

AW 1.1.235/2.1.235	 CAAI	AW Inspector Handbook
Conducting Outstation Facilities Inspections		Revision 2
		09 MAR 14

WTS CODE 3617

1 . OBJECTIVE.

This directive contains direction and guidance to be used by maintenance inspectors for performing outstation facilities inspections. Station facilities operations are defined as those support activities required to originate, turn around, or terminate a flight. Station facilities inspections are conducted on certificated air operators/AMO performing scheduled/ charter passenger and cargo operations in accordance with CAAI ANR operation no 390, 413, 414', 256 and CAAI ANR repair station no 32.

This directive could be followed simultaneously with AW/OPS 1.1.013 directive "Conducting Station Facilities inspection".

2 . GENERAL

2.1 Location.

A station facilities inspection is conducted at every location at which a scheduled/charter certificated air operator initiates and recovers flights. A station facilities inspection encompasses both maintenance and facilities.

2.2 Inspection Areas.

Seven inspection areas have been identified as areas for inspectors to observe and evaluate during a station facilities inspection. These inspection areas are defined as follows:

2.2.1 Personnel.

This area refers to the personnel employed at the facility. Inspectors must evaluate the adequacy of staffing levels and the competency of assigned personnel in the performance of their duties.

2.2.2 Manuals.

This area refers to the availability, currency, and content of the written guidance required by employees in the performance of their assigned duties.

2.2.3 Records.

This area refers to those records that the operator is required to maintain relative to station activities. For example, operators are required to record hazardous material training for operations personnel.

2.2.3.1 Training Records. This area refers to the adequacy of the training given to assigned personnel as demonstrated by their knowledge of their duties.

2.2.3.2 Maintenance records: All records related to the maintenance

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and services given to the Operated Aircraft

2.2.4 Facility/Equipment/Surface.

This area refers to the various physical elements required to support maintenance activities such as aircraft maintenance, apron areas, lighting, passenger and cargo loading equipment, aircraft servicing, and towing equipment.

2.2.5 Conformance.

This area refers to the operator's employees' compliance with the operator's procedures and the CAAI ANR's

2.2.6 Servicing.

This area refers to the operator's procedures and standards required for the safe servicing and handling of its aircraft.

2.2.7 Management.

This area refers to the effectiveness of the operator's management and supervisory personnel.

3. Reference Material, Forms, and Job Aids.

- 3.1 ANR.OPS.256
- 3.2 ANR.OPS.383
- 3.3 ANR.OPS.390
- 3.4 ANR.OPS.394
- 3.5 ANR.OPS.413
- 3.7 ANR.OPS.414
- 3.7 ANR.RS.32
- 3.8 AWF1.1.235/2.1.235A – Conducting Outstation Facilities Inspections Checklist

4. Process

4.1 GENERAL INSPECTION PRACTISES AND PROCEDURES:

Inspectors who conduct station facilities inspections encounter a wide range of situations and maintenance conditions. Station facilities range from large physical plants (that have a, numerous employees, and various departments) to a small plants manned by a single employee. A station facilities inspection may be conducted to provide an overall view of the maintenance Inspectors should use the direction, guidance, and procedures that follow when

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conducting a station facilities inspection.

NOTE: The direction and guidance of this and the following paragraphs is general in nature. Not all of it may be appropriate in any given situation.

4.1.1 Planning for the Inspection:

The inspector should carefully plan a station facilities inspection before conducting it. The inspector should co-ordinate with the maintenance manager ahead of time to establish a date and time for conducting the inspection.

4.1.2 Briefing for the Inspection:

Before beginning the inspection, the inspector should request that the maintenance manager provide a briefing on the facility operation, including its assigned personnel and maintenance procedures. In turn, the inspector should brief the station manager and the staff on the purpose and scope of the inspection. This discussion should include the following points:

- Purpose of the facility inspection
- Introduction of inspectors
- Areas to be evaluated
- The proposed time and place of the exit briefing

4.1.3 Preliminary Tour:

The actual inspection should begin with a tour of the facility. The tour should provide the inspector with an overview of the operation and the location of individual sections. Inspectors should introduce themselves to section supervisors and other employees during the facility tour to become familiar with each section. The tour should include those areas of the facility that are utilized by the maintenance provider for maintenance activities including servicing of the aircraft.

4.2 SPECIFIC INSPECTION PRACTICES AND PROCEDURES:

Inspectors should use the Conducting Outstation Facilities Inspections Checklist -AWF1.1.235/2.1.235 during the inspection. This checklist provides inspectors with "reminder" items to check when they evaluate specific areas. There may be areas inspected, which are not included in the checklist. Areas such as these should be recorded as an "other" item in the respective subject area. There also may be items on the checklist, which are not observed and should, therefore, be left blank. The checklist is designed solely as a reminder and as a means of standardization to ensure that station facilities inspections are conducted in the same general manner. Inspectors should conduct station facilities inspections by using the procedures that follow.

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4.2.1 Personnel:

The inspector should review the staffing of the facility. During this review, the inspector should attempt to determine whether or not the station is adequately staffed and whether or not assigned personnel are competent in their duties. The inspector may accomplish this by observing individuals as they perform their assigned duties tasks. For example, the inspector may review recently completed forms for accuracy and may interview personnel, while being careful to avoid interfering with their duties.

4.2.2 Manuals:

The inspector should review the operator's manual or system of manuals for the operation of the facility to determine whether or not the manuals are on hand, current, readily available to personnel, and adequate in content.

4.2.2.1 On Hand Requirements:

Inspectors should determine what manuals the operator requires its station personnel to maintain and then determine whether or not these manuals are on hand. As a result of the inspection, the inspector should be able to conclude that either of these manuals are sufficient for the purposes of the station, or that station personnel require additional information which was not available.

4.2.2.2 Currency Requirements:

The inspector should also ensure that the operator's manuals are current and that any required revisions are accurately posted.

4.2.2.3 Content Requirements:

The manuals or publications should be checked by the inspector to ensure that it includes that information and guidance necessary to allow personnel to perform their duties and responsibilities effectively and safely. Depending on the scope of operations conducted at the station, direction and guidance may be required in the following operational areas:

- Refueling procedures.
- Aircraft towing or movement requirements/procedures.
- Maintenance of ground service equipment/procedures.
- Personnel training.
- Current emergency telephone listing.
- Accident/incident telephone listing.

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- Contract service (if applicable).

4.2.3 Records:

Available records relative to station operations should be inspected, such as maintenance records and station personnel training records. In a small facility, a records inspection and a facility inspection could be conducted on the same day. In most facilities, however, records inspections and facilities inspections should be planned and conducted separately.

4.2.3.1 Maintenance records: All records related to the maintenance and services given to the Operated Aircraft

4.2.3.2 Training Records.

The inspector should review the training conducted for the various classifications of station personnel. The regulations do not specify training requirements either by subject or frequency for station personnel, yet these personnel should receive both initial and recurrent training in assigned job functions. This training may be either formal classroom training or on the job training. Specific areas of training include the following:

- Initial training (operator procedures)
- Training and refresher courses:
 - Aircraft & engine system
 - Anti-icing deicing (if required)
 - Fuelling
 - Emergency equipment
- Recurrent Training for special operations
 - ETOPS (if required)
 - RVSM (if required)
 - CAT II/III (if required)

4.2.4 Communications procedures

Manual backup procedures in case of computer or communications equipment failures

4.2.5 Aircraft servicing and apron maintenance.

4.2.5.1 Facility/Equipment/Surface:

The facilities must be adequate to provide safe and on time operating conditions for both aircraft and personnel. The inspector should conduct an evaluation to ensure that the

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following conditions are met:

4.2.5.2 Apron Maintenance.

Apron areas should be clean and clear of foreign objects. The maintenance provider should have a regular program for inspecting, cleaning, and repainting apron surfaces. Adequate equipment must be available for snow removal.

4.2.5.3 Night Operations.

To ensure that adequate lighting is available and is being used for safe ground operations and maintenance, inspectors should conduct observations during night operations, if feasible.

4.2.5.4 Store and tools

- Ground equipment availability for required maintenance
- Availability of store/spares (Engine, Tires, Hydraulic tubes, Seals, Chemicals & liquids, Engine oil).
- Management of store/spares (Cleanliness, dust protection, Shelf-life expiry control, Person in charge)

4.2.6 Conformance.

In each area to be inspected, inspectors should evaluate the operator's procedures for compliance with provisions of the applicable CAAI ANR's. In addition, the operator's employees must comply with the operator's directives as provided for in the operator's manuals.

4.2.7 Flight Control.

The inspection should be conducted while actual arrival or departure operations are in progress. This allows the inspector to get an overall view of the effectiveness of the maintenance and its assigned personnel. For initial certification, this may be conducted during the demonstration flight.

4.2.8 Servicing.

The servicing area of a station facilities inspection covers routine loading and servicing as opposed to aircraft maintenance activities. Inspectors should evaluate areas of concern to maintenance personnel, such as the manner in which logbooks are handled and how MEL/CDL provisions are complied with. The inspector should observe and verify safe practices service operations and that adequate personnel are available for the required aircraft servicing. Servicing to be observed should include, but are not limited to, the following:

- Fuelling (ensuring that proper procedures are being followed).
- De-icing (ensuring that the correct ratio and temperature of the glycol/water mix is being used and that all snow and ice is removed).

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- Chocks/Mooring (ensuring chocks are in place, the parking apron is relatively level, and brakes are set or
- Toilet servicing
- Water service

4.2.9 Management.

Throughout the inspection, inspectors should observe managers and supervisors and evaluate the organizational structure, particularly the effectiveness of vertical and horizontal communications. Managers and supervisors should be thoroughly aware of their duties and responsibilities and those of the personnel they supervise. Areas that inspectors must observe and evaluate include the following:

4.2.9.1 Outside Contractors:

If the operator contracts with other companies for station services, the station manager should have established adequate controls over their performance. The manager must assure that adequate training is provided to contractor personnel.

5. Task Outcome

5.1. STATION FACILITIES INSPECTION REPORT:

Discrepancies observed during the inspection should be documented along with any on the spot corrective action taken by the operator. Any recommended corrective actions should also be noted on the report. When applicable, the inspector should indicate an outstanding or above average station facility on the report to provide an accurate picture of the maintenance and servicing at that particular facility.