



CIVIL AVIATION DEPARTMENT
Republic of Maldives

AIR SAFETY CIRCULAR

ASC OPS 1-3

FLIGHT SAFETY DOCUMENT SYSTEM

Initial Issue, 07 January 2010

(REF: Attachment H to ICAO Annex 6, Part I, and Attachment G to ICAO Annex 6, Part III,)

1 PURPOSE

- 1.1 This Circular (AC) is issued to mandate all operators establish an effective flight safety document system for the use and guidance of operational personnel.

2 BACKGROUND

- 2.1 The findings of the ICAO Universal Safety Oversight Audit Programme (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.
- 2.2 Analysis of accident information revealed that in accident reports involving commercial air transport aircraft and in incident reports, deficiencies in operational documents were considered contributing factor to the events.
- 2.3 In this respect, as of (date) all commercial air transport operators shall establish a flight safety documents system for the use and guidance of operational personnel as part of its accident prevention and flight safety programme or Safety Management System.

3 SCOPE

- 3.1 The scope of this Air Safety Circular is to provide information on the development and organisation of a flight safety documents system.

4 FLIGHT SAFETY DOCUMENTS SYSTEM

- 4.1 It shall 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 CAD 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.

- 4.2 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.
- 4.3 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 shall be placed on an integrated approach, based on the notion of the operational documents as a complete system.
- 4.4 The guidelines in this ASC address the major aspects of an operator's flight safety documents system development process, with the aim of ensuring compliance with Annex 6 requirements. 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 ORGANISATION

- 5.1 All safety documents shall 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. Information contained in a flight safety documents system shall be grouped according to the importance and use of the information, as follows:
- 5.2 Time critical information, e.g., information that can jeopardize the safety of the operation if not immediately available: Shall be placed early and prominently in the flight safety documents system;
- 5.3 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 shall be placed in cards and quick-reference guides;
- 5.4 Frequently used information shall be placed in cards and quick-reference guides;
- 5.5 Reference information, e.g., information that is required for the operation but does not fall under ii) or iii) above; and
- 5.6 Information that can be grouped based on the phase of operation in which it is used.

6 VALIDATION

- 6.1 The safety documents system shall be validated and approved by the CAD before deployment, under realistic conditions. Validation involves the critical aspects of the information use, in order to verify its effectiveness. Interactions among all groups that can occur during operations are also included in the validation process.

7 DESIGN

- 7.1 A flight safety documents system shall maintain consistency in terminology and in the use of standard terms for common items and actions.
- 7.2 Operational documents shall 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 shall be defined.

- 7.3 A flight safety documents system shall 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.
- 7.4 All safety documents system shall include a master index to locate, in a timely manner, information included in more than one operational document.

Note: The master index must be placed in the front of each document and consist of no more than three levels of indexing. Pages containing abnormal and emergency information must be tabbed for direct access.

- 7.5 This system shall comply with the requirements of the Operators' quality system, if applicable.

8 DEPLOYMENT

- 8.1 Operators shall monitor deployment of the 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.
- 8.2 This monitoring shall include a formal feedback system for obtaining input from operational personnel.

9 AMENDMENT

- 9.1 Operators shall 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, CAD, subcontractors, customers, State of design, State of Registry, manufacturers and equipment vendors.
- 9.2 Operators shall develop an information gathering, review and distribution system to process information resulting from changes that originate within the company, including changes:
- 9.2.1 Resulting from the installation of new equipment;
 - 9.2.2 In response to operating experience;
 - 9.2.3 In a company's policies and procedures;
 - 9.2.4 In an operator certificate; and
 - 9.2.5 For purposes of maintaining cross fleet standardization.
- 9.3 All safety documents system shall be reviewed:
- 9.3.1 On a regular basis (at least once a year);
 - 9.3.2 After major events (mergers, acquisitions, rapid growth, downsizing, etc.);
 - 9.3.3 After technology changes (introduction of new equipment); and
 - 9.3.4 After changes in safety regulations.
- 9.4 Operators shall develop methods of communicating new information. The specific methods shall 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 safety documents system.

- 9.5 New information shall be reviewed and validated considering its effects on the entire safety documents system.

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

10 ANNUAL REVIEW OF SAFETY DOCUMENTS

- 10.1 Operators' shall review the target department responsibilities against the functions addressed in the related department checklists and identify the responsibilities that are not:

- 10.1.1 Addressed in audit checklists.
- 10.1.2 Well defined in the department's policies and procedures.
- 10.1.3 Fulfilling the regulatory standards and in conformity with them.
- 10.1.4 Adhering with CAD recommendations, guidance material and current best industry practices.
- 10.1.5 Complying with relevant International additional requirements.
- 10.1.6 Satisfying Customers contractual performance requests.

- 10.2 Operators' shall review the department procedures to determine if they:

- 10.2.1 Follow the company standard procedure format and contents.
- 10.2.2 Are updated, complete and clear to follow.
- 10.2.3 Contain the necessary job aids and proper reference to standards, limitations or guidance material, if any.
- 10.2.4 Highlight the necessary safety and precautionary issues
- 10.2.5 Fulfil the relevant human performance standards.

- 10.3 Operators' shall review the department records to collect evidence regarding any of the following:

- 10.3.1 Mistakes and violations.
- 10.3.2 Non adherence with the procedures.
- 10.3.3 Lack of resources.
- 10.3.4 Physical damage or loss.
- 10.3.5 Inability to retrieve and/or analyse.

11 EFFECTIVITY

This circular comes into effect from 07 January 2010.



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