



EASA
European Aviation Safety Agency

Product Certification and Design Organisation Approval Workshop

22nd -23rd November 2016

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TE.GEN.00409-001



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Stakeholder Feedback 2015

Lex DOP
DOA Team Leader
23 November 2016

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Stakeholder feedback - Content

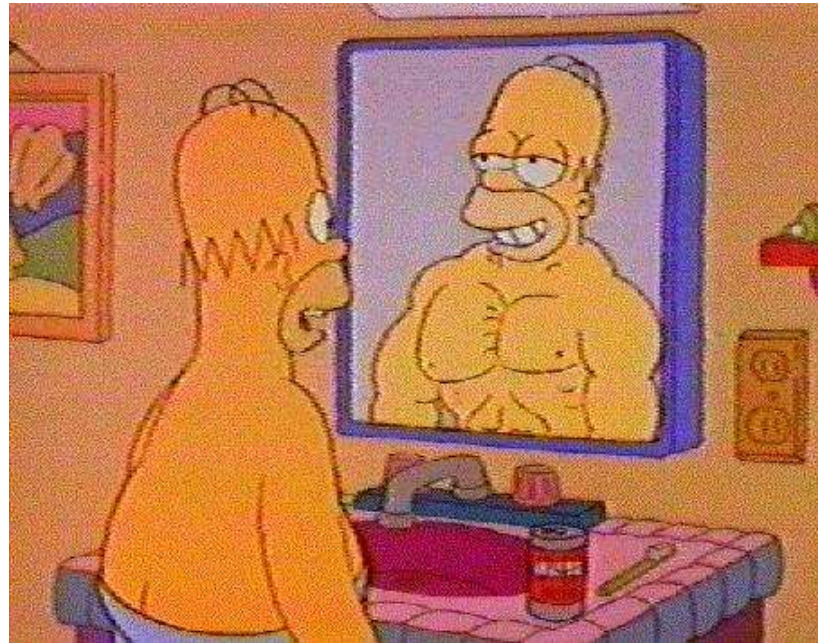
- Why/What?
- How?
- Results?
- Actions?





Stakeholder feedback – Why/What?

- The purpose of the Stakeholder Feedback exercise is to collect information on the performance of the DO Department as perceived by our Stakeholders, i.e. DOA's and AP-DOA's.





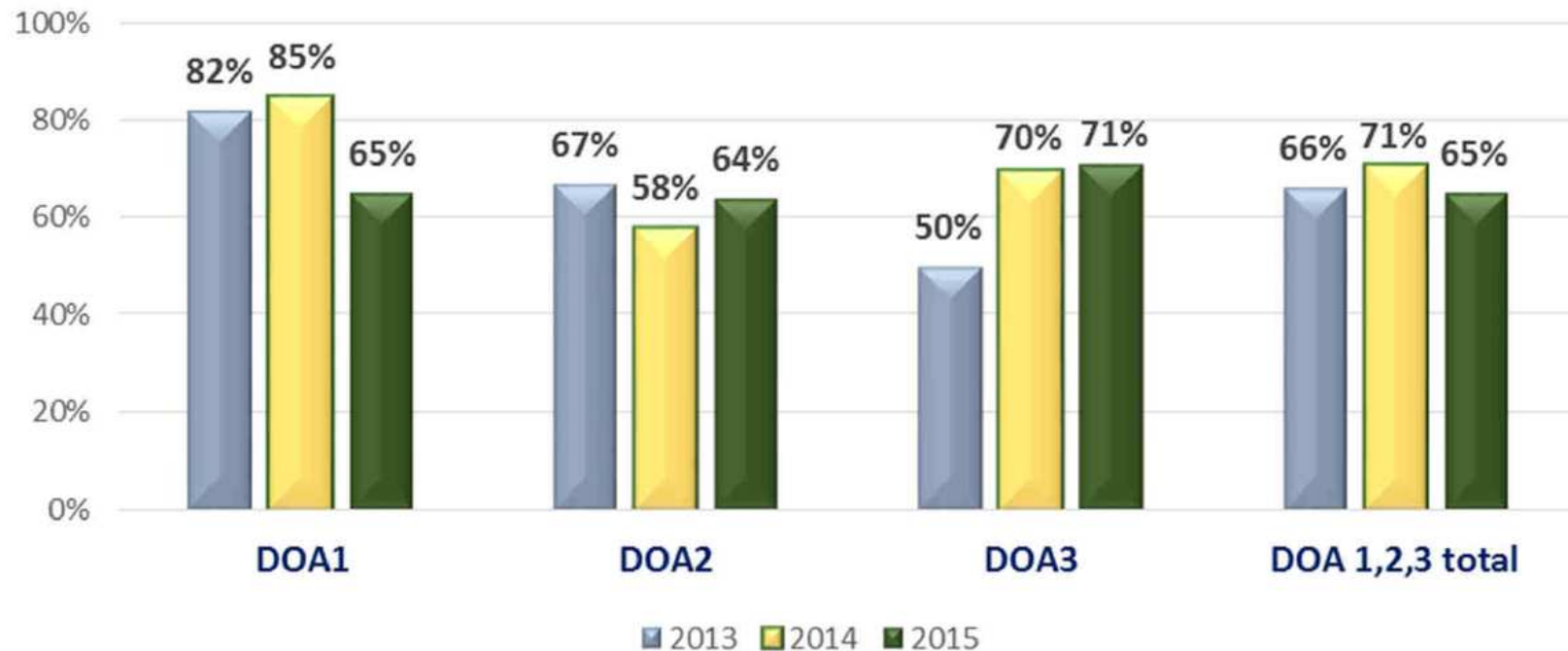
Stakeholder feedback – How?

- Questionnaires are used to collect the information from the 3 identified target groups:
 - DOA1 = DOA initial investigations
(sent upon granting the DOA certificate)
 - DOA2 = DOA surveillance cases
(sent upon completion of the 3-year surveillance cycle)
 - DOA3 = AP-DOA initial investigations
(sent upon issue of the Finding of Compliance)



Stakeholder feedback - Results 2015 [1/2]

DOA participation rate 2013 - 2015



[2015]

DOA1: 13/20

DOA2: 50/78

DOA3: 5/7

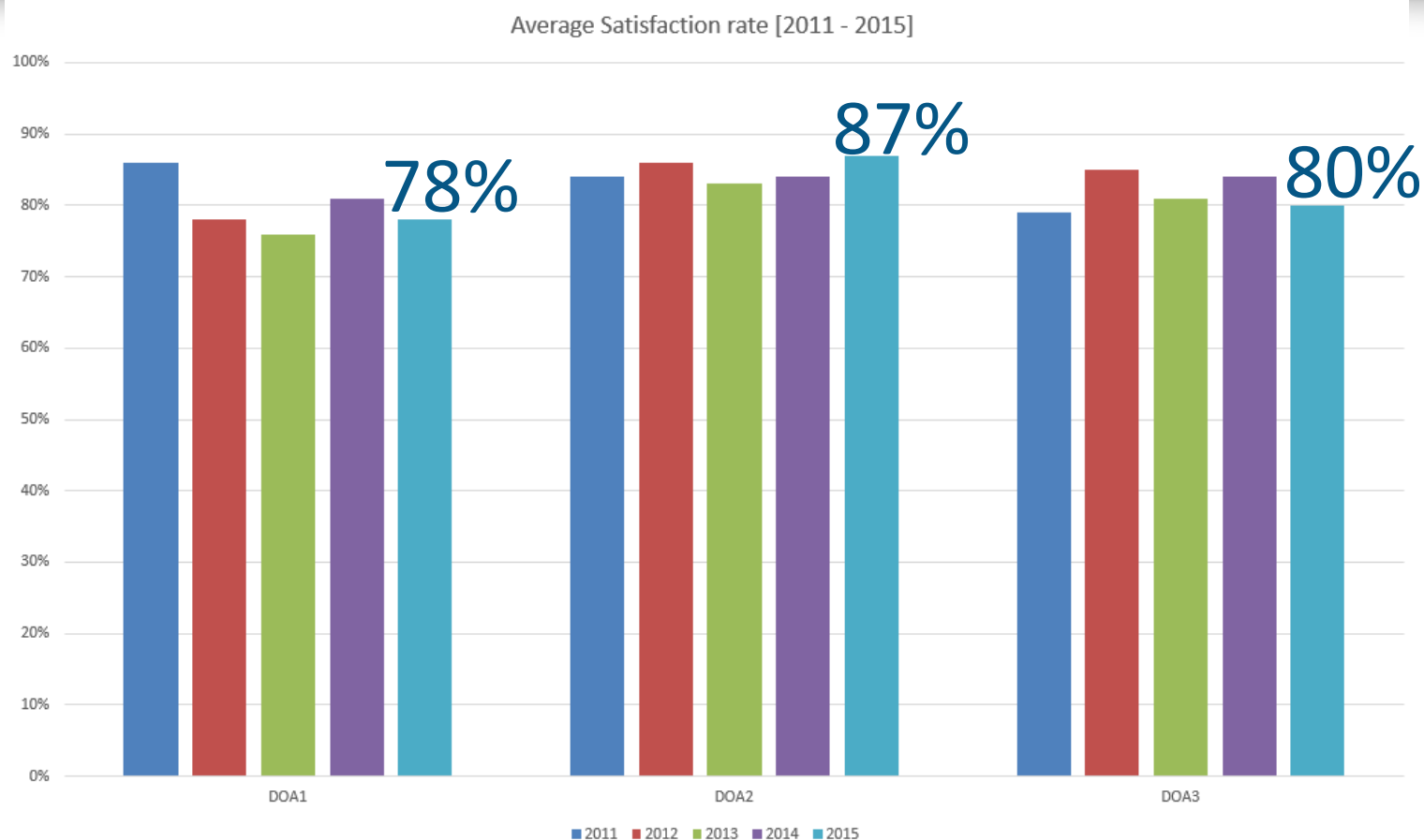
DOA1 = DOA initial investigation

DOA2 = DOA surveillance cases

DOA3 = AP-DOA initial investigation



Stakeholder feedback – Results 2015 [2/2]



DOA1 = DOA initial investigation

DOA2 = DOA surveillance cases

DOA3 = AP-DOA initial investigation



Stakeholder feedback – Actions

The following on-going actions were linked to comments raised:

- Standardisation of the DOA Terms of Approval, which at a later stage may flow down into the DOA application form
- Update of the DOA Kick-off Meeting Presentation
- Development and roll-out of the SEPIAC platform (focussed on Product Certification, but possibly can be extended towards DOA data exchange)
- Update of handbook templates (DOA and AP-DOA)



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Note: The response rate of the 2016 Stakeholder Feedback exercise so far is:

DOA1: 6/14 (43%)

DOA2: 15/104 (14%)

DOA3: 3/7 (43%)

If you have received an invitation to fill in the questionnaire, please respond.

We value your opinion!

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