Democratic Socialist Republic of Sri Lanka

Civil Aviation Authority of Sri Lanka

Implementing Standards

(Issued under Sec. 120, Civil Aviation Act No. 14 of 2010)

Title: Implementation of Flight Safety Documents System

Reference No. : IS-6-(I)-3.3.4 **SLCAIS**: 002 **Date**: 05th April 2018

Pursuant to Sec.120 of the Civil Aviation Act No.14 of 2010, Director General of Civil Aviation shall have the power to issue, whenever he considers it necessary or appropriate to do so, such Implementing Standards for the purpose of giving effect to any of the provisions of the Civil Aviation Act, any regulations or rules made thereunder including the Articles of the Convention on International Civil Aviation which are specified in the Schedule to the Act.

Accordingly, I, being the Director General of Civil Aviation do hereby issue the Implementing Standards on **Flight Safety Documents System** as mentioned in the Attachment hereto (Ref: IS-6-(I)-3.3.4), elaborating the requirements to be satisfied for the effective implementation of the International Standards and Recommended Practices on Annex-6 "Aircraft Operations" particular and the other generic provisions on the same matter contained in Air Navigation Regulations of 1955.

This Implementing Standard shall be applicable to every person holding an Air Operator Certificate issued by Director General of Civil Aviation and his employees engaged in flight operations and shall come in to force with immediate effect and remain in force unless revoked.

This document supersedes the General Directive GD 003, which shall be treated as null and void.

Attention is also drawn to sec. 103 of the Act, which states inter alia that failure to comply with Implementing Standard is an offence.

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Enclosure: Attachment No. IS-6-(I)-3.3.4 -Att-01

Implementing Standards

Title: Title: Implementation of Flight Safety Documents System

GENERAL:

I Requirements contained in this document are based on amendments up to 42 of 10th Edition of the ICAO Annex 6 (Part 1) – "Operation of Aircraft" Chapter 3.3.4 – General Requirements and Appendix F to the Annex 6 Part I.

II The requirements contained in this document are applicable to person/organizations holding an air operator certificate issued by Director General of Civil Aviation, Sri Lanka for commercial air transportation and prospective applicants for Air Operator Certificate for commercial air transportation

III Holders of Air Operator Certificate issued by the DGCA for commercial air transportation shall comply with the requirements published in this document and are hereby instructed to forward to the DGCA a "Declaration of Conformance" which indicates the degree of compliance with each item detailed in the document.

IV This document supersedes the General Directive GD 003, which shall be treated as null and void.

V This document may be amended from time to time and the amendments will be reflected with the vertical line on the right side of the text.

Applicability

1. Pursuant to Chapter 3.3.4 of Annex-6 - Part I to the Chicago Convention an operator shall establish a flight safety documents system, for the use and guidance of operational personnel.

2. Flight Safety Documentation System is a set of inter-related documentation established by the operator, compiling and organizing information necessary for flight and ground operations, and comprising, as a minimum, the operations manual and the Continuing Airworthiness Management Exposition (CAME), Maintenance Organization Exposition (MOE) and Maintenance Organization Manual (MOM) . This may include all manuals relating to the Flight Safety, Cabin Safety, Ground Safety, Security and Dangerous Goods.

3. These Manuals may
   a. have different authors;
   b. be under different responsibilities;
   c. use different terminology;
   d. have different format;
   e. have different structure; or
   f. not be compatible or consistent with each other,

   and hence will lead to inconsistencies, ambiguities or different interpretations in the implementation, unless concerted efforts are made by the Operator through a central documents system to maintain compatibility and consistency.

4. The purpose of this Implementation Standard is to specify the requirements that an operator shall conform to when establishing the Flight Safety Documents System.

5. Requirements: Each operator shall ensure that a Flight Safety Documents System is established with the following features;

a. System principles.

Each Manual or Document issued by the operator shall have;

1. Similar structure;
2. Common terminology;
3. Information that is relevant

b. **Information contained in each of the Operator's document shall be categorized depending on;**

1. Time critical information
2. Time sensitive information;
3. Frequently used information;
4. Reference information, and
5. Information that can be grouped based on the phase of operation in which it is used

c. System Mechanism

Operator shall ensure that appropriate mechanism is established ensuring the following.

1. Distribution of information amongst all relevant personnel on continuing basis;
2. Coordination of information amongst all concerned;
3. Coordination of changes to manuals or documents with those who might be affected by changes;
4. Identification of the other manuals or documents that would be affected_ by the proposed changes, coordination of requisite changes to such manuals and effecting the consequential amendments;
5. Timely removal of obsolete information from the system;
6. Presence of easy and unambiguous document referencing system;
7. Inclusion of definitions and abbreviations used in the manuals/documents;
8. Easy updating of the manuals/ documents in circulation;
9. Availability of tracking system for all previous updates which may include list of effective pages, record of revisions and history of revisions etc.;

d. Master Manual Register

Each operator shall maintain a Master Manual Register containing at least the following information about the Manual/Document.

i. Reference Number
ii. Title
iii. Year of Edition
iv. Volume Number
v. Purpose of the Manual

vi. Date of Last Revision
vii. List of recipients
viii. Official/Section responsible for revision

6. Each operator shall file with the DGCA, details about its Flight Safety Documents System within 30 days from the date of receipt of this Implementing Standard. The prospective applicant for AOC shall submit details of its Flight Safety Documents System to the DGCA at the time of application for the AOC.

Appendix 1

1. INTRODUCTION

The purpose of IS 002 is to provide air operators with guidance on the establishment of an effective flight safety document system for the use and guidance of operational personnel. It may describe an example of an acceptable means, but not the only means, of demonstrating compliance with regulations and standards. IS 002 on its own does not change, create, amend or permit deviations from regulatory requirements, nor does it establish minimum standards and IS is issued in accordance with Section 121 of the Civil Aviation Act No.14 of 2010

1.1 Purpose

This IS is issued to provide air operators with guidance on the establishment of an effective flight safety document system for the use and guidance of operational personnel.

1.2 Scope

The scope of this IS is to provide guidelines on the development and organization of a Flight Safety Document System

1.3 Description of Changes

Not applicable.

2. REFERENCES

2.1 Reference Documents

The following reference material may be consulted for information purposes:

1. Annex 6 Part I Chapter 3.3.4 and Appendix F.
2. Developing Operating Documents – A Manual of Guidelines; NASA/FAA Operating documents Project.
3. CAP 676 – Guidelines for the Design and Presentation of Emergency and Abnormal Checklists; UK CAA.
4. CAP 708 – Guidance on the Design, Presentation and Use of Electronic Checklists.
5. United Kingdom Overseas Territories Aviation Circular OTAC 119-9 Flight Safety Documents System Issued on 24 September 2012.

2.2 Cancelled Documents

Not applicable.

2.3 Definitions

The following definitions are reproduced for ease of reference:

Flight safety documents system means a set of inter-related documentation established by the operator, compiling and organizing information necessary for flight and ground operations, and comprising, as minimum, the operations manual and the operator's maintenance control manual.

Quality assurance means all those planned and systematic actions necessary to provide adequate confidence that a system, component, or facility will perform satisfactorily in service.

Safety management system (SMS) means a systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies and procedures.

3. BACKGROUND

1. The findings of the ICAO Universal Safety Oversight Audit Program (USOAP) include, among others, deficiencies in compliance with Standards and Recommended Practices (SARPs) regarding operational documents required by Annex 6. These specific findings refer to deficiencies in operations manuals and maintenance control manuals.

2. Analysis of accident information revealed that in accident reports involving international commercial air transport aircraft and in incident reports, deficiencies in operational documents were considered contributing factor to the events.

3. The International Civil Aviation Organization has adopted a Standard in Annex 6, Operations of Aircraft, Part I, requiring that an operator establish a flight safety documents system for the use and guidance of operational personnel as part of its accident prevention and flight safety program.

4. FLIGHT SAFETY DOCUMENT SYSTEM

1. It should be understood that the development of a flight safety documents system is a complete process, and that changes to each document comprising the system may affect the entire system. Guidelines applicable to the development of operational documents have been produced by CAA and are available to air operators. Nevertheless, it may be difficult for operators to make the best use of these guidelines, since they are distributed across a number of publications.

2. Furthermore, guidelines applicable to operational documents development tend to focus on a single aspect of documents design, for example, formatting and typography. Guidelines rarely cover the entire process of operational documents development.

3. It is important for operational documents to be consistent with each other, and consistent with regulations, manufacturer requirements and Human Factors principles. It is also necessary to ensure consistency across departments as well as consistency in application. Hence the emphasis should be placed on an integrated approach, based on the notion of the operational documents as a complete system.

4. The guidelines in this IS address the major aspects of an operator's flight safety documents system development process. The guidelines are based not only upon scientific research, but also upon current best industry practices, with an emphasis on a high degree of operational relevance.

5. ORGANIZATION

1 A flight safety documents system should be organized according to criteria which ensure easy access to information required for flight and ground operations contained in the various operational documents comprising the system and which facilitate management of the distribution and revision of operational documents.

2 Information contained in a flight safety documents system should be grouped according to the importance and use of the information, as follows:

a. Time critical information, e.g., information that can jeopardize the safety of the operation if not immediately available;
b. Time sensitive information, e.g., information that can affect the level of safety or delay the operation if not available in a short time period;
c. Frequently used information;
d. Reference information, e.g., information that is required for the operation but does not fall under b) or c) above; and
e. Information that can be grouped based on the phase of operation in which it is used.

3 Time critical information should be placed early and prominently in the flight safety documents system.

4 Time critical information, time sensitive information, and frequently used information should be placed in quick-reference guides.

5 The flight safety documents system should be validated before deployment, under realistic conditions in order to verify its effectiveness. Interactions among all groups that can occur during operations should also be included in the validation process.

6 A flight safety documents system should maintain consistency in terminology and in the use of standard terms for common items and actions.

7 Operational documents should include a glossary of terms, acronyms and their standard definition, updated on a regular basis to ensure access to the most recent terminology. All significant terms, acronyms and abbreviations included in the flight documents system should be defined.

8 A flight safety documents system should ensure standardization across document types, including writing style, terminology, use of graphics and symbols, and formatting across documents. This includes a consistent location of specific types of information, consistent use of units of measurement and consistent use of codes.

9 A flight safety document system needs to include a verification mechanism to ensure that, whenever a section of a document is amended, all other documents likely to be affected are identified and that consequential amendments are duly coordinated and agreed to by the responsible departments before the amendment is processed.

10 A flight safety documents system should comply with the requirements of the operator's quality system, if applicable.

6. DEPLOYMENT

Operators should monitor deployment of the flight safety documents system, to ensure appropriate and realistic use of the documents, based on the characteristics of the operational environment and in a way which is both operationally relevant and beneficial to operational personnel. This monitoring should include a formal feedback system for obtaining input from operational personnel.

7. AMENDMENT

7.1 Operators should develop an information gathering, review, distribution and revision control system to process information and data obtained from all sources relevant to the type of operation conducted, including, but not limited to, the State of the Operator, State of design, State of Registry, manufacturers and equipment vendors.

Note. — *Manufacturers provide information for the operation of specific aircraft that emphasizes the aircraft systems and procedures under conditions that may not fully match the requirements of operators. Operators should ensure that such information meets their specific needs and those of the local authority.*

7.2 Operators should develop an information gathering, review and distribution system to process information resulting from changes that originate within the operator, including:

a) Changes resulting from the installation of new equipment;
b) Changes in response to operating experience;
c) Changes in the operator's policies and procedures;
d) Changes in the operator certificate; and
e) Changes for purposes of maintaining cross fleet standardization.

Note. — *Operators should ensure that crew coordination philosophy, policies and procedures are specific to their operation.*

7.3 A flight safety documents system should be reviewed:

a) On a regular basis (at least once a year);
b) After major events (mergers, acquisitions, rapid growth, downsizing, etc.);
c) After technology changes (introduction of new equipment); and
d) After changes in safety regulations.

7.4 Operators should develop methods of communicating new information. The specific methods should be responsive to the degree of communication urgency.

Note. — *As frequent changes diminish the importance of new or modified procedures, it is desirable to minimize changes to the flight safety documents system.*

7.5 New information should be reviewed and validated considering its effects on the entire flight safety documents system.

7.6 The method of communicating new information should be complemented by a tracking system to ensure currency by operational personnel. The tracking system should include a procedure to verify that operational personnel have the most recent updates.

APPENDIX 2

The principles of the Flight Safety Documentation System apply to the following documents as an example: