

## Element Performance Inspection (EPI) Data Collection Tool

### 1.3.2 Inspection Program (AW)

#### ELEMENT SUMMARY INFORMATION

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

- To provide an Inspection Program that ensures maintenance, preventive maintenance, and alterations are performed in accordance with the certificate holder's system and each aircraft released to service is airworthy and has been properly maintained for operation under 14 CFR Part 121.

**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 Inspection Program.
- To determine if there were any changes in the personnel identified by the certificate holder as having responsibility and/or authority for the Inspection Program.

**Specific Instructions:**

- The Principal Inspector, the Assistant Principal Inspector, or their Partial Program Managers (PPM) will normally conduct this EPI. The inspector will complete a comprehensive review of the certificate holder's Inspection Program to verify it contains all necessary elements.
- This EPI may be performed while conducting surveillance of the certificate holder's Inspection Program and aircraft to include inspection time limits requirements, life limited requirements, special inspection requirements, scheduled and unscheduled inspections, and airworthiness limitations.

**Related EPIs:**

- 1.1.1 Aircraft Airworthiness (AW)
- 1.1.2 Appropriate Operational Equipment (AW)
- 1.2.1 Airworthiness Release / Logbook Entry (AW)
- 1.2.2 Major Repairs and Alterations Records (AW)
- 1.2.3 Maintenance Log / Recording Requirements (AW)
- 1.2.5 Service Difficulty Reports (SDR) (AW)
- 1.3.3 Maintenance Facility / Main Maintenance Base (AW)
- 1.3.4 Required Inspection Items (RII) (AW)
- 1.3.6 AD Management (AW)
- 1.3.7 Outsource Organization (AW)
- 1.3.8 Control of Calibrated Tools and Test Equipment (AW)
- 1.3.9 Engineering / Major Repairs and Alterations (AW)
- 1.3.11 Continuous Analysis and Surveillance (CAS) (AW)
- 1.3.14 General Maintenance Manual / Equivalent (AW)
- 1.3.15 Reliability Program (AW)
- 1.3.17 Weight and Balance Program (AW)
- 4.1.1 RII Personnel (AW)
- 4.1.2 Maintenance Certificate Requirements (AW)
- 4.2.1 Maintenance Training Program (AW)

**SUPPLEMENTAL INFORMATION****Specific Regulatory Requirements (SRRs):**

- SRRs:
  - 119.43(b)
  - 119.43(b)(1)
  - 119.43(b)(2)
  - 119.43(c)
  - 119.49(a)(8)
  - 119.49(b)(8)
  - 119.9(b)
  - 121.135(a)(1)
  - 121.135(b)(1)
  - 121.135(b)(17)
  - 121.135(b)(19)
  - 121.135(b)(2)
  - 121.135(b)(3)
  - 121.153(a)(2)
  - 121.153(c)
  - 121.153(c)(1)
  - 121.153(c)(2)
  - 121.153(c)(4)
  - 121.198(d)
  - 121.198(g)
  - 121.309(c)(1)
  - 121.337(b)(2)
  - 121.343(h)
  - 121.343(i)
  - 121.343(l)(3)
  - 121.344(h)
  - 121.344(i)
  - 121.344(j)
  - 121.344(j)(3)
  - 121.344a(d)
  - 121.344a(d)(3)
  - 121.365(c)
  - 121.367
  - 121.367(b)
  - 121.367(c)
  - 121.368(a)
  - 121.368(b)
  - 121.369(b)
  - 121.369(b)(1)
  - 121.369(b)(2)
  - 121.369(b)(3)
  - 121.369(b)(4)
  - 121.369(b)(5)
  - 121.369(b)(6)
  - 121.369(b)(7)
  - 121.369(b)(8)
  - 121.369(b)(9)
  - 121.379
  - 39.11
  - 43.13(a)
  - 43.16

- SRRs:
  - 43.3(d)
  - 43.5(a)
  - 43.Appendix A
  - 43 App..E
  - 45.13(e)
  - 91.171
  - 91.171(a)(1)
  - 91.207(d)
  - 91.207(d)(1)
  - 91.207(d)(2)
  - 91.207(d)(3)
  - 91.207(d)(4)
  - 91.407(c)
  - 91.413
  - 91.413(a)
  - 91.413(b)
  - 91.421
  - 91.609(a)(3)
  - 91.9(c)
  - A.052b(1)
  - A.056d
  - A.362c(4)
  - B.046c
  - D.072
  - D.072(c)
  - D.072(d)
  - D.072(e)
  - D.072b
  - D.485

**Related CFRs & FAA Policy/Guidance:**

- Related CFRs:
  - Intentionally left blank
- FAA Policy/Guidance:
  - FAA Order 8900.1, Vol 3, Ch 32, Sec 11
  - FAA Order 8900.1, Vol 3, Ch 43

### 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 Inspection Program.
3.	Review the accomplished associated safety attribute inspection (SAI) for this element with emphasis on the controls, process measurements, and interface attribute sections.
4.	Observe the certificate holder's Inspection Program to gain an understanding of the procedures, instructions, and information.
5.	Discuss the Inspection Program with the personnel (other than management) who perform the duties and responsibilities required by the program.

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Determine whether the following Performance Measures were met:	
1.1.	<p>Were the inspections performed by the certificate holder, or by other persons during maintenance, preventive maintenance, or alterations performed in accordance with the certificate holder's Inspection Program?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the air carrier operated maintenance facility that the inspection and maintenance program for performing preventive maintenance is of enough scope and detail to maintain the airworthiness and parts thereof.</p> <p><i>Sources:</i> 121.369(b)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	<p>Were the periodic inspections and routine checks of airframes and parts thereof performed in accordance with the certificate holder's Inspection Program?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the air carrier operated maintenance facility that the inspection and maintenance program is of enough scope and detail to maintain the airworthiness of the aircraft including airframes and parts thereof.</p> <p><i>Sources:</i> 121.369(b)</p> <p>2. Check at the supplemental air carrier records repository that the time limitations contained in the operations specifications for airframes are being followed.</p> <p><i>Sources:</i> 119.49(b)(8)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	Were the periodic inspections and routine checks of aircraft engines and parts thereof performed in accordance with the certificate holder's Inspection	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>Program?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check at the air carrier operated maintenance facility that the inspection and maintenance program for the aircraft engines is of enough scope and detail to maintain the airworthiness and parts thereof. <i>Sources: 121.369(b)</i></li> <li>2. Check at the air carrier operated maintenance facility that the inspection and maintenance program for performing preventive maintenance is of enough scope and detail to maintain the engines airworthiness and parts thereof. <i>Sources: 121.369(b)</i></li> <li>3. Check at the air carrier operated maintenance facility that the inspection and maintenance program for performing alterations is of enough scope and detail to maintain the engines airworthiness and parts thereof. <i>Sources: 121.369(b)</i></li> <li>4. Check at the supplemental air carrier records repository that the time limitations contained in the operations specifications for engines are being followed. <i>Sources: 119.49(b)(8)</i></li> </ol>	
1.4.	<p>Were the periodic inspections and routine checks of propellers and parts thereof performed in accordance with the certificate holder s Inspection Program?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check at the air carrier operated maintenance facility that the inspection and maintenance program for the aircraft propellers is of enough scope and detail to maintain the propellers airworthiness and parts thereof. <i>Sources: 121.369(b)</i></li> <li>2. Check at the air carrier operated maintenance facility that the inspection and maintenance program for performing preventive maintenance is of enough scope and detail to maintain the propellers airworthiness and parts thereof. <i>Sources: 121.369(b)</i></li> <li>3. Check at the air carrier operated maintenance facility that the inspection and maintenance program for performing alterations is of enough scope and detail to maintain the propellers airworthiness and parts thereof. <i>Sources: 121.369(b)</i></li> <li>4. Check at the supplemental air carrier records repository that the time limitations contained in the operations specifications for propellers are being followed. <i>Sources: 119.49(b)(8)</i></li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.5.	<p>Were the periodic inspections and routine checks of appliances and parts thereof performed in accordance with the certificate holder s Inspection Program?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check at the aircraft that the approved procedures and instructions for the checks and inspection of the VOR system of radio navigation equipment are of enough scope and detail to properly maintain the aircraft airworthiness. <i>Sources: 121.135(b)(17); 91.171(a)(1)</i></li> <li>2. Check at the aircraft that maintenance personnel are testing and</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>inspection ATC transponders following any installation or maintenance where data correspondence error could be introduced.</p> <p><i>Sources:</i> 91.413(b)</p> <p>3. Check at the aircraft that maintenance personnel are performing tests and inspections of ATC transponders and determine that the air carriers instructions and information are of enough scope and detail to properly maintain the aircraft airworthiness.</p> <p><i>Sources:</i> 91.413(b)</p> <p>4. Check at the air carrier operated maintenance facility that the inspection and maintenance program for the aircraft appliances is of enough scope and detail to maintain the appliances airworthiness and parts thereof.</p> <p><i>Sources:</i> 121.369(b)</p> <p>5. Check at the supplemental air carrier records repository that the time limitations contained in the operations specifications for appliances are being followed.</p> <p><i>Sources:</i> 119.49(b)(8)</p> <p>6. Check at the Certificate Holder's records repository that the aircraft flight recorders records within the ranges, accuracies, and recording intervals specified in Appendix B of this part.</p> <p><i>Sources:</i> 121.343</p> <p>7. Check at the Certificate Holder's records repository that all additional parameters listed in Section 121.344(a) of this part for which information sources are installed and which are connected to the recording system, recorded within the ranges, accuracies, resolutions, and sampling intervals specified in Appendix M of this part met the deadline of August 20, 2001.</p> <p><i>Sources:</i> 121.344a(b)(2)</p>	
1.6.	<p>Were the periodic inspections and routine checks of emergency equipment and parts thereof performed in accordance with the certificate holder s Inspection Program?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the air carrier operated maintenance facility that the inspection and maintenance program for the aircraft emergency equipment is of enough scope and detail to maintain the emergency equipment airworthiness and parts thereof.</p> <p><i>Sources:</i> 121.369(b)</p> <p>2. Check at the supplemental air carrier records repository that the time limitations contained in the operations specifications for emergency equipment are being followed.</p> <p><i>Sources:</i> 119.49(b)(8)</p> <p>3. Check at the air carrier operated maintenance facility that the instructions covering procedures for the inspection of each item of emergency and flotation equipment to show serviceability and immediate readiness to perform its intended emergency purposes are of enough scope and detail to maintain airworthiness.</p> <p><i>Sources:</i> 121.309(b)(1)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.	<p>Were scheduled inspection tasks performed at the prescribed intervals?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the FAA location to obtain the time limitation section of the</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>operation specification, and check at the air carrier's records repository to determine from aircraft records if the Certificate Holder has complied with the time limitation section of the operation specification.</p> <p><i>Sources:</i> 119.49(a)(8)</p> <p>2. Check at the air carriers technical publication library that items identified as "on condition are maintained in a continuous airworthy condition by periodic inspections, checks, service, repair, and/or preventive maintenance.</p> <p><i>Sources:</i> D.072(d)</p> <p>3. Check at the Certificate Holder's aircraft that each item of emergency and flotation equipment when carried in a compartment or container, must be carried in a compartment or container marked as to contents in the compartment or container, or the item itself, must be marked as to date of last inspection.</p> <p><i>Sources:</i> 121.309(b)(4)</p> <p>4. Check at the air carrier's records repository that inspection intervals are accomplished in accordance with the Certificate Holder's manual, in terms of calendar times, cycles, or hours, as required.</p> <p><i>Sources:</i> FAA Order 8900.1, Vol 3, Ch 43, Para 3-3869B1b</p>	
1.8.	<p>Were the required inspections performed in accordance with the certificate holder s Inspection Program?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the air carrier operated maintenance facility that the items the Certificate Holder has designated as required inspections have been inspected in accordance with the Certificate Holder's manual.</p> <p><i>Sources:</i> 121.369(b)(2)</p> <p>2. Check at the air carrier operated maintenance facility that personnel are performing required inspections in accordance with the Certificate Holder's instructions and procedures.</p> <p><i>Sources:</i> 121.135(b)(19); 121.369(b)(3)</p> <p>3. Check at the air carrier records repository that personnel performing re-inspection of work performed pursuant to previous required inspection findings ("buy-back procedures") have accomplished the buy back in accordance with the Certificate Holder's manual.</p> <p><i>Sources:</i> 121.135(b)(19); 121.369(b)(4)</p> <p>4. Check at the air carriers outsource provider that personnel performing required inspections are identified by name, occupational title, and the inspections that they are authorized to perform in accordance with the Certificate Holder's manual.</p> <p><i>Sources:</i> 121.371(d)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.9.	<p>Were the certificate holder s work/task forms that include inspection instructions completed as a record of the accomplishment of scheduled inspection tasks?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the FAA location to obtain the time limitation section of the operation specification, and check at the air carrier's records repository to determine from aircraft records if the Certificate Holder has complied with the time limitation section of the operation specification.</p> <p><i>Sources:</i> 119.49(a)(8)</p> <p>2. Check at the air carrier operated maintenance facilities that work forms,</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>job cards, and detailed procedures for performing inspections and other maintenance are of enough scope and detail to maintain aircraft airworthiness.</p> <p><i>Sources:</i> FAA Order 8900.1, Vol 3, Ch 43, Para 3-3869B</p>	
1.10.	<p>Were the certificate holder s shift turnover and work interruptions procedures followed?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check at the air carrier operated maintenance facility that personnel comply with shift turnover procedures in accordance with the Certificate Holder's manual.</li> </ol> <p><i>Sources:</i> 121.369(b)(9)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.11.	<p>Were airworthiness inspections performed using the standards and properly authorized inspection personnel?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.	<p>Were competent personnel and adequate facilities and equipment provided for the proper performance of inspections during maintenance, preventive maintenance, and alterations in accordance with the certificate holder s Inspection Program?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check at the air carrier operated maintenance facility that the Certificate Holder's organization as per the organizational chart is adequate to perform any inspections required by its manual in accordance with 121.369(b)(2) or (3).</li> </ol> <p><i>Sources:</i> 121.365(b); 121.369(a)</p> <ol style="list-style-type: none"> <li>2. Check at the air carrier operated maintenance facility that the air carrier has provided competent personnel and adequate facilities and equipment for the proper performance of maintenance, preventive maintenance, and alterations.</li> </ol> <p><i>Sources:</i> 121.367(b)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.13.	<p>Did the records for the airframe, aircraft engine, propellers, appliances, and emergency equipment, and parts thereof, show that they were inspected in accordance with the certificate holder s approved time limitations?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check at the FAA location to obtain the time limitation section of the operation specification, and check at the air carrier's records repository to determine from aircraft records if the Certificate Holder has complied with the time limitation section of the operation specification.</li> </ol> <p><i>Sources:</i> 119.49(a)(8)</p> <ol style="list-style-type: none"> <li>2. If the Certificate Holder operates aircraft with an ATC transponder specified in 121.345 (c), check at the air carrier records repository, and determine if they have met the requirements of 91.413(a).</li> </ol> <p><i>Sources:</i> 91.413(a)</p> <ol style="list-style-type: none"> <li>3. Check at the air carriers technical publication library that items identified as "on condition are maintained in a continuous airworthy condition by periodic inspections, checks, service, repair, and/or preventive maintenance.</li> </ol> <p><i>Sources:</i> D.072(d)</p> <ol style="list-style-type: none"> <li>4. Check at the air carrier records repository that parts or subassemblies of components that do not have specific time intervals are checked,</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain



	<p>inspected, and/or overhauled at the same time limitations specified for the component or accessory to which such parts or subassemblies are related or included at the time period indicated for the ATA chapter heading.</p> <p><i>Sources:</i> 121.135(b)(17); D.072(e)</p> <p>5. Check at the air carrier records repository that the Maintenance Time Limitations specified in the manual/document for the aircraft listed in operation specification D089 are accomplished in accordance with the Certificate Holders manual/document.</p> <p><i>Sources:</i> D.089a</p>	
1.14.	<p>If the certificate holder revised a time limitation, did it follow its standards for determining time limitations?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the air carrier specified location for prior changes to the time limitation section of the Certificate Holder's operation specification. Check if the standards for changing the time limitations had been followed.</p> <p><i>Sources:</i> 119.49(a)(8)</p> <p>2. Check at the air carrier specified location that any time limitation changes to an item for the aircraft listed in D089 have been FAA approved.</p> <p><i>Sources:</i> D.089b</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.	Were the certificate holder's policies, procedures, instructions, and information for the Inspection Program followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	Were the Inspection Program controls followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Did the records for the Inspection Program comply with the instructions provided by the certificate holder?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Were the process measurements for the Inspection Program effective in identifying problems or potential problems and providing corrective action for them?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6.	Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions, and information that are related to this element?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>EPI Section 1 - Performance Observables Drop-Down Menu</b>	
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 program. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the program, is answerable for the quality of the program, and has the authority to establish and modify the program. (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:
1.	Identify the person who has overall responsibility for the Inspection Program.
2.	Identify the person who has overall authority for the Inspection Program. 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.
3.	Review the duties and responsibilities for those who manage the Inspection Program.
4.	Review the appropriate organizational chart.
5.	Discuss the Inspection Program 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 Inspection Program?	<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 Inspection Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
3.	Does the responsible person know that he/she has responsibility for the Inspection Program?	<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 Inspection Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
5.	Does the person with responsibility for the Inspection Program 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 Inspection Program 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	<input type="checkbox"/> Yes

	measurements, and interfaces associated with the Inspection Program?	<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 Inspection Program?	<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 Inspection Program?	<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 Inspection Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change

<b>EPI Section 2 - Management Responsibility &amp; Authority Observables Drop-Down Menu</b>	
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.