

AW 1.1.204		AW Inspector Handbook
Reviewing, Accepting and Approving an Air Operator's Maintenance Control Manual (MCM).		Revision 4
		06 MAR 14

## 1. OBJECTIVE

This directive contains direction and guidance to be used by CAAI Airworthiness Inspectors (AWI) or the Project Manager (PM) for processing, reviewing, and accepting or approving an Operator's Maintenance Control Manual (MCM).

## 2. GENERAL

### 2.1 Definitions

The following term are defined according to their use in this directive:

**Operators Maintenance Control Manual (MCM):** A document which describes the air operator's procedures necessary to ensure that all scheduled and unscheduled maintenance is performed on the operator's aircraft on time and in a controlled and satisfactory manner.

### 2.2 The MCM

- 2.2.1 The MCM sets out the applicant's intentions and procedures with regard to maintaining the airworthiness of the aircraft used, during their operational life. This applies whether or not the applicant for an AOC also intends to apply for approval as an AMO or intends to contract out maintenance to an AMO.
- 2.2.2 Regulations 394 & 399 of the Air Navigation Regulations (Operation of Aircraft and Rules of Flight), 1981 (hereinafter – **The regulations**) requires that each air operator which is operating according to Chapter 13 to the regulations shall provide, for the use and guidance of maintenance and operational personnel concerned, a maintenance control manual (MCM), acceptable to the CAAI and, if different, to the State of Registry as well.
- 2.2.3 The MCM will contain information about:
  - 2.2.3.1 Procedures to ensure that the maintenance organization's scope of work includes the work required on the air operator's aircraft;

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- 2.2.3.2 The title(s) and name(s) of the persons who ensure that all maintenance is carried out in accordance with the MCM, and an organizational chart showing the associated chains of responsibilities;
- 2.2.3.3 A general description and location of the maintenance facilities;
- 2.2.3.4 The operator's maintenance program or a reference to the maintenance program;
- 2.2.3.5 The procedures specifying how the air operator ensures that all scheduled and unscheduled maintenance is performed on the air operator's aircraft on time and in a controlled and satisfactory manner;
- 2.2.3.6 The methods used for the completion and retention of maintenance records;
- 2.2.3.7 The management of the approval of modifications and repairs;
- 2.2.3.8 The coordination of scheduled maintenance, the application of mandatory continuing airworthiness information and the assessment of other continuing airworthiness information, to ensure the work is carried out properly;
- 2.2.3.9 The procedures to ensure that unserviceabilities affecting airworthiness are recorded and rectified;
- 2.2.3.10 The procedures for advising the State of Registry of significant in-service occurrences and for complying with the service information reporting requirements of Annex 8;
- 2.2.3.11 The procedures to ensure that the mass and balance statement reflects the current status of the aircraft; and
- 2.2.3.12 The system of analysis and continued monitoring of the performance and efficiency of the maintenance program.

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- 2.2.4 The detailed contents of the MCM are listed in Appendix 4 to the regulations.
- 2.2.5 The design of the MCM shall observe Human Factors principles.
- 2.2.6 Copies of all revisions shall be furnished promptly to all organizations or persons to whom the MCM has been issued.
- 2.2.7 Accordingly, one of the first steps in the maintenance inspection is a thorough analysis of the MCM, the correction of any discrepancies and the tentative acceptance by the CAAI.
- 2.2.8 During the course of the maintenance control inspection, the CAAI AWI inspector should determine that the major provisions of the MCM are being followed in practice.

### **3. Reference Material, Forms & Job-Aids**

#### 3.1 Reference:

- Regulations 394, 395, 396, 396A, 399
- Appendix 4 to the regulations
- ICAO Doc. 8335

#### 3.2 Forms: AWF 1.1.204A

### **4. Process**

4.1 The details in and number of volumes of the MCM may vary depending upon the type, complexity and number of aircraft involved. However, the AWI should use the attached checklist to verify that the MCM meets the requirements and provides clear instructions, procedures and information covering:

- 4.1.1 Operations and maintenance personnel duties, responsibilities and authorities relating to maintenance, inspection and servicing;
- 4.1.2 Details of the maintenance system to be followed, including procedures for performing routine and non-routine maintenance inspections, alterations, repairs and servicing;

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- 4.1.3 Airworthiness certification and inspection standards and procedures for aircraft, parts and components;
- 4.1.4 Details of the reliability program;
- 4.1.5 Procedures for preparing the maintenance release, the circumstances under which this release is issued and the personnel authorized to sign it;
- 4.1.6 Methods, technique and practices for accomplishing preventive maintenance and alterations;
- 4.1.7 Procedures to ensure that required maintenance or inspections are handled by appropriately trained, qualified and certificated/licensed personnel;
- 4.1.8 Procedures to assess the cause and any potentially hazardous effects or defects, or combination of defects, and to analyze occurrences in order to initiate any necessary further investigation and analysis, including mandatory occurrence reporting to the CAAI as required by Regulations 30A and 30B;
- 4.1.9 Procedures to prevent the personnel who performed maintenance work on aircraft from also conducting required inspections of such work;
- 4.1.10 Procedures to ensure that work interruptions do not adversely affect maintenance work and required inspections;
- 4.1.11 Methods used for designating critical items requiring inspection;
- 4.1.12 The responsibilities, authority and names of personnel who have been duly appointed to conduct inspections;
- 4.1.13 Procedures to ensure that inspections are completed satisfactorily before aircraft are released to service;
- 4.1.14 Procedures for refuelling and defuelling aircraft;
- 4.1.15 Fire precaution procedures during refuelling and defuelling;
- 4.1.16 Procedures for preventing or eliminating fuel contamination;
- 4.1.17 Methods for servicing and maintenance prescribed by, or requiring the prior approval of, the chief of maintenance;

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4.1.18 Procedures for ensuring that the organization responsible for type design, usually the manufacturer, receives adequate reports of occurrences involving that aircraft type so that it can issue changes to the instructions for continued airworthiness; and

4.1.19 Procedures for assessing and incorporating instructions for continued airworthiness and maintenance or inspection information issued by the organization responsible for the type design, the State of Design or the State of Registry.

4.2 The AWI should check the MCM to ensure that it is complete and up to date and distributed to those who require it. The AWI should also ascertain the efficiency and promptness of the amendment service and determine that all instructions for continued airworthiness issued by the organization responsible for the type design and the States concerned are promptly assessed and circulated to all those who need such information.

## 5. Task Outcome

The end result of the process is an approved MCM, as part of the certification or surveillance program.