

AW 1.2.202	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Reviewing, Accepting and Approving Maintenance Organization Procedures Manual (MOPM)		Revision 2
		30NOV 11

1. OBJECTIVE

1.1. This directive contains direction and guidance to be used by CAAI Inspectors or the Project Manager (PMI) for processing, reviewing, and accepting or approving Maintenance Organization Procedures Manual (MOPM).

1.2. Overview of Manual Requirements.

Civil Aviation Regulations (CAAI ANR's) require Maintenance Organization to prepare and keep current various manuals for the direction and guidance of flight and ground personnel.

A. Section 1 contains general background information and definitions of the terms used in this directive.

B. Section 2 contains guidance to inspectors and PMI's for approving or accepting a Maintenance Organization Manual..

Maintenance Organization Manual:

CAAI ANR's requires that each Maintenance Organization prepare and keep current a Maintenance Organization Procedures Manual providing Maintenance Organization procedures and policy guidance for all of its personnel. The Maintenance Organization Procedures Manual must include a description of the organizational structure and the relationship between the maintenance department and the other departments of the company. The manual must also include adequate policy, direction, and guidance for the safe and efficient performance of the duties assigned to each category of employee. The CAAI ANR's only require a Maintenance Organization to produce a single manual. In practice, however, the manual system may require several manuals or volumes, even for relatively simple Maintenance Organization.

2. GENERAL

2.1. The following terms are defined according to their use in this directive:

2.1.1. Maintenance Organization Procedures Manual (MOPM):

A manual containing procedures, instructions and guidance for use by maintenance and concerned operational personnel in the execution of their duties.

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2.1.2. User Manual:

A segment of a MOPM that provides instruction, policies, procedures, and guidance to a specific category of employee. Examples of user manuals that are commonly used include the following:

- Inspection procedures
- Maintenance procedures
- Training
- Typical Repairs
- Parts
- Structural Repair
- Wiring

NOTE: The user manual titles previously listed are only examples of common titles currently in use in industry. Inspectors should not interpret this as a list of required titles.

2.1.3. Policy:

A written requirement established by a Maintenance Organization management that is expected to be complied with by appropriate employee personnel. A policy may be within a procedure or stated separately. A written requirement such as, "No person may enter an aircraft fuel tank without a safety observer present" is an example of a policy.

2.1.4. Recommendation:

A preferred technique or action described by the Maintenance Organization which employees are expected to follow whenever practical. A recommendation is not a policy requirement.

2.1.5. Procedure:

A logical progression of actions and/or decisions in a fixed sequence that is prescribed by a Maintenance Organization to achieve a specified objective. In short, a procedure is step-by- step guidance on how to do something.

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2.1.6. Abbreviated Procedure:

A list of sequential procedural steps without an amplified description or amplified set of instructions.

2.1.7. Amplified Procedure:

A description of sequential procedural steps with detailed explanatory descriptions and/or instructions accompanying each step.

2.1.8. Technique:

A method of accomplishing a procedural step.

2.1.9. "Document":

A written description of a system, a method, or a procedure; a written statement of authorizations, conditions, or limitations; or a file of information. A document serves as an official record of understanding and agreement between the CAAI and the Maintenance Organization, describing the means the Maintenance Organization will use to comply with regulatory requirements. An approved document is not a manual. Relevant information from a document, however, may be extracted and published in user manuals.

2.2. See Appendix 1 – A specimen of a MOPM structure.

2.3. DISTRIBUTION AND AVAILABILITY OF MANUALS.

Each Maintenance Organization is required to maintain a complete manual (or set of manuals) at its principal base of operations and to furnish a complete manual (or set of manuals) to the CAAI. In addition, each Maintenance Organization must make available or furnish applicable parts of the manual (user manuals) to crewmembers, maintenance and ground personnel who conduct or support flight operations. The manual may be in conventional paper format or in another form that is convenient for the user.

Each employee to whom the manual or a user manual is furnished must keep it current. Each employee must have access to appropriate manuals or parts of manuals when performing assigned duties.

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2.4. REVIEW OF MANUALS.

Manuals must be reviewed by PMI's and other qualified inspectors to ensure they contain adequate content and are in compliance with applicable regulations and safe practices. While PMI is encouraged to provide guidance and advice to Maintenance Organization in the preparation of their manuals, the development and production of an acceptable manual is solely the responsibility of the Maintenance Organization.

2.4.1. Initial Review.

Before the initial certification of an applicant, a comprehensive review of the applicant's Maintenance Organization Manual and other user manuals must be conducted by the PMI and other qualified inspectors. In addition, those items in the Maintenance Organization Statement of Compliance that require the Maintenance Organization to develop a policy statement, system, method, or procedure, must be addressed. If user manuals are furnished, those topics that apply to the specific user must be addressed. Each topic must be presented with enough detail to ensure that the user can properly carry out the portion of the policy or procedure for which the user is responsible.

2.4.2. Review of Changes to Manuals.

After initial certification the PMI should review each revision or proposed revision to a manual. Inspectors should not limit this review to a strict consideration of the change itself but should also consider the impact of the change on the Maintenance Organization overall manual system and type of repairs.

2.4.3. Periodic Review of Manuals.

After initial certification the continual review of a Maintenance Organization Manuals is necessary because both the aviation environment and the repairs are constantly changing. Each PMI is responsible for developing a surveillance plan for the Maintenance Organization Manual system. At least one portion of the Maintenance Organization maintenance control manual should be reviewed annually, and the entire maintenance control manual should be reviewed over a period of 1 to 3 years (depending on the complexity of the Maintenance Organization). This periodic review should be planned as a distinct event so that every

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portion of the manual is systematically reviewed at some time over a 1 to 3 year cycle. This periodic review should be co-ordinated between maintenance/avionics inspectors ensure an appropriate exchange of information and to avoid redundant reviews.

2.5. FORMAT AND STYLE OF MANUALS.

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

2.5.1. Form.

All or part of a manual may be prepared and maintained in conventional paper format (book form) or in other forms, such as microfilm or computer based storage with electronic image.

2.5.2. Introduction or Preface.

The first page of a manual should contain a description introducing its philosophy and goals or a preface page containing a brief statement of the manual's purpose and intended user. The introduction or preface section should also contain a statement, which emphasizes that the procedures and policies in the user manual are expected to be used by company personnel.

2.5.3. Revision Control.

Each manual should be easy to revise. Also, each manual should contain a revision control page or section from which the user can readily determine whether the manual is current. This page or section should preferably follow the cover page but it can be organized in any logical manner. The control date of the most recent revision of each individual page must appear on each page. Complex Maintenance Organization should establish a bulletin system to bring temporary information or changes that should not be delayed by a formal revision process, to the attention of the user. The bulletin system should have a means of control that includes giving bulletins a limited life and systematically incorporating them into appropriate manuals in a timely manner. Users should be able to easily determine whether they possess all current bulletins.

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2.5.4. Table of Contents.

Each manual should have a table of contents containing lists of major topics with their respective page numbers.

2.5.5. References.

Manuals must include references to specific regulations when appropriate. A reference to regulations or other manual material is appropriate when it is necessary to clarify the intent of the text or when it is useful to the user for looking up specific subject matter. References should not be made to advisory pamphlets, as these sources are advisory and not binding in nature. Maintenance Organization should use caution when adapting the text of advisory documents into their manuals. Advisory text may not translate into a directive context.

2.5.6. Definitions.

Significant terms used in manuals should be defined. Any acronym or abbreviation not in common use should also be defined.

2.5.7. Elements of Style.

Manuals should be composed in the style of general technical writing. This style should be clear, concise, and easy to understand. When evaluating manuals, inspectors should be knowledgeable of the following suggestions for accomplishing clarity in technical writing:

2.4.7.1 Whenever possible, short, common words should be used. Examples of this include: using the words "keep" or "hold" instead of "maintain"; using the word "start" instead of "establish"; and using the word "stop" instead of "terminate."

2.4.7.2. When a word has more than one meaning, the most common meaning should be used.

For example, the word "observe" should be used to mean, "see and take notice of" rather than "obey and comply."

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

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rudder pedals until the captain takes the salute from the ground handler. The hydraulic nose wheel steering can sling a tow bar with sufficient force to cause serious injury to ground handling personnel."

2.4.7.7. Descriptions in the manual should not be overloaded, but should be presented simply and sequentially. An example of an overloaded description is as follows: "A CSD per engine drives the AC generator at a constant speed of 8,000 RPM regardless of the speed of the engine or the load on the generator." The following is an example of a clearer, more concise description: "A CSD is mounted between each engine and generator. The CSD holds the generator speed at a constant 8,000 RPM."

2.4.7.8. Long sentences should be avoided in the manual. The following example consists of subject matter put into a long sentence which makes it difficult to understand: "During gear retraction, the door operating bar located on the landing gear leg contacts and turns the latch, withdrawing the roller from the slot as a second roller entraps the door operating bar." The following example consists of the same subject matter used in the previous example, however, when it is broken down into shorter sentences, it is easier to understand: "During landing gear retraction, the door operating bar on the landing gear leg is pressed against the door latch. The latch turns, freeing the door roller. The roller moves out of the slot. A second roller then traps and holds the door operating bar."

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2.6. ADEQUACY OF PROCEDURES.

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

2.6.1. Objective.

The objective of a procedure must be stated clearly unless it is so commonly understood that a statement of the objective is not necessary.

2.6.2. Logical Sequence.

Procedures are to flow in a logical step-by-step sequence. The most effective procedures are usually simple and each contains only the information necessary for accomplishing that procedure. Preferably procedures should be described in a sequential step-by-step format rather than a narrative format.

2.6.3. General Considerations.

2.5.3.1 A procedure must be an acceptable method for accomplishing an intended objective.

2.5.3.2 The individual responsible for each step of a procedure must be clearly identified.

2.5.3.3 The acceptable standards of performance for a procedure are to be stated if those standards are not commonly understood or clearly obvious.

2.5.3.4 Since a variety of personnel with differing degrees of expertise are involved in procedures, adequate information concerning the accomplishment of a procedure must be provided for the least experienced individual. A procedure may be described very briefly and concisely when the user is capable of achieving the objective without extensive direction or detail. When the user has limited training or experience, however, a procedure must be described in enough detail for the user to correctly accomplish it.

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When the user has limited access to other sources of information and guidance while performing a procedure, enough detail should be provided to make the user independent of other sources of information.

2.5.3.5 When a form, checklist, or tool is necessary to accomplish a procedure, the location of that item must be indicated in the procedure.

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

3. Reference Material, Forms & Job-Aids

3.1. Reference Material

3.1.1. ANR AMO

3.1.2. ANR OPS

3.2. Forms

3.3. Job Aid

3.3.1. AWF 1.2.202A - Maintenance Organization Procedures Manual (MOPM) – Initial Certification

3.3.2. AWF 1.2.202B - Maintenance Organization Manual Procedures (MOPM) – Revisions Approval Checklist

4. Process

4.1. General

This section contains direction and guidance for PMI when approving or accepting a Maintenance Organization manual system. This process is based on the general process for approval or acceptance

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4.1.1. The Approval Process.

The approval process for a Maintenance Organization manual normally consists of phases one, through five of the general process. However, if the approval is not part of an initial certification, phase four (demonstration and inspection phase) may not be required.

4.1.2. The Acceptance Process.

The acceptance process for a manual or manual section normally consists of phases one, two, and three of the general process. The Maintenance Organization must submit to the PM current copies of required manuals for CAAI review. A Maintenance Organization entire manual system must be reviewed during the document evaluation phase of initial certification. Once a Maintenance Organization is certified, the Maintenance Organization may revise, distribute, and use accepted material even though the PMI has not completed a review of it. If after review, the PMI determines that portions of the manuals or checklists are unacceptable, the Maintenance Organization must revise the unacceptable portions after notification by the PM.

4.1.3. Evaluation of Manuals for CAAI Acceptance or Approval.

A Maintenance Organization may develop and publish in its manual any policy, method, procedure, or checklist that the Maintenance Organization finds necessary for the type of repairs conducted. These policies, methods, procedures, and checklists, however, must comply with the CAAI ANR's and be consistent with safe repairs practices. PMI should encourage Maintenance Organization to be innovative and progressive in developing such policies, methods, procedures, and checklists. The PMI role in the review process is to provide an independent and objective evaluation of the Maintenance Organization manual material. The PM must ensure that the Maintenance Organization material complies with the CAAI ANR's is consistent with safe operating practices, and is based on sound rationale or demonstrated effectiveness.

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4.1.4. Discrepancies.

When a PMI finds a discrepancy in a Maintenance Organization existing manual material, the PMI shall take action to have that discrepancy resolved. Usually such discrepancies can be resolved through informal discussions. When informal discussion cannot resolve the discrepancy, however, the PMI is required to formally withdraw CAAI approval or acceptance from the Maintenance Organization.

4.2. ESTABLISHING A FRAMEWORK FOR REVIEW.

4.2.1. Methods for Manual Organization.

During the Pre-application phase (Phase 1), the PMI should inform the maintenance organization that there are various methods that can be used to organize and format manuals, or manual sections requiring CAAI approval/acceptance. The PMI may inform the maintenance organization of the content of the following subparagraphs, which describe at least four possible methods that maintenance organization may use.

4.2.1.1 Limited Content.

A maintenance organization may choose to limit the content of the manual solely to approved material. When this method is used, the entire manual must be approved and the maintenance organization may not revise the manual without additional review by the PMI. While this method facilitates CAAI review and acceptance, the manual may be difficult to use because the intended user may have to frequently switch back and forth between the approved manual and other manuals containing accepted material. When the maintenance organization chooses this method, PMIs must ensure that the List of Effective Pages (LEPs) contain a CAAI signature space conveying approval.

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4.2.1.2 Grouping Material.

A maintenance organization may choose to group the CAAI approved material in specified sections of the manual and place accepted material in the remaining sections. With this method, the PMI must ensure that a header or footer is on each page of the approved sections indicating that the material on that page is CAAI approved. The maintenance organization may submit the approved and accepted sections to the PMI as separate packages.

4.2.1.3 Interspersed Material.

A maintenance organization may choose to intersperse CAAI approved material and accepted material throughout the manual. When a maintenance organization chooses this method, the PMI must ensure that the maintenance organization has clearly identified approved material each time it appears in the manual. This method of organization allows for efficient manual use, but makes the maintenance organization's publication process and the approval process difficult.

4.2.1.4 "Approval Document".

The maintenance organization may choose to place material in an "approval document" solely for the purpose of obtaining CAAI approval of that material. An approval document is a document and therefore may not be used as a manual. After the document has been approved, the maintenance organization must develop user manuals, which incorporate the approved information from the document along with detailed, guidance and supplementary information. When this method is used, the user manuals are treated as "accepted" material and do not have to be individually approved. The PMI must, however, review the user manuals to ensure that the information in them is consistent with the approval document. When using this method, the maintenance organization may revise the information in user manuals without prior CAAI approval, provided the revision is consistent with, and does not conflict with, the information in the approval document. If the maintenance organization or the PMI finds it necessary for the approval document to be revised, the maintenance organization must submit the

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proposed revision for review and approval. A revision to an approval document must be approved before the maintenance organization can incorporate the changed information into the user manuals. When a maintenance organization uses this method for submitting manual or checklist material for CAAI approval, PMIs must ensure that the maintenance organization has stated on the first page of the user manuals that the manual contains CAAI approved material. The manuals or checklists provided to the user, however, do not have to be specifically identified as being CAAI approved ones

4.2.2. Submission of Material.

During the Pre-application phase, the PMI should advise the Maintenance Organization on how to submit the documents, manuals, checklists and subsequent revisions for approval or acceptance.

4.2.2.1 CAAI Approval Submission.

For material that requires CAAI approval, the PMI should advise the Maintenance Organization to submit the following:

- Two copies of the document, manual, manual section, or revision to be approved: or
- one copy of the document, manual, manual section, or revision, and two copies of the page control sheets for the material (the page control sheets, must show an appropriate revision number or original page number for each page, and the effective date of each page)
- A copy of any supporting documentation or analysis

4.2.2.2 CAAI Acceptance Submission.

For material that is to be evaluated for acceptance by the CAAI, the PM should advise the maintenance organization to submit the following:

- A copy of the manual, manual section, or revision to be reviewed.
- A copy of the page control sheets for the material to be reviewed when appropriate.

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4.2.2.3 The PMI will perform a cursory review of submissions in phase 1. This review is intended to ensure that the applicant's submission is clear and contains all required documentation. This review is performed before the in-depth review.

4.3. PHASE THREE: IN-DEPTH REVIEW.

A detailed analysis of the Maintenance Organization submission is performed during the document evaluation phase. During this phase, a qualified inspector must review the Maintenance Organization's submission in detail to determine that the submission is complete and technically correct. The time to complete phase three depends on the scope and complexity of the submission. During the cursory review, the PMI should determine how long the in-depth review would take. The PMI shall give the Maintenance Organization an estimate of the time it should take to complete the review process at the formal application meeting.

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

- Civil Aviation Authority Regulations (CAAI ANR's) – See Appendix 1.
- Criteria and guidance in this directive.
- Applicable maintenance manuals, manufacturer's service bulletins, and airworthiness directives.
- Safe repairs procedures.

NOTE: The direction and guidance in this chapter for reviewing procedures and checklists have been developed after consultation with knowledgeable and experienced personnel in the air transportation industry, aircraft manufacturers, and the CAAI. The information presented is considered to be the best guidance currently available on the topic. PMIs should realize, however, that circumstances vary widely. The best set of procedures for one circumstance may not work well in another circumstance. Two recommendations may be in conflict. In such cases, the appropriate resolution must be achieved through compromise. For example, it may be more important for a Maintenance Organization checklist and procedures design

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policies to be internally consistent than for an individual procedure to be designed in a specific way.

- 4.3.2. If this is not initial certification the PMI should thoroughly consider the Maintenance Organization experience and history when evaluating procedures. When a Maintenance Organization has a history of successful repairs, the PMI should normally approve submissions consistent with the Maintenance Organization existing procedures.
- 4.3.3. If this approval is for initial certification the PMI will require verification tests of some procedures before granting approval.
 - 4.3.3.1 These verification tests may be conducted in either phase 3 or 4 of the certification process. Maintenance Organization may submit evidence that a qualified party (the manufacturer or another Maintenance Organization) has already conducted a validation of a procedure. When such evidence is available, the PMI should not require another validation unless the Maintenance Organization circumstances are significantly different from the original test.

5. TASK OUTCOME

5.1. GRANTING CAAI APPROVAL.

The PMI grants CAAI approval to the document, manuals, manual sections or revisions. During this phase the PMI must formally notify the Maintenance Organization of the approval and also complete a specific record of the approval. For manuals and manual sections, which are not required to have CAAI approval, written notification of acceptance is at the option of the PMI.

5.1.1. Notification of Approval.

When the PMI decides to approve a document, manual, manual section, or checklist, the following procedures apply:

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5.1.1.1. For documents, manuals, manual sections or revisions that contains page control sheets, the PMI shall annotate both copies of the page control sheets with the phrase "CAAI Approved." Under the words "CAAI Approved," PMI shall enter the effective date of approval and sign both copies. The Maintenance Organization may pre-print the words "CAAI Approved" and blank lines for the date and signature on the page control sheets or the PMI may use a stamp to add the approval annotation on each sheet.

5.1.1.2. When page control sheets are used, the PMI shall return one copy of the annotated page control sheets to the Maintenance Organization. In the remaining cases one copy of the approved material must be returned to the Maintenance Organization with a notification letter stating that the material is approved. The letter should also contain a statement advising the Maintenance Organization to maintain, for its records, the signed page control sheets or the material with the approval annotation. The PMI shall retain the second copy of the signed page control sheets, or the annotated material, in the district office files.

5.1.2. Notification of Disapproval.

The co-ordination, revision, and editing activities that take place throughout all phases of the process should eventually result in approved products. Under certain circumstances, however, it may be appropriate for the PMI to terminate the process. For example, the Maintenance Organization may not take any action on the material for 30 days. To terminate the approval process, the PMI shall return the entire submission to the Maintenance Organization with a letter that states that the CAAI is unable to grant approval, along with the reasons why it cannot be granted.

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5.1.3. Records.

The PMI shall maintain a record of approval for each maintenance organization-submitted document, manual, manual section, and checklist. Records of approval to revisions of this material must also be maintained. The records should consist of page control sheets, notification letters, and any other related correspondence. While superseded portions of documents, manuals, or checklists do not have to be retained, PMI may retain this type of material if they determine that it is appropriate. The PMI should include with the material in the Maintenance Organization file a brief memorandum containing the reasons for retaining the material.

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Appendix 1 - Maintenance Organization Manual List of Required Contents

	REQUIREMENTS	REF CAAI ANR
PART .1	MANUAL CONTROL	
1.1.	List of Contents	Israeli ANR Maintenance Organization No 14(d)
1.2.	Page Effectively List	Israeli ANR Maintenance Organization No 14(d)
1.3.	Amendment Record	Israeli ANR Maintenance Organization No 14(d)
1.4.	Distribution List	Israeli ANR Maintenance Organization No 14(e)
1.5.	Abbreviations & Definition	Israeli ANR Maintenance Organization No 14(g)(1)
1.6.	Cross reference Table to regulation	Israeli ANR Maintenance Organization No 14(g)(3)
PART .2	MANAGEMENT	
2.1.	Corporate Commitment by the Accountable Manager	Israeli ANR Maintenance Organization No 14(h)
2.2.	Safety and quality Policy	Israeli ANR Maintenance Organization No 22 & 23 & 24
2.3.	Management personnel	Israeli ANR Maintenance Organization No 18
2.4.	Duties and Responsibilities of Management Personnel	Israeli ANR Maintenance Organization No 18 & 19
2.4.1.	Accountable Manager	Israeli ANR Maintenance Organization No 18 (a)(1)
2.4.2.	Engineering Director	Israeli ANR Maintenance Organization No 20
2.4.3.	Maintenance Manager	Israeli ANR Maintenance Organization No 18 (a)(2)
2.4.4.	Workshops Maintenance Manager	Israeli ANR Maintenance Organization No 20
2.4.5.	Workshops Quality Control inspector	Israeli ANR Maintenance Organization No 18 (a)(3)
2.4.6.	External Auditor	Israeli ANR Maintenance Organization No 22 (d)
2.4.7.	Quality Manager	Israeli ANR Maintenance Organization No 18 (a)(4)
2.5.	Management Organisation Chart(s)	Israeli ANR Maintenance Organization No 14(f)(10)

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	REQUIREMENTS	REF CAAI ANR
2.6.	List of Certifying Staff	Israeli ANR Maintenance Organization No 20
2.6.1.	Base Certifying Staff	Israeli ANR Maintenance Organization No 20
2.6.2.	Line Certifying Staff	Israeli ANR Maintenance Organization No 20
2.6.3.	Component Certifying Staff	Israeli ANR Maintenance Organization No 20
2.6.4.	Base Maintenance Category Type 1 and Type 2 Qualified Support Staff	Israeli ANR Maintenance Organization No 20
2.7.	Manpower resources	
2.7.1.	Base Maintenance/ Component Maintenance	Israeli ANR Maintenance Organization No 17 & 14(f)(8)(9) Israeli ANR operation No 422
2.7.2.	Line Maintenance	Israeli ANR Maintenance Organization No 17 & 14(f)(8)(9) Israeli ANR operation No 422
2.7.3.	Subcontracted Services	Israeli ANR Maintenance Organization No 17 & 14(f)(8)(9) Israeli ANR operation No 422
2.7.4.	Specialized Activities	Israeli ANR Maintenance Organization No 17 & 14(f)(8)(9) Israeli ANR operation No 422
2.8.	Facilities	
2.8.1.	Base Maintenance Facilities	Israeli ANR Maintenance Organization No 25
2.8.2.	Line Maintenance Facilities	Israeli ANR Maintenance Organization No 25
2.8.3.	component Maintenance Facilities	Israeli ANR Maintenance Organization No 25
2.8.4.	Layout of Premises	Israeli ANR Maintenance Organization No 25
2.8.5.	Work Away From Main Base/ Workshops	Israeli ANR Maintenance Organization No 13(a)(2)
2.9.	Scope of Work	-----
2.9.1.	Aircraft Maintenance	Israeli ANR Maintenance Organization No 14(f)(1) & 16
2.9.2.	Engine Maintenance	Israeli ANR Maintenance Organization No 14(f)(1) & 16
2.9.3.	Propellers Maintenance	Israeli ANR Maintenance Organization No 14(f)(1) & 16

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	REQUIREMENTS	REF CAAI ANR
2.9.4.	Component Maintenance	Israeli ANR Maintenance Organization No 14(f)(1) & 16
2.9.5.	Specialised Services	Israeli ANR Maintenance Organization No 14(f)(1) & 16
2.9.6.	Additional; Significant Activities	Israeli ANR Maintenance Organization No 14(f)(1) & 16
2.9.7.	Fabrication of Parts	Israeli ANR Maintenance Organization No 23(a)(4)
2.9.8.	Capability list establishment & revision process	Israeli ANR Maintenance Organization No 16
2.10.	Notification Procedure to The Authority Regarding Change to The Organisation Activities/ Approval / Location/ Personnel	Israeli ANR Maintenance Organization No 10(a)
2.10.1.	Accountable Manager	Israeli ANR Maintenance Organization No 10(a)
2.10.2.	Senior Nominated Personnel	Israeli ANR Maintenance Organization No 10(a)
2.10.3.	Changes of Approved locations/ Maintenance Bases	Israeli ANR Maintenance Organization No 10(a)
2.10.4.	Changes in Company Activities	Israeli ANR Maintenance Organization No 10
2.11.	Exposition Amendment Procedures	Israeli ANR Maintenance Organization No 14(d) & 14(f)(38)
2.11.1.	Person Responsible for Amending the Exposition	Israeli ANR Maintenance Organization No 14(d),14(f)(38)
2.11.2.	Sources of Proposed Amendment Within the Organisation	Israeli ANR Maintenance Organization No 14(d) & 14(f)(38)
2.11.3.	Summery of Documents, Including "Lower Order" Documents Constituting the Total Exposition	Israeli ANR Maintenance Organization No 14(d) & 14(f)(38)
2.11.4.	Procedures for the Control and Amendment of Capability List	Israeli ANR Maintenance Organization No 16
PART .3	MAINTENANCE PROCRDURES	
3.1.	Supplier Evaluation and Subcontract Control Procedure	Israeli ANR Maintenance Organization No 32(a)(1)(3) & 14(f)(24)
3.2.	Acceptable/ Inspection of Aircraft Component and Materials from Outside Customer	Israeli ANR Maintenance Organization No 23(a)(4)
3.3.	Storage, Tagging and Release of Aircraft Components and Materials to Aircraft Maintenance	Israeli ANR Maintenance Organization No 23(a)
3.3.1.	Handling of parts	Israeli ANR Maintenance Organization No 23(a)(4)

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	REQUIREMENTS	REF CAAI ANR
3.3.2.	Tagging and identification of Parts	Israeli ANR Maintenance Organization No 36 &14(f)(28)
3.3.3.	Part finishing	Israeli ANR Maintenance Organization No 37 &14(f)(29)
3.3.4.	Preservation of parts	Israeli ANR Maintenance Organization No 36 &14(f)(28)
3.3.5.	Shelf life	Israeli ANR Maintenance Organization No 36(b)(3)
3.4.	Acceptance of Tools and Equipment	Israeli ANR Maintenance Organization No 14(f)(18) & 26
3.5.	Calibration of Tools and Equipment	Israeli ANR Maintenance Organization No 26 & 14(f)(18)
3.6.	Use of Tooling and equipment by Staff (Including Alternates Tools)	Israeli ANR Maintenance Organization No 26(a)
3.7.	Cleanliness Standards of Maintenance Facilities	Israeli ANR Maintenance Organization No 25
3.8.	Maintenance Instructions and Relationship to Aircraft/ Aircraft Components Manufacturer Instructions Including Updating and Availability to Staff	Israeli ANR Maintenance Organization No 28 Israeli ANR operation No 132 & 134 & 135
3.9.	Repair procedure	Israeli ANR Maintenance Organization No 28
3.10.	Aircraft Maintenance Programme Compliance	Israeli ANR operation No 131 & 348 & 135 & 350 & 420
3.11.	Airworthiness Directives Procedure	Israeli ANR documentation No 120 AP-1.4.231A
3.12.	Major repair/alteration, aircraft, component	Israeli ANR Maintenance Organization No 33 Israeli ANR operation No 134 & 423 AP-1.4.337A
3.13.	Repair/alteration/overhaul accessories & appliance	Israeli ANR Maintenance Organization No 33 Israeli ANR operation No 134 & 423 AP-1.4.337A
3.14.	Maintenance Documentation in Use and its Completion	Israeli ANR Maintenance Organization No 34 Israeli ANR operation No 136 & 135(b) & 137
3.15.	Technical records Control	Israeli ANR Maintenance Organization No 34 & 35 Israeli ANR operation No 136

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	REQUIREMENTS	REF CAAI ANR
3.16.	Rectification of Defects Arising During Base Maintenance	Israeli ANR Maintenance Organization No 34
3.17.	Release to Service Procedure	Israeli ANR Maintenance Organization No 37 Israeli ANR operation No 133
3.18.	Records for the Operator	Israeli ANR Maintenance Organization No 34
3.19.	Reporting of Defects to the Component Authority/ Operator/ Manufacturer	Israeli ANR Maintenance Organization No 38 & Israeli ANR operation No 30
3.20.	Return of Defective Aircraft Components to Store	Israeli ANR Maintenance Organization No 36
3.21.	Defective Components to Outside Contractors	Israeli ANR Maintenance Organization No 32
3.22.	Control of Computer Maintenance Record System	FAA AC 120-78
3.23.	Control of Man-Hour Planning Versus Scheduled Maintenance Work	Israeli ANR Maintenance Organization No 14(f)(7) & 19 & 17
3.24.	Control of Critical Tasks	Israeli ANR operation No 348
3.25.	Reference to Specific Maintenance Procedures for example	Israeli ANR Maintenance Organization No 28 Israeli ANR operation No 135
3.25.1.	Engine Running Procedures	
3.25.2.	Aircraft Pressure run Processes	
3.25.3.	Aircraft Towing Procedures	
3.25.4.	Aircraft Taxing Procedures	
3.25.5.	Required Inspections Items	Israeli ANR operation No 348
3.25.6.	Reduced Vertical Separation Minima (RVSM)	AP 1.1.056A
3.25.7.	ETOPS	Israeli ANR operation No 403
3.25.8.	Category II/III Lading	Israeli ANR operation No 7 AP 1.1.053A
3.25.9.	Working in Fuel Tanks Area	AP-1.2.342A
3.26.	Procedures to Detect and Rectify Maintenance Errors	Israeli ANR operation No 252
3.27.	Shift/ Task Handover Procedures	Israeli ANR operation No 348
3.28.	Procedures for Maintenance Data Inaccuracies and Ambiguities	Israeli ANR Maintenance Organization No 29(b)

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	REQUIREMENTS	REF CAAI ANR
3.29.	Production Planning Procedures	Israeli ANR Maintenance Organization No 27
3.30.	Additional Line Maintenance Procedures	
3.30.1.	Line Maintenance Control of Aircraft Components, Tools, equipment etc..	Israeli ANR operation No 390.
3.30.2.	Line Maintenance Procedures related to Servicing/ Fuelling/ De-Icing etc..	Israeli ANR operation No (241)(b)(9) & 394(17) & 516
3.30.3.	Line Maintenance Control of Defects and Repetitive Defects	Israeli ANR operation No (394)(26)
3.30.4.	Line Procedure for Completion of the Technical Log	Israeli ANR operation No (241)(b)(6)
3.31.	Line Procedures for Pooled Parts and Loan Parts	Israeli ANR operation No 390. AP 2.1.218 A
3.32.	Line Procedures for return of Defective Parts Removed from Aircraft	Israeli ANR Maintenance Organization No 36(b)
3.33.	Line Procedures Control of Critical Tasks	Israeli ANR operation No 348
PART 4	QUALITY PROCEDURES	
4.1.	Continuity of inspection responsibility	Israeli ANR Maintenance Organization No 22(b)(4)
4.2.	Preliminary inspection	Israeli ANR Maintenance Organization No 23(a)(4)
4.3.	Inspection for hidden damage	Israeli ANR Maintenance Organization No 23(a)(5)
4.4.	Progressive inspection	Israeli ANR Maintenance Organization No 23(a)(3)
4.5.	Quality Audit of Organization Procedures	Israeli ANR Maintenance Organization No 22(a)
4.6.	Quality Audit of Aircraft (and / or Equipment)	Israeli ANR Maintenance Organization No 22(a)
4.7.	Quality Audit Remedial Action Procedure	Israeli ANR Maintenance Organization No 22(a)
4.8.	Certifying Staff Qualification and Training Procedures	Israeli ANR Maintenance Organization No 21(a)(1)
4.9.	Certifying Staff Records	Israeli ANR Maintenance Organization No 21(14)
4.10.	Quality Audit Personnel	Israeli ANR Maintenance Organization No 22(d)
4.11.	Qualifying Inspectors	Israeli ANR Maintenance Organization No 23(b) Israeli ANR operation No 349 & 419

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	REQUIREMENTS	REF CAAI ANR
4.12.	Qualifying Mechanics	Israeli ANR Maintenance Organization No 17
4.13.	Aircraft or Components Maintenance Tasks, Exemption Process Control	Israeli ANR Maintenance Organization No 30 Israeli ANR Operation No 135
4.14.	Concession Control for Deviation from the Organisation's Procedures	Israeli ANR Maintenance Organization No 22(b)(2)
4.15.	Qualification Procedures for specialised Activities such as NDT, Welding etc..	Israeli ANR Maintenance Organization No 19(g)
4.16.	Control of Manufacturer's and other Maintenance Working Teams	Israeli ANR Maintenance Organization No 19
4.17.	Appointment of assignment of stamps	Israeli ANR Maintenance Organization No 23(b) & 18(f)(8)
4.18.	Human Factors Training Procedures	Israeli ANR Maintenance Organization No 21(e)(4)
4.19.	Competence Assessment of Personnel	Israeli ANR Maintenance Organization No 17(b)
PART .5	OPERATORS	
5.1.	Contracted Operators	Israeli ANR operation No 394& 241
5.2.	Operators Procedures and Paperwork	Israeli ANR operation No 394& 241
5.3.	Operation records Completion	Israeli ANR operation No 394& 241
PART .6		
6.1.	Sample of Documents	Israeli ANR operation No131 (d)
6.2.	List of Subcontractors	Israeli ANR Maintenance Organization No 14(f)(24)
6.3.	List of line Maintenance locations	Israeli ANR Maintenance Organization No 14(f)(17)
6.4.	List of Contracted Organisations	Israeli ANR Maintenance Organization No 14(f)(25)
6.5.	Training Program	Israeli ANR Maintenance Organization No 21