

## Element Performance Inspection (EPI) Data Collection Tool

### 1.3.7 Outsource Organization (AW)

#### ELEMENT SUMMARY INFORMATION

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

- To ensure when making arrangements with other persons to perform maintenance, preventive maintenance, or alterations of its aircraft, including airframes, aircraft engines, propellers, appliances, emergency equipment, and parts thereof, the performance is in accordance with its continuous airworthiness maintenance program (CAMP), maintenance manual, and the regulations of Title 14 of the Code of Federal Regulations (14 CFR).

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

**Specific Instructions:**

- When an air carrier makes arrangements with other persons to perform maintenance, preventive maintenance or alterations, 14 CFR 145.205, 121.363, 121.367, 121.369 and 121.379, establish the fact, that work must be accomplished in accordance with the air carrier's CAMP and maintenance manual. The maintenance provider becomes, in effect, an extension of the carrier's maintenance organization by providing competent personnel, adequate facilities and equipment for the proper performance of the air carrier's maintenance.
- It is imperative that the aviation safety inspector (ASI) performing this Element Performance Inspection (EPI) understands that the primary objective of this element is to validate the performance and effectiveness of the air carrier's inspection program and their programs covering outsourced maintenance, preventive maintenance or alterations in ensuring the work is performed in accordance with the CAMP and maintenance manual. While air carriers are authorized to make arrangements with another person for the performance of maintenance, preventive maintenance, or alterations they are not relieved of the responsibility to ensure its aircraft, aircraft engines, propellers, appliances, emergency equipment, and parts thereof
- are maintained in an airworthy condition. The inspector must explain to the carrier the benefits of having a separate chapter or section of their manual dedicated for all outsourcing maintenance requirements.
- To accomplish this EPI, the inspector should validate the air carrier's process for making arrangements with other persons to perform maintenance preventive maintenance or alterations. An air carrier's CAMP must be comprehensive in scope and detail and should include a process that shows how the air carrier retains and controls their responsibility for airworthiness. The CAMP should include a process that shows how the carrier informs an OMP to follow the procedures and standards of the CAMP for performing the specific maintenance, preventive maintenance, or alterations.
- Questions 1.1 and 5 in section 1 are not the same. Question 1.1 is directed at the output of the element, in this case, the work being performed. Question 5 is directed at the

carriers Outsource Organization process which is used to make arrangements with other persons to perform work and ensure the work is/was performed in accordance with their manual.

- For question 5, the inspector must review the carriers or OMP s work orders or service requests to ensure the work performed by the OMP was performed in accordance with the carriers CAMP and maintenance manual requirements. To accomplish this, they must perform an in process inspection of a particular article or articles that an OMP is/has worked on. The maintenance process must be evaluated from the time the aircraft or article is/was received to completion of the approval for return to service.
- The number and level of inspection activities to validate this EPI is dependant on the volume of certificated repair stations, certificated individuals, non-certificated facilities or non-certificated individuals that perform work for the air carrier or an OMP. Inspection activities should also include any subcontracted entities used by OMP s.

#### Related EPIs:

- 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)
- 1.3.2 Inspection Program (AW)
- 1.3.3 Maintenance Facility / Main Maintenance Base (AW)
- 1.3.4 Required Inspection Items (RII) (AW)
- 1.3.5 MEL / CDL / Deferred Maintenance (AW)
- 1.3.6 AD Management (AW)
- 1.3.8 Control of Calibrated Tools and Test Equipment (AW)
- 1.3.9 Engineering / Major Repairs and Alterations (AW)
- 1.3.10 Parts / Material Control / SUP (AW)
- 1.3.11 Continuous Analysis and Surveillance (CAS) (AW)
- 1.3.15 Reliability Program (AW)
- 1.3.16 Fueling (AW)
- 1.3.18 De-Icing Program (AW)
- 1.3.19 Lower Landing Minimums (LLM) (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)
- 2.1.5 Supplemental Operations Manual Requirements (AW)
- 3.1.12 Hazardous Materials (OP)
- 4.1.1 RII Personnel (AW)
- 4.1.2 Maintenance Certificate Requirements (AW)
- 4.4.1 Recency of Experience (AW)
- 4.4.2 Display of Certificate (AW)
- 4.4.3 Privileges Airframe and Powerplant (AW)
- 4.4.4 Privileges and Limitations for Repairmen (AW)
- 5.1.1 Line Stations (AW)

## SUPPLEMENTAL INFORMATION

#### Specific Regulatory Requirements (SRRs):

- SRRs:
  - 119.43(b)
  - 119.43(b)(1)
  - 119.43(b)(2)

- SRRs:
  - 119.43(c)
  - 121.1005(e)
  - 121.135(a)(1)
  - 121.135(b)(1)
  - 121.135(b)(2)
  - 121.135(b)(26)
  - 121.135(b)(3)
  - 121.363(b)
  - 121.365(a)
  - 121.365(b)
  - 121.365(c)
  - 121.367
  - 121.367(a)
  - 121.367(b)
  - 121.367(c)
  - 121.369(a)
  - 121.369(b)
  - 121.369(b)(1)
  - 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)
  - 121.371(a)
  - 121.371(b)
  - 121.371(c)
  - 121.371(d)
  - 121.373(a)
  - 121.375
  - 121.377
  - 121.378(a)
  - 121.378(b)
  - 121.379(a)
  - 121.380
  - 121.457(b)
  - 121.703
  - 121.703(g)
  - 121.705
  - 121.709(a)
  - 145.205(a)
  - 145.205(d)(1)
  - 145.205(d)(2)
  - 145.205(d)(3)
  - 43.3(d)
  - 43.3(e)
  - 43.5(a)
  - 43.7(c)
  - D.072(c)
  - D.091
  - D.091(a)
  - D.091(b)
  - D.091(c)
  - D.091(d)
  - D.091(e)
  - D.091(f)

- SRRs:  
D.091(g)

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

- Related CFRs:  
Intentionally left blank
- FAA Policy/Guidance:  
FAA Order 8900.1, Volume 3, Chapter 42, Section 1  
FAA Order 8900.1, Volume 6, Chapter 2, Section 40 (Air Carrier)  
FAA Order 8900.1, Volume 6, Chapter 2, Section 41 (Air Operator)  
Notice 8000.362

### 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

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|    | To meet this objective, the inspector must accomplish the following tasks:   |
| 1. | Review information listed in the Supplemental Information section of this DCT.   |
| 2. | Review the certificate holder's policies, procedures, instructions, and information for the Outsource Organization 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 Outsource Organization process to gain an understanding of the procedures, instructions, and information.   |
| 5. | Discuss the Outsource Organization process with personnel (other than management) who perform the duties and responsibilities required by the Outsource Organization process.              |
| 6. | Before conducting inspection activities at 14 CFR part 145 repair stations, you should contact and coordinate your activities with the principal inspector (PI).                           |

#### Questions

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|      | To meet this objective, the inspector must answer the following questions:   |  |
| 1.   | Determine whether the following performance measures were met:   |  |
| 1.1. | Did the certificate holder properly monitor the Outsource Organization process by the Continuous Analysis and Surveillance Program?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.2. | Were aircraft, including airframes, engines, propellers, appliances, emergency equipment, or parts thereof, released to service by the maintenance provider, maintained in an airworthy condition for operation under 14 CFR part 121?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.3. | <p>Were competent personnel provided by the maintenance provider for the proper performance of maintenance, preventive maintenance, and alterations on the certificate holder's aircraft, airframes, engines, propellers, appliances, emergency equipment, or parts thereof?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check at the outsource provider, that an adequate organization is provided for the proper performance of maintenance, preventive maintenance, and alterations in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.135(b)(1); 121.365(a)</li> <li>2. Check at the outsource provider, that any person performing a required inspection for the certificate holder is appropriately certificated, properly trained, qualified, and authorized to do so in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.371(a)</li> <li>3. Check at the outsource provider, that any person performing a required inspection for the certificate holder is performing that inspection under</li> </ol> | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |

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|  | <p>the supervision and control of an inspection unit in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.371(b)</p> <p>4. Check at the outsource provider, that any person performing a required inspection for the certificate holder did not perform the item of work required to be inspected in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.371(c)</p> <p>5. Check at the aircraft, for any person performing a required inspection for the certificate holder that that person did not perform the item of work required to be inspected in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.371(c)</p> <p>6. Check at the aircraft, for any person performing a required inspection for the certificate holder that that person is on the current list of persons trained, qualified, and authorized to perform required inspections in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.135(a)(1); 121.371(d)</p> <p>7. Check at the air carrier specified location, for any person performing a required inspection for the certificate holder that that person is on the current list of persons trained, qualified, and authorized to perform required inspections in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.135(a)(1); 121.371(d)</p> <p>8. Check at the outsource provider, that any person performing a required inspection for the certificate holder has been given written information describing the extent of their responsibilities, authorities and inspectional limitations in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.135(a)(1); 121.371(d)</p> <p>9. Check at the outsource provider, that any person performing a required inspection for the certificate holder has written information describing the extent of their responsibilities, authorities and inspectional limitations in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.135(a)(1); 121.371(d)</p> <p>10. Check at the air carrier specified location, that any person performing a required inspection for the certificate holder has been given written information describing the extent of their responsibilities, authorities and inspectional limitations in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.135(a)(1); 121.371(d)</p> <p>11. Check at the air carrier specified location, that any person performing a required inspection for the certificate holder has written information describing the extent of their responsibilities, authorities and inspectional limitations in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.135(a)(1); 121.371(d)</p> <p>12. Check at the training center, that a training program provides instructions for persons performing maintenance, preventive maintenance or inspection functions to ensure each person is fully informed about procedures, techniques, new equipment and is competent to perform their duties specific to that work In accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.375</p> <p>13. Check at the outsource provider, that persons (within the United States) performing maintenance or preventive maintenance functions for the certificate holder have been relieved from duty for a period of at least 24</p> |  |
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|      | <p>consecutive hours within the last seven consecutive days or equivalent within the calendar month.</p> <p><i>Sources:</i> 121.377</p> <p>14. Check at the outsource provider, that any person directly in charge of maintenance, preventive maintenance, or alterations is appropriately certificated in accordance with the certificate holder's manual.</p> <p><i>Sources:</i> 121.378(a); 121.378(b)</p> <p>15. Check at the outsource provider, that any person performing required inspections for the certificate holder is appropriately certificated in accordance with the certificate holder's manual.</p> <p><i>Sources:</i> 121.378(a); 121.378(b)</p> <p>16. Check at the aircraft, that after maintenance, preventive maintenance, or alterations is performed by an outsource provider, an airworthiness release or appropriate entry in the aircraft log has been prepared prior to the operation of the aircraft in accordance with the certificate holder's manual.</p> <p><i>Sources:</i> 121.709(a); 121.709(b)(1)</p> |  |
| 1.4. | <p>Were adequate facilities provided by the maintenance provider for the proper performance of maintenance, preventive maintenance, and alterations on the certificate holder s airframes, engines, propellers, appliances, emergency equipment, or parts thereof?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the outsource provider, that adequate facilities are provided for the proper performance of inspections, maintenance, preventive maintenance, or alterations in accordance with the certificate holder's manual.</p> <p><i>Sources:</i> 121.369(b)</p>   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.5. | <p>Were adequate tools, equipment or test apparatus provided by the maintenance provider for the proper performance of maintenance, preventive maintenance, and alterations on the certificate holder's aircraft including airframes, engines, propellers, appliances, emergency equipment, or parts thereof?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the outsource provider, that adequate equipment is provided for the proper performance of inspections, maintenance, preventive maintenance, or alterations in accordance with the certificate holder's manual.</p> <p><i>Sources:</i> 121.367(b); 121.369(b)</p>  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.6. | <p>Was the maintenance provider appropriately rated/authorized for the maintenance, preventive maintenance, or alterations it performed on the certificate holder s aircraft, airframes, engines, propellers, appliances, emergency equipment, or parts thereof?</p>   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.7. | <p>Was current technical and administrative material for the proper performance of maintenance, preventive maintenance, and alterations of the certificate holder s aircraft, airframes, engines, propellers, appliances, emergency equipment, or parts thereof, accessible to outsource provider personnel while performing their assigned duties?</p>  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 2.   | <p>Were the certificate holder's policies, procedures, instructions, and information for the Outsource Organization process comply with the guidance contained in FAA</p>  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |

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|    | <p>Order 8900.1, Volume 6, Chapter 2, Section 40 for Air Carriers or FAA Order 8900.1, Volume 6, Chapter 2, Section 41 for Air Operators?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check at the outsource provider, for completed work documents to ensure inspections, maintenance, preventive maintenance, or alterations performed were performed in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.367(a); 121.369(b)</li> <li>2. Check at the outsource provider, that an adequate organization is provided for the proper performance of required inspections in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.135(b)(1); 121.365(b)</li> <li>3. Check at the outsource provider, that an organizational chart that clearly defines a separation of required inspection functions from other maintenance, preventive maintenance, or alterations below the level of administrative control at which those functions are exercised in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.365(b); 121.365(c)</li> <li>4. Check at the air carrier specified location, for a list of persons authorized to perform any of its required inspections, maintenance, preventive maintenance, or alterations and a general description of that work in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.369(a)</li> <li>5. Check at the outsource provider, that a current list of persons trained, qualified, and authorized to perform required inspections for the certificate holder is maintained in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.135(a)(1); 121.371(d)</li> <li>6. Check at the outsource provider, that persons listed as trained, qualified, and authorized to perform required inspections for the certificate holder are identified by name, occupational title, and inspections they are authorized to perform in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.135(a)(1); 121.371(d)</li> <li>7. Check at the outsource provider, that a list of required inspection personnel is available for inspection by the Administrator in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.135(b)(1); 121.371(d)</li> <li>8. Check at the air carrier specified location, that a list of required inspection personnel is available for inspection by the Administrator in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.135(b)(1); 121.371(d)</li> </ol> |  |
| 3. | Were the Outsource Organization process controls followed?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 4. | <p>Did the records for the Outsource Organization process comply with the instructions provided by the certificate?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check at the outsource provider, for completed work documents to ensure inspections, maintenance, preventive maintenance, or alterations performed were performed in accordance with the certificate holder's manual.</li> </ol>   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |



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|  | <p><i>Sources:</i> 121.367(a); 121.369(b)</p> <p>2. Check at the outsource provider, that training records of personnel performing inspections, maintenance, preventive maintenance, or alterations for the certificate holder, verify they have been trained and qualified in accordance with the certificate holder's procedures and standards.</p> <p><i>Sources:</i> 121.367(b); 121.369(b)</p> <p>3. Check at the training center, that training records of personnel performing inspections, maintenance, preventive maintenance, or alterations for the certificate holder, verify they have been trained and qualified in accordance with the certificate holder's procedures and standards.</p> <p><i>Sources:</i> 121.367(b); 121.369(b)</p> <p>4. Check the aircraft release record, that each aircraft released to service by the outsource provider is airworthy following completion of inspections, maintenance, preventive maintenance, or alterations in accordance with the certificate holder's manual.</p> <p><i>Sources:</i> 121.367(c); 121.369(b)</p> <p>5. Check at the records repository, to ensure that completed records of maintenance performed by persons outside the certificate holder's organization include the name of the person who performed that work and a general description (or reference to data) of that work in accordance with the certificate holder's manual.</p> <p><i>Sources:</i> 121.135(a)(1); 121.369(c)(1); 121.369(c)(2)</p> <p>6. Check at the outsource provider, to ensure that completed records of maintenance performed by it for the certificate holder includes the name of the person who performed that work and a general description (or reference to data) of that work in accordance with the certificate holder's manual.</p> <p><i>Sources:</i> 121.135(a)(1); 121.369(c)(1); 121.369(c)(2)</p> <p>7. Check at the records repository, to ensure that completed records of maintenance performed by persons outside the certificate holder's organization include the name or other positive identification of the individual who approved the work performed in accordance with the certificate holder's manual.</p> <p><i>Sources:</i> 121.135(a)(1); 121.369(c)(3)</p> <p>8. Check at the outsource provider, to ensure that completed records of maintenance performed by it for the certificate holder include the name or other positive identification of the individual who approved the work performed in accordance with the certificate holder's manual.</p> <p><i>Sources:</i> 121.135(a)(1); 121.369(c)(3)</p> <p>9. Check at the records repository, for completed records of maintenance of persons performing required inspections for the certificate holder to ensure those persons were appropriately certificated, properly trained, qualified, and authorized to do so in accordance with the certificate holder's manual.</p> <p><i>Sources:</i> 121.371(a)</p> <p>10. Check at the records repository, for completed records of maintenance of persons performing required inspections for the certificate holder to ensure those persons did not perform the item of work required to be inspected in accordance with the certificate holder's manual.</p> <p><i>Sources:</i> 121.371(c)</p> <p>11. Check at the records repository, for completed maintenance records of major repairs or major alterations accomplished by outsource</p> |  |
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|    | <p>organizations to determine that work was done in accordance with technical data approved by the Administrator.<br/><i>Sources:</i> 121.379(b)</p> <p>12. Check at the outsource provider, that service difficulty reporting tasks required by Part 121.703 have been assigned to the certificated repair station by the Part 121 certificate holder.<br/><i>Sources:</i> 121.703(a)(14); 121.703(a)(15); 121.703(a)(17)</p> <p>13. Check at the air carrier specified location, that the certificate holder received copies of each Service Difficulty Report submitted for it by the repair station in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.703; 121.703(a)(14); 121.703(a)(15); 121.703(a)(17)</p> <p>14. Check at the outsource provider, that no person is withholding Service Difficulty Reports even though all information required is not available in accordance with the certificate holder's manual.<br/><i>Sources:</i> 121.703; 121.703(a)(14); 121.703(a)(15); 121.703(a)(17)</p> |  |
| 5. | Were the process measurements for the Outsource Organization process effective in identifying problems or potential problems and providing corrective action for them?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 6. | Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions, and/or information that are related to this element?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |

| <b>EPI Section 1 - Performance Observables<br/>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 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

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|    | 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 Outsource Organization process.   |
| 2. | Identify the person who has overall authority for the Outsource Organization process.  |
| 3. | Review the duties and responsibilities for those who manage the Outsource Organization process.  |
| 4. | Review the appropriate organizational chart.   |
| 5. | Discuss the Outsource Organization 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

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|    | 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 Outsource Organization process?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br>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 Outsource Organization process? | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br>Name/Title:                        |
| 3. | Does the responsible person acknowledge that he/she has responsibility for the Outsource Organization process?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> No Change |
| 4. | Does the person with authority acknowledge that he/she has authority for the Outsource Organization process?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> No Change |
| 5. | Does the person with responsibility for the Outsource Organization process meet the qualification standards?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> No Change |
| 6. | Does the person with authority to establish and modify the Outsource Organization process meet the qualification standards?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> No Change |
| 7. | Does the person with responsibility understand the controls, process  | <input type="checkbox"/> Yes   |

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

| <b>EPI Section 2 - Management Responsibility &amp; Authority Observables<br/>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.  |