program or its continuing analysis and surveillance system (CASS) supplemented for EDTO?                                                                                                                         |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 11.3 Check that the air operator's EDTO reliability program contains procedures to obtain CAAI approval before initiating each substantial change to the maintenance procedures that were used to qualify the certificate holder for EDTO, and that such procedures are clearly identified.                                              |