



EUROPEAN AVIATION SAFETY AGENCY
AGENCE EUROPÉENNE DE LA SÉCURITÉ AÉRIENNE
EUROPÄISCHE AGENTUR FÜR FLUGSICHERHEIT

The role of the Operations Manuals in the context of issuance of new AOCs and continuous oversight of operators

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19 March 2014

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OM overarching principles

- OM is the “*backbone*” of:
 - Operator’s safe operations
 - CA’s oversight of the operator
- OM is the “mirror” of the operator
- OM has to observe human factors principles
- OM must be consistent with the AOC and the peripheral legal documents such as AFM, Rules of the Air, Part-ACAS, Aircrew (FCL, CC)
- OM is a living document



Key points from the Basic Regulation

- The OM must contain all necessary instructions, information and procedures for all aircraft operated and for operations personnel to perform their duties.
- The OM and its revisions must be compliant with the approved flight manual (AFM) and be amended as necessary.



Key points from Reg. 965/2012 ORO.MLR.100

- The OM shall not contravene the conditions contained in the operations specifications and the list of specific approvals.
- The OM shall be kept up-to-date:
 - *amendments requiring prior approval must be applied after receiving the approval*
 - *amendments to be notified shall be managed according to the approved procedure*
 - *amendments required in the interest of safety may be published and applied immediately*
- All personnel shall be made aware of the changes that are relevant to their duties.

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Key points from Reg. 965/2012 ORO.MLR.100

- The operator shall ensure that information taken from approved documents is correctly reflected in the OM.
 - *Performance data, limitations, emergency procedures and, in the future, OSD*
 - *Use of manufacturer's FCOM – FCTM – FAM as supplementing documents*
- The content of the OM shall be presented in a form that can be used without difficulty and observes human factors principles.
 - *Users must clearly understand what they **can** and **cannot** do (avoiding to "chase" the information)*
 - *HF guidance material on ICAO Doc. 9683*



Key oversight points

- The operator is responsible for the OM.
 - *Operator's quality system must demonstrate control of subcontracted parts*
- Expectations for the OM:
 - *Operator's compliance with the all applicable requirements (not a "copy and paste" of rules)*
 - *Relevancy to the operator's intended operations training and policies (no superfluous info)*
 - *Accurate and unambiguous information*
 - *Ability for users to easily access the OM and find information (use of QRH, indexing, cross-fleet standardisation)*
 - *Procedures in place for its update and notification*



The standardisation experience

- EASA inspects Member States to monitor the application of rules; in this framework, operators can be visited.
- The OM is a key element of scrutiny.
 - *Procedures for a thorough and regular review of the OM by the oversight authority*
 - *Proper customisation to operator's fleet configuration and approvals*
 - *Accuracy and clarity of information*
 - *Control measures over subcontracted parts*
 - *Operator's actual practices adherence to the OM*
 - *Procedures for amendment and notification*



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Thanks for your attention

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