

Element Performance Inspection (EPI) Data Collection Tool

1.3.16 Fueling (AW)

ELEMENT SUMMARY INFORMATION

Purpose of this Element (certificate holder's responsibility):

- To ensure that all personnel conducting fueling operations perform their duties and responsibilities by adhering to the certificate holder's policies, procedures, instructions, and information for refueling aircraft, eliminating fuel contamination, protection from fire (including electrostatic protection), and supervising and protecting passengers during refueling operations.

Objective (FAA oversight):

- To determine the effectiveness of the certificate holder's procedures in meeting the desired output of the process.
- To determine if the certificate holder follows its procedures, controls, process measurements, and interfaces for the Fueling process.
- To determine if there were any changes in the personnel identified by the certificate holder as having responsibility and/or authority for the Fueling process.

Specific Instructions:

- To accomplish this EPI, the inspector shall ensure that dispensing equipment and facilities are maintained by visiting the fuel facility. Further, the inspector should observe fueling in progress.

Related EPIs:

- 1.3.14 General Maintenance Manual / Equivalent (AW)
- 2.1.1 Manual Currency (AW)
- 2.1.2 Content Consistency Across Manuals (AW)
- 2.1.3 Distribution (Manuals) (AW)
- 2.1.4 Availability (Manuals) (AW)
- 4.2.1 Maintenance Training Program (AW)
- 5.1.1 Line Stations (AW)

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirements (SRRs):

- SRRs:
 - 121.105
 - 121.123
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(17)
 - 121.135(b)(19)
 - 121.135(b)(2)
 - 121.135(b)(3)

Related CFRs & FAA Policy/Guidance:

- Related CFRs:
Intentionally left blank
- FAA Policy/Guidance:
FAA Order 8900.1, Vol 2, Ch 2, Sec 5
ATA 103

EPI Section 1 - Performance Observables	
Objective: The tasks and questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder follows its written procedures and controls and meets the established performance measures of the process. To accomplish this, questions have been generated to test both the outputs of the process as well as the process itself. Question 1 and its following subquestions are directed at the output(s) of the process, whereas questions 2-6, when answered, should be directed at the process itself.	
Tasks	
	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the information listed in the Supplemental Information Section of this DCT.
2.	Review the certificate holder's policies, procedures, instructions, and information for the Fueling Process.
3.	Review the last accomplished associated safety attribute inspection (SAI) for this element with emphasis on the controls, process measurements and interface attribute section responses.
4.	Observe the certificate holder's Fueling process to gain an understanding of the procedures, instructions, and information.
5.	Discuss the Fueling process with the personnel (other than management) who perform the duties and responsibilities required by the process.

Questions		
	To meet this objective, the inspector must answer the following questions:	
1.	Determine whether the following performance measures were met:	
1.1.	<p>Does the certificate holder provide current copies of fueling policies and procedures to fuel vendors and fuel servicing personnel?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the Certificate Holder's Technical Publication Library that the Certificate Holder has a current fueling manual. <i>Sources:</i> 121.133(a) 2. Check at the Certificate Holder's Technical Publication Library that the Certificate Holder has a fueling manual distribution list. <i>Sources:</i> 121.137(a)(1) 3. Check at the geographic location specified by the Certificate Holder's distribution list for accessibility of an updated fueling manual. <i>Sources:</i> 121.137(b) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	<p>Did the fuel storage facilities meet the requirements identified by the certificate holder?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the geographic location(s) where the Certificate Holder conducts fueling operations that the Certificate Holder has adequate facilities and equipment in accordance with the Certificate Holder's fueling procedure manual. <i>Sources:</i> 121.105 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	Did the equipment used in the Fueling process comply with the requirements	<input type="checkbox"/> Yes

	<p>identified by the certificate holder?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> Check at the geographic location(s) where the Certificate Holder conducts fueling operations that the Certificate Holder has adequate facilities and equipment in accordance with the Certificate Holder's fueling procedure manual. <p><i>Sources:</i> 121.105</p>	<input type="checkbox"/> No, Explain
1.4.	<p>Did the certificate holder provide Fueling process training to all concerned personnel?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> Check at the Certificate Holder's Training Center that the Certificate Holder has a fueling training program and/or contract/vendors training program. <p><i>Sources:</i> FAA Order 8900.1, Vol 2, Ch 2, Sec 5, Para 2-225A1</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	<p>Were the certificate holder's policies, procedures, instructions, and information for the Fueling process followed?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> Check at the geographic location(s) where the Certificate Holder conducts fueling operations that the fueling personnel conduct fueling in accordance with the Certificate Holder's fueling procedure manual. <p><i>Sources:</i> 121.135(b)(18)</p> <ol style="list-style-type: none"> Check at the geographic location(s) where the Certificate Holder conducts fueling operations that the fueling personnel eliminate fuel contamination in accordance with the Certificate Holder's fueling procedure manual. <p><i>Sources:</i> 121.135(b)(18)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	<p>Were the Fueling process controls followed?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	<p>Did the records for the Fueling process comply with the instructions provided by the certificate holder?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> Check at the Certificate Holder's Records Repository that the Certificate Holder has records related to fuel quality, fuel storage and dispensing equipment, filters, and safety equipment and training programs. <p><i>Sources:</i> FAA Order 8900.1, Vol 2, Ch 2, Sec 5, Para 2-225A1</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	<p>Were the process measurements for the Fueling process effective in identifying problems or potential problems and providing corrective action for them?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6.	<p>Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions and information that are related to this element?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

EPI Section 1 - Performance Observables Drop-Down Menu	
1.	Personnel.
2.	Tools and Equipment.
3.	Technical Data.
4.	Procedures, policies or instructions or information.
5.	Materials.
6.	Facilities.
7.	Controls.
8.	Process Measures.
9.	Interfaces.
10.	Desired Outcome.
11.	Other.

EPI Section 2 - Management Responsibility & Authority Observables

Objective: The questions in this section address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
	NOTE: If no personnel or major program changes (as defined by the principal inspector (PI)) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3-6 below. Answer questions 1 and 2 below, and provide the name/title.
1.	Identify the person who has overall responsibility for the Fueling process.
2.	Identify the person who has overall authority for the Fueling process.
3.	Review the duties and responsibilities for the person(s) who manage the Fueling process.
4.	Review the appropriate organizational chart.
5.	Discuss the Fueling process with the management personnel identified in tasks 1 and 2.
6.	Evaluate the qualifications and work experience of the management personnel identified in tasks 1 and 2.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Is there a clearly identified person who is responsible for the quality of the Fueling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
2.	Is there a clearly identified person who has authority to establish and modify the certificate holder's policies, procedures, instructions and information for the Fueling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
3.	Does the responsible person know that he/she has responsibility for the Fueling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
4.	Does the person with authority know that he/she has authority for the Fueling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
5.	Does the person with responsibility for the Fueling process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
6.	Does the person with authority to establish and modify the Fueling process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
7.	Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Fueling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

		<input type="checkbox"/> No Change
8.	Does the person with authority understand the controls, process measurements, and interfaces associated with the Fueling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
9.	Does the responsible person know who has authority to establish and modify the Fueling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
10.	Does the individual with authority know who has the responsibility for the Fueling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change

EPI Section 2 - Management Responsibility & Authority Observables Drop-Down Menu	
1.	Assignment of responsibility.
2.	Assignment of authority.
3.	Does not understand procedures, policies or instructions and information.
4.	Does not understand controls.
5.	Does not understand process measurements.
6.	Does not understand interfaces.
7.	Span of control.
8.	Position vacant.
9.	Other.