

Ramp Inspection

**CAAI DIRECTIVE
AW/OPS 2.1.023**



**AIR OPERATOR
SURVEILLANCE**

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1. Objective

- 1.1. This section provides guidance for sampling the quality of maintenance and the degree of compliance with the operators' procedures on in-service aircraft operated under IANR and to determine compliance with regulations and safe operating practices.
- 1.2. This is a common directive for Airworthiness and Operations.
 - 1.2.1. Close coordination between AW and OPS inspectors executing this directive is required.
 - 1.2.2. During AOC Certification, the nominated PM will nominate the lead inspector in executing this directive.
 - 1.2.3. During ongoing surveillance, the POI and PMI will nominate the lead inspector.
 - 1.2.4. Any amendments to this directive must be made to both AW Inspector Handbook and OPS Inspector Handbook.

2. General

2.1. Inspector Training.

It is important that aviation safety inspectors (ASI) become familiar with this procedure and the type of aircraft to be inspected before performing the inspection. This can be accomplished by on-the-job training.

2.2. Personnel Needed for Inspection.

- 2.2.1. To ensure that the inspection is performed adequately, as many aircraft have short ground time it is recommended that two inspectors perform this task in exterior and interior phases.

NOTE: ASIs do not have to give operators advance notice that a ramp inspection will be conducted. However, inspection activities must be timed so they do not delay or interfere with passenger boarding or deplaning or impede aircraft service or catering. The captain, his or her representative, or an appropriate airline representative should also be present.

- 2.2.2. Due to the nature of operations aircraft may have little or no ground time at any one location. As with on demand air carriers, these aircraft may be dispatched at short notice. It is important to coordinate with flightcrews, maintenance crews, and, where possible, dispatch personnel. To ensure that the inspection is performed adequately, it is

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recommended that two inspectors perform this task in exterior and interior phases.

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2.3. Coordination.

2.3.1. Airworthiness and Operations ASIs possess various degrees and types of expertise and experience. An ASI who needs additional information or guidance on a given subject should coordinate with personnel experienced in that particular specialty.

2.3.2. The Airworthiness and Operations inspectors should have a common briefing before the inspection. The briefing should include task-sharing, previous findings and problem areas, and reference material.

2.4. Use of CAAI ASI Credentials to Access Aircraft and Secure Areas of Israeli Airports.

Proper use of identification credentials, checkpoint procedures, and resolution of misunderstandings with airlines and other government agencies are crucial for the creation of an environment where ASIs can conduct effective inspections and surveillance.

2.5. OBJECTIVES OF RAMP INSPECTIONS.

The primary objective of a ramp inspection is to provide inspectors with the opportunity to evaluate an air carrier operation, while the crewmembers and aircraft are on the ground. A ramp inspection is an effective method for evaluating an operator's ability to prepare both the aircraft and crew for a flight to be conducted. Also, when a ramp inspection is conducted after the completion of a flight, it is an effective method for determining whether the aircraft and crew were adequately prepared for the flight, as well as for evaluating the operator's post-flight and/or turnaround procedures, and crewmember and ground personnel compliance with these procedures. Ramp inspections allow inspectors to observe and evaluate the routine methods and procedures used by an operator's personnel during the period immediately before or after a flight, to determine compliance with regulations and safe operating practices.

2.6. INITIATION AND PLANNING.

2.6.1. This task is scheduled as part of the work program or special emphasis request. Work program inspections of foreign carriers planned by the Flight Authorisations Department.

2.6.2. The ramp inspection provides the ASI with an opportunity to ensure that the compliance dates and requirements of

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new Airworthiness Directives (AD) and regulatory revisions have been met. ADs, should be reviewed, when available.

2.7. MAINTENANCE RECORDS.

2.7.1. Regulations require maintenance to be recorded whenever it is performed prior to an approval for return to service. The operator's Maintenance Procedures Manual should describe the procedures for ensuring that these recording requirements are met, including the specific instructions on when an airworthiness release or appropriate maintenance log entry is required.

2.7.2. Operators must either correct or defer all mechanical discrepancies entered in the maintenance log using the methods identified in their maintenance control manual. Some operators may include these procedures in a separate Maintenance Procedures Manual. Additionally, maintenance procedures may be contained within the carriers' maintenance manual. As a variety of manuals are used, the CAAI advises reviewing the appropriate manuals before performing the inspection.

2.7.3. The Minimum Equipment List (MEL) has certain procedures and conditions that operators must meet prior to deferring the item(s).

2.7.3.1 These procedures are identified by "O," "M," and "O/M" and are normally contained in the operator's approved MEL. Sometimes the MEL references these procedures to another document.

2.7.3.2 When reviewing the records for MEL compliance, the ASI must determine what procedures are required for deferral and ensure that these procedures are accomplished.

2.7.3.3 The ASI must ensure that all applicable MEL procedures are accomplished for those items that are deferred and are continuing to be deferred through the station. These maintenance procedures must be signed off in the maintenance log as evidence that the procedures were accomplished.

2.8. DEFERRED MAINTENANCE.

2.8.1. **Minimum Equipment List—Deferred Maintenance.**

The operator's approved MEL allows the operator to continue a flight or series of flights with certain inoperative equipment. The continued operation must meet the requirements of the MEL deferral classification and the requirements for the equipment loss.

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2.8.2. Other Deferred Maintenance.

2.8.2.1 Operators frequently use a system to monitor items that have been inspected and found within serviceable limits. These items are still airworthy, yet warrant repair at a later time or when items no longer meet serviceable limits. This method of deferral may require repetitive inspections to ensure continuing airworthiness of the items. Examples of items that are commonly deferred in this manner are fuel leak classifications, dent limitations, and interim (airworthy) repairs.

2.8.2.2 Passenger convenience item (not safety/airworthiness related) deferrals should be handled in accordance with (IAW) the operator's program.

2.8.3. Prompt Repairs.

The maintenance program approved for an operator must provide for prompt and orderly repairs of inoperative items. Not all operators have approved maintenance programs, but the ASI should confirm that inoperative items are repaired promptly.

2.9. CABIN INSPECTION.

2.9.1. This inspection should be conducted immediately, when possible, without disturbing the loading and unloading of passengers. The inspection can be performed when some passengers are onboard during through-flights, but ASIs must exercise good judgment by inspecting areas away from the passengers.

2.9.2. Bring any discrepancy to the attention of the flightcrew or appropriate maintenance personnel immediately.

2.10. CARGO/PAX COMBINATION CONFIGURED AIRCRAFT.

2.10.1. Structural Damage.

Inspection results have disclosed instances of significant aircraft structural damage resulting from careless loading of cargo, such as:

- Torn or punctured liners, indicating hidden damage to circumferential stringers, fuselage skin, and bulkheads;
- Damaged rollers, ball mats, etc., causing significant structural damage to the floors; and
- Corrosion and structural damage caused by improper handling of some hazardous materials.
- Observation of hazardous material handling is normally not a surveillance function of the ASI during a ramp

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inspection. However, if discrepancies are noted during the ramp inspection, the ASI should contact the appropriate CAAI office.

2.10.2. **Cargo Containers, Pallets, and Netting.**

As part of their normal surveillance, principal inspectors (PI) should ensure that adequate procedures are in place in the operator's manual to ensure that cargo restraint equipment conform to proper standards and are in condition to perform their intended function.

2.10.2.1 If maintenance is required on any of the type certificate (TC) or supplemental type certificate (STC) cargo containers or restraint devices, it must be accomplished IAW appropriate regulations.

2.10.2.2 Inspectors performing air carrier surveillance should follow handbook guidance and report discrepancies in cargo handling/restraint devices for follow-up action by the PI.

2.11. **RAMP INSPECTION AREAS.**

There are five general inspection areas that can be observed and evaluated during ramp inspections. These inspection areas are as follows:

- Crewmember,
- Line station operations,
- Aircraft,
- Servicing and maintenance, and
- Ramp and gate condition and activity.

2.11.1. The "crewmember" inspection area refers to the evaluation of crewmember preparation for flight and compliance with postflight procedures. This area includes evaluations of crewmember manuals and any required flight equipment, flightcrew flight planning, flightcrew airman and medical certificates, crewmember disposition of trip paperwork, and other items that relate to crewmember responsibilities.

2.11.2. The "line station operations" inspection area refers to the various methods and procedures used by the operator to support the flight, such as distribution of dispatch, flight release, and flight-locating paperwork; distribution of weather reports, PIREPs and other flight planning material; passenger handling; boarding procedures; an carry-on baggage screening.

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2.11.3. The “aircraft” inspection area refers to the aircraft’s general airworthiness, logbook entries, MEL compliance, carryovers, and required items of emergency and cabin safety equipment.

2.11.4. The “servicing and maintenance” inspection area applies to any ongoing maintenance and servicing, such as fueling, deicing, or catering. This area is usually evaluated in detail by airworthiness inspectors when performing their ramp inspections. Operations inspectors should, however, observe this area and comment on obvious deficiencies for airworthiness inspector follow-up.

2.11.5. The “ramp and gate condition and activity” inspection area refers to taxi and marshalling operations, ramp or parking area surfaces, any apparent contamination or debris, vehicle operations, and the condition and use of support equipment.

3. Reference Material, Forms & Job-Aids

3.1. Reference Material

- 3.1.1. ANR and International Civil Aviation Organization (ICAO) Annexes 1, 6 and 8;
- 3.1.2. Operator’s Maintenance Procedures Manual’s maintenance/operations procedures manual.

3.2. Job-Aids

- 3.2.1. Ramp Inspection Job-Aid (F 2.1.023A)
- 3.2.2. Exterior Inspection Job-Aid (F 2.1.023B)
- 3.2.3. Interior Inspection Job-Aid (F 2.1.023C)

4. Process

4.1. GENERAL RAMP INSPECTION PRACTICES AND PROCEDURES.

- 4.1.1. Ramp inspections may be conducted before a particular flight, at en route stops, or at the termination of a flight. A ramp inspection may be conducted any time an aircraft is at a gate or a fixed ramp location, provided the inspection is conducted when the crew and ground personnel are performing the necessary preparations for a flight or when they are performing postflight tasks and procedures.



- 4.1.2. The operator does not have to be given advance notice that a ramp inspection is going to be conducted. Inspectors must, however, conduct inspections in a manner that does not unnecessarily delay crewmembers and/or ground personnel in the performance of their duties. The following areas of conduct should be observed by inspectors during ramp inspection activities:
- 4.1.2.1 Inspectors should not interrupt crew or ground personnel when they are performing a particular phase of their duties.
 - 4.1.2.2 When inspection activities require inspectors to interact directly with the crew or ground personnel, the activities should be timed to be accomplished when the crew or ground personnel are waiting to begin another phase of their duties or after they have completed one phase of their duties and before they begin another phase.
 - 4.1.2.3 Inspection activities must be timed so that they do not delay or interfere with passenger enplaning or deplaning.
 - 4.1.2.4 Inspection activities should not adversely impede aircraft servicing or catering.
- 4.1.3. Because of the wide range of inspection areas involved, ramp inspections are usually limited in scope. There are many preparatory or postflight actions that occur simultaneously and one inspector cannot physically observe all of these actions for a particular flight. As a result, the inspector should vary the areas of emphasis for an inspection. For example, on one ramp inspection the inspector may decide to observe and evaluate the PIC accomplishing flight planning and the operator's methods for providing the flightcrew with appropriate flight planning support. On another ramp inspection, the inspector may decide to observe the SIC accomplish the aircraft exterior preflight and then evaluate the aircraft's interior equipment and furnishings. As an example of a ramp inspection conducted at the termination of a flight, the inspector may decide to inspect the aircraft's interior equipment, furnishings, and aircraft logbooks, and then evaluate the trip paperwork turned in by the crew. In this example, the inspector may not have an opportunity to interact directly with the crew; therefore, the "crewmember" inspection area would not be accomplished. Inspectors should vary both the sequence and the emphasis of the inspection areas during a ramp inspection. Inspectors should describe in their reports how the inspection was limited in scope.
- 4.1.4. Inspectors should use the Air Carrier Ramp Inspection Form when conducting ramp inspections. This job aid contains a listing of items ("reminders") that should be

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observed and evaluated by the inspector during the inspection. The job aid also includes applicable WTS comment codes to facilitate the writing of the inspection report. There may be items evaluated during a ramp inspection that are not listed on the job aid. In such cases, the WTS comment code entitled “other” should be used for the appropriate inspection area. The job aid can be used to help describe how the inspection was limited in scope. The job aid can also be used to make notes during the inspection which can be transcribed later to the WTS Data Sheet.

4.2. SPECIFIC RAMP INSPECTION PRACTICES AND PROCEDURES.

4.2.1. Crewmember Inspection Area.

When an inspector makes direct contact with a crewmember, the inspector should provide an official but courteous introduction, offer appropriate identification for the crewmember to inspect, and inform the crewmember that a ramp inspection is being conducted. If the direct contact is with a flight crewmember, the inspector should request to see the crewmember’s airman and medical certificates. The inspector should review the certificates to see that they meet the appropriate requirements for both the duty position and for the aircraft for the flight to be conducted or that was just terminated. When the direct contact is with flight crewmembers or flight attendants, the inspector should also request to examine the crewmember’s professional equipment. Crewmember professional equipment includes any equipment that crewmembers are required to have according to regulation or operator policies, either on their person or that which will be available during the flight. Examples of professional equipment include aeronautical charts, appropriate operator manuals, and operable flashlights. Inspectors should determine whether the charts and manuals carried by crewmembers are current. The following is a list of other items and activities that, depending on the scope of the ramp inspection, should be observed and evaluated:

- Flightcrew flight-planning activities, such as review of weather, flight plans, anticipated takeoff weight and performance data, flight control requirements (dispatch, flight release, flight-locating, ATC flight plans);
- Flightcrew aircraft preflight activities, such as exterior walkaround, logbook reviews, and cockpit setup procedures, including stowage of flightcrew baggage and professional equipment;

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- Flight attendant inspection of cabin emergency equipment and cabin setup procedures, including stowage of flight attendant baggage and professional equipment;
- Flightcrew and flight attendant postflight logbook entries and proper use of MELs and placards; and
- Completed trip paperwork and the appropriate disposition of such paperwork.

4.2.2. Line Station Operations Area.

This area of a ramp inspection usually involves a facility (or designated area of a facility) including related ground personnel, and is commonly referred to as “line station operations.” Line station operations include a designated location where crewmembers go to review and pick up required flight paperwork or to deposit flight reports, to send or receive communications with the operator’s flight control system, and to join up with other crewmembers assigned to the flight. Line station operations also include gates and ramp areas where passengers and cargo are enplaned and deplaned. The following is a list of items and activities that, depending on the scope of the inspection, should be observed and evaluated in this inspection area:

- Preflight and postflight trip paperwork, such as load manifests, flight plans, weather reports and forecasts, NOTAMs, dispatch or flight release messages and operator bulletins;
- Methods used by the operator to comply with MEL and CDL requirements, particularly the preflight information provided to the crew;
- Adequacy of facility with respect to crewmember and ground personnel use for completing preflight and postflight responsibilities, including work areas and administrative support (such as forms, charts, and copy machines when required by company procedures);
- Usability and currency of operator manuals and aircraft performance information maintained at the line station operations area for crew and ground personnel use
- Company communication capabilities and procedures;
- Passenger enplaning and deplaning including public protection procedures and carry-on baggage screening;
- Cargo and baggage loading and stowage procedures and unloading procedures.

4.2.3. Aircraft Inspection Area.

Ramp inspections must include at least an examination of the aircraft’s registration, airworthiness certificate, and maintenance logbook. Inspectors should plan their ramp



inspection activities so that any inspection of the aircraft's interior equipment and furnishings would be conducted either before passengers are enplaned or after they are deplaned. The following is a list of items that should be observed in this inspection area:

- Aircraft registration and airworthiness certificates;
- Aircraft and cabin logbooks (or equivalent) (open discrepancies, carryover items, and cabin equipment items needing repair or replacement);
- Appropriate placarding;
- Fire extinguishers (correct types, numbers and locations; properly serviced, tagged, and stowed);
- Portable oxygen bottles (correct numbers and locations; properly serviced, tagged, and stowed; condition of mask, tubing, and connectors);
- Protective breathing equipment (properly located, stowed, and sealed);
- First aid kits and emergency medical kits (correct numbers and locations; properly sealed, tagged, and stowed);
- Megaphones (correct numbers and locations; in operable condition, and properly stowed);
- Crash axe (properly located and stowed);
- Passenger briefing cards (one at each seat position; appropriate to aircraft; required information including emergency exit operation, slides, oxygen use, seatbelt use, brace positions, flotation devices; appropriate pictorials for extended overwater operations, including ditching exits, life preserver, and life or slide raft inflight location);
- Passenger seats (not blocking emergency exits; TSO label on flotation cushions; cushion intact; latching mechanism on tray tables; armrests have self-contained and removable ashtrays, if required; seatbelts properly installed, operational, and not frayed or twisted);
- Passenger oxygen service units (closed and latched with no extended red service indicators or pins);
- Flight attendant stations (operable seat retraction and restraint systems; properly secured; harnesses not frayed or twisted; seat cushions intact; headrests in correct position; PA system and interphone);
- Galleys (latching mechanisms - primary and secondary; tie downs; condition of restraints; padding; proper fit of cover and lining of trash receptacles; hot liquid restraint systems; accessibility and identification of circuit breakers and water shut-off valves; non-skid floor; girt bar corroded or blocked by debris; clean stationary cart tie downs (mushrooms); galley carts in good condition and properly stowed; lower



lobe galley emergency cabin floor exits passable and not blocked by carpeting, if applicable);

- Galley personnel lift, if applicable (no movement up or down with doors open; safety interlock system; proper operation of activation switches);
- Lavatories (smoke alarms; no-smoking placards; ashtrays; proper fit of cover and lining of trash receptacles; automatic fire extinguisher systems);
- Stowage compartments (weight restriction placards; restraints and latching mechanisms; compliance with stowage requirements; accessibility to emergency equipment; carry-on baggage provisions);
- Required placards and signs (seatbelt, flotation equipment placards at seats; emergency/safety equipment placards; weight restriction placards; no-smoking/seatbelt signs; no-smoking placards; exit signs and placards, including door opening instructions);
- Emergency lighting system (operation independent of main system; floor proximity escape path system; controllability from cockpit);
- Exits (general condition; door seals; girt bars and brackets; handle mechanisms; signs; placards; slide or slide raft connections and pressure indications; lights and switches); Main landing gear viewing ports, if applicable (cleanliness and usability).

4.2.4. **Servicing and Maintenance Inspection Area.** The servicing and maintenance of the aircraft may be observed at any time during the ramp inspection. The following is a list of some areas that may be observed and evaluated in this inspection area:

- Fueling procedures (ground wires in place; fuel slip properly completed; fueler trained in the operator's specific procedures);
- Routine maintenance (qualifications of mechanics, repairmen or service agents; appropriate logbook entries);
- Deicing procedures (compliance with company procedures; proper glycol/water ratios and temperatures; avoidance of engine/APU inlets; removal of all snow and ice; trailing and leading edges free of snow and ice and covered completely with deicing fluid);
- Correct procedures used by service contractors (caterers; cleaners; lavatory and water servicing personnel; correct use of switches and controls);
- Vehicle operation near aircraft (general condition and proper servicing of vehicles and equipment).

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4.2.5. Ramp and Gate Condition and Activity Inspection Area.

During ramp inspections, inspectors should observe and evaluate the ramp and gate surface condition as well as any support activities being conducted during an inspection. Inspectors should observe vehicular operations on the ramp and around gate areas and other aircraft operations during marshalling, taxiing, or towing operations. Inspectors should report any condition that appears to be unsafe or could potentially be unsafe. The following is a list of some items that should be observed and evaluated in this inspection area:

- Ramp, apron, and taxiway surfaces (general condition; cracks; holes; uneven surfaces);
- Contamination debris (FOD; fuel, oil, or hydraulic spills; snow and ice accumulations; taxi lines; gate markings; signs; signals);
- Construction (appropriate barriers; signs; markings; flags);
- Vehicular operations (conducted safely around aircraft and gate areas by qualified personnel).

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4.3. PERFORMING THE RAMP INSPECTION.

4.3.1. This inspection must be accomplished without interfering with the turnaround of the aircraft. The following list includes some of the activities that could delay the turnaround time if interfered with:

- Boarding and deplaning of passengers,
- Servicing,
- Fueling,
- Maintenance,
- Baggage handling, and
- Any other operator activity.

4.3.2. The ASI must immediately bring any discrepancies noted to the attention of appropriate personnel, to allow the operator the opportunity to take corrective action without interrupting the flight schedule. The ASI must verify that all corrective actions taken were IAW the requirements of the operator's maintenance procedures manual.

4.4. PROCEDURES.

4.4.1. Prepare for the Inspection.

4.4.1.1 Coordinate with the operator's scheduling personnel or crew, select the flight to be inspected, and determine the type of equipment and ground time needed.

4.4.1.2 Determine recent problem areas that were identified for that type of aircraft, if any.

4.4.1.3 Determine if recent regulatory changes and AD requirements affect the aircraft to be inspected.

4.4.1.4 Gather reference material for currency of manuals and records:

- MMEL version.
- AFM revision.
- Jeppesen revision.
- NavData AIRAC cycle.
- For Israeli carriers, current manual revision status.

4.4.2. Conduct the Exterior Inspection, as Applicable.

Perform this inspection IAW the Figure in the Job-Aid.

4.4.3. Interview the Flightcrew.

Introduce yourself and describe the purpose and scope of the inspection.

4.4.4. Inspect the Aircraft Maintenance Records.



- 4.4.4.1 Prior to departure of the aircraft, ensure that all open discrepancies from the previous flight are resolved IAW the operator's manual.
- 4.4.4.2 Review the maintenance records to determine if repetitive maintenance problems exist, which might indicate a systemic problem.
- 4.4.4.3 Ensure that all MEL items are deferred IAW the provisions of the operator's approved MEL.
- 4.4.4.3.1. Review the operator's approved MEL to determine it is based on the correct version of the MMEL and if conditions, procedures, and placarding requirements were accomplished to defer specific items correctly.
- 4.4.4.3.2. Note the date when an item was first deferred to determine if the maximum allowed length of deferral was exceeded. Accomplish this by examining maintenance record pages, the deferred maintenance list, or deferred maintenance placards or stickers.
- 4.4.4.4 Ensure that an airworthiness release, maintenance record entry, or appropriate approval for return to service was made after the completion of maintenance.
- 4.4.4.5 Ensure that the maintenance record contains the following for each discrepancy:
- Description of the work performed or a reference to acceptable data;
 - Date of completion of work;
 - Name or other positive identification of the person approving the work;
 - Name of the person performing work, if outside the organization;
 - Signature, certificate number, and kind of certificate, if work has been performed satisfactorily;
- 4.4.5. **Conduct the Interior Inspection, as Applicable.** Perform this inspection IAW the Job-Aid.
- 4.4.6. **Debrief the Operator, Personnel, or Flightcrew.** Inform the flightcrew or appropriate personnel that the inspection has been completed. Discuss the discrepancies brought to the operator's attention during the inspection.
- 4.4.7. **Examine the Maintenance Record Entries.** Ensure that the operator has recorded airworthiness discrepancies noted during this inspection. If time is available, monitor the operator's corrective actions.
- 4.4.8. **Analyze Findings.** Analyze each finding to determine if the discrepancies are

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the result of improper maintenance and/or missing or inadequate maintenance/inspection procedures.

5. Task Outcomes

5.1. Form Completion.

All ramp inspection details should be entered into the job-aid. Comments are required only for those areas with findings or discrepancies noted during the inspection. For each discrepancy or finding, enter the appropriate primary area and key word on the Data Sheet. Next, enter either the level of the finding. In the finding summary on the first page, enter the line item identification number shown on the Figure Sheet and then enter a description of the discrepancy. If a positive comment is needed in a particular area for clarification, enter it using the appropriate primary area and key word shown on the form, using the information (I) opinion code. Only positive comments or comments provided for clarification purposes may use the (I) opinion code..

5.2. Task Completion.

Completion of this task can result in the following:

- Appropriate enforcement action when analysis of the findings disclose unsatisfactory items that have an effect on safety.

5.2.1. Written notification to the operator and the foreign CAA of the findings and request their proposed corrective action.

For Israeli carriers, inform the PI on the findings and he will be in charge of the follow-up.

5.3. FUTURE ACTIVITIES.

5.3.1. Based on inspection findings, determine if closer surveillance, additional enforcement, other job tasks are required to regain compliance.