



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

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Attachment 34 - 8900.1 Risk Management

OPERATIONAL FACTORS

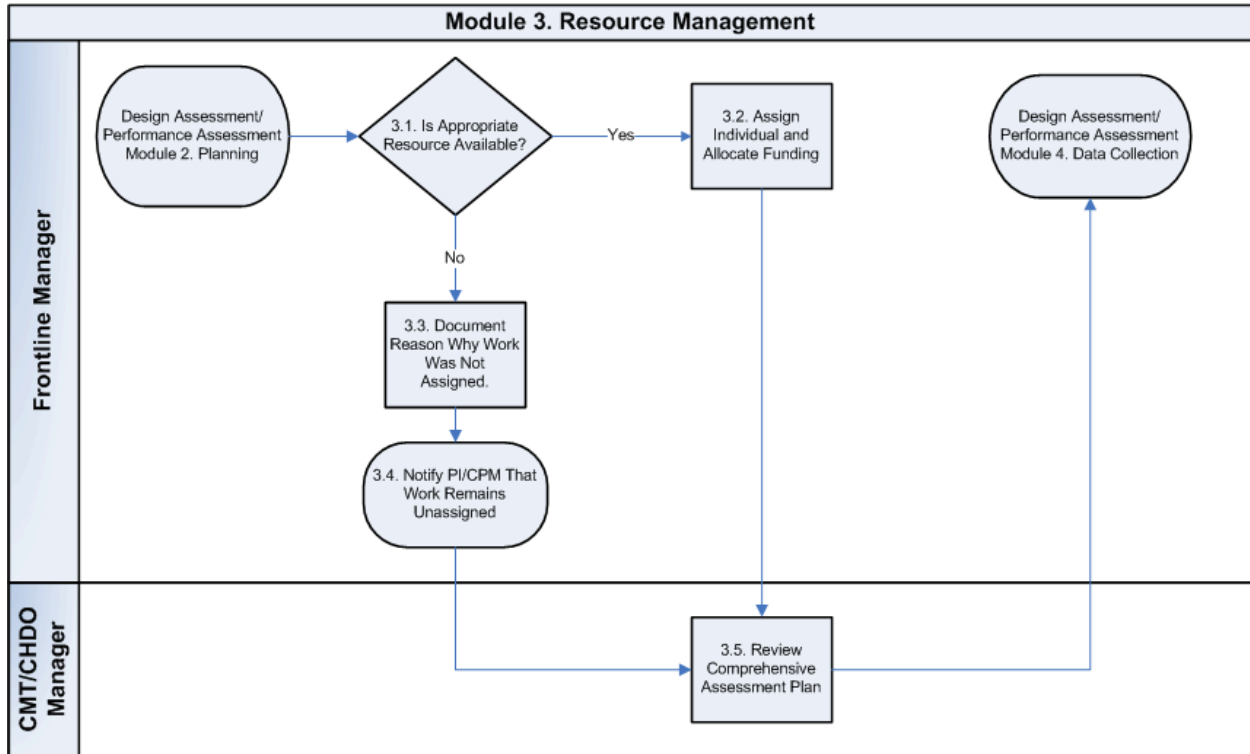
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VOLUME 10 AIR TRANSPORTATION OVERSIGHT SYSTEM

CHAPTER 2 PROCEDURES FOR DESIGN AND PERFORMANCE ASSESSMENT

Section 3 Design and Performance Assessment Resource Management

Figure 10-45. Module 3: Resource Management



10-142 RESOURCE MANAGEMENT.

A. Introduction. Resource management is an ongoing process to ensure that available resources are assigned to the highest risk priorities identified in the Comprehensive Assessment Plan (CAP) for continuing operational safety. By comparing the prioritized CAP and available resources, managers ensure that available resources are assigned to tasks with the highest safety priority for a given quarter. Prioritizing and assigning resources based on risk is a critical aspect of the Air Transportation Oversight System (ATOS). CAPs are created independent of resources. Quarterly work programs consist of Design Assessments (DA) and Performance Assessments (PA) that are assigned to inspectors. Unassigned DAs and PAs are eventually documented as work not accomplished because resources are not available.

B. Insufficient Resource Availability. Allocate funding to complete the job at the same time the individual is assigned. If resources are not available, the manager leaves the work unassigned and documents the reasons why. The principal inspector (PI) or certification project manager (CPM) receives notification that the work was not assigned. When insufficient

resources are available to complete all the work, the Front Line Manager (FLM) uses the CAP to establish priority when making assignments.

10-143 AVAILABILITY OF APPROPRIATE RESOURCE. The FLM evaluates the CAP against the roster of the Certificate Management Team (CMT) or the Certification Project Team (CPT) to determine whether the appropriate resources are available to accomplish the assessment activities. The FLM considers scheduled leave, scheduled training, training requirements, and other potential constraints. For a certification project, the certificate-holding district office (CHDO) and the Regional Office (RO) determine adequate resource availability during the initial evaluation per the Certification Services Oversight Process (CSOP). The manager should consider the availability of the Flight Standards National Field Office (AFS-900) Certificate Program Office, and regional and national specialist availability (e.g., resource pilot support). (See flowchart process step 3.1.)

A. Roster Maintenance. The manager ensures that the roster accurately reflects CMT or CPT membership as active qualified, active nonqualified, or inactive. The manager ensures CMT members do not remain on the roster when an operator surrenders its certificate.

1) Qualified Members. Active, qualified members are assigned to the CMT or CPT and meet the baseline training requirements for their assigned position. (See paragraph 10-144 for baseline requirements.)

2) Nonqualified Members. Active, nonqualified members assigned to the CMT or CPT that have not completed baseline training requirements. (See paragraph 10-144 for baseline requirements.)

3) Inactive Members. Inactive members are no longer assigned or available to the CMT or CPT.

NOTE: In the case of an FLM of shared resources who only assigns work, the Air Carrier-Specific Familiarization Briefing is not a requirement. If the FLM performs data review functions or conducts Safety Attribute Inspections (SAI), Element Performance Inspections (EPI), or Constructed Dynamic Observation Reports (ConDOR), then the Air Carrier-Specific Familiarization Briefing is required.

B. CMT Staffing. A dedicated CMT has oversight responsibility for each air carrier. The CMT develops and executes a CAP tailored to that air carrier. CMT staffing includes specific minimum required positions. Depending on air carrier complexity, additional positions may be necessary. The following individual position titles identify each required position:

1) CMT Manager (Required Position). The CMT manager is the office, section, or unit manager with overall responsibility for air carrier certificate management. The CMT manager is an advocate for ATOS policies, processes, and their integration into the business strategies and operations of the office. The manager will assign inspector resources to the highest safety priorities for a given quarter.

2) **FLM(s)**. FLMs directly supervise, assign, and review the work of CMT members.

3) **Principal Operations Inspector (POI), Principal Maintenance Inspector (PMI), and Principal Avionics Inspector (PAI) (Required Position)**. A PI should not be assigned to more than one Title 14 of the Code of Federal Regulations (14 CFR) part 121 air carrier CMT.

4) **Data Reviewer/Data Evaluation Program Manager (DEPM) (Required Position)**. A DEPM may be assigned to the CMT as a shared resource. In the absence of a DEPM, an FLM can serve as a data reviewer. The DEPM reports to an FLM above the PI. The data reviewer/DEPM must be qualified as an air carrier inspector. A DEPM should be assigned to no more than four CMTs. Shared DEPMs report to only one CMT manager and only one FLM, as determined by their RO.

a) **Aviation Safety Inspectors (ASI)**. All ASIs assigned to the air carrier certificate are members of the CMT. ASIs are generally located at the CHDO or certificate management office (CMO), but more than one CMT can share them. Assigned ASIs can include those from the following areas of expertise: flight operations, maintenance, avionics, cabin safety, and dispatch. Each CMT has at least one ASI-Cabin Safety (ASI-CS), and one ASI-Aircraft Dispatcher (ASI-AD) (required positions). The ASI-CS and ASI-AD may be shared resources. Priority assignment must be a consideration to support CMTs with oversight responsibility of air carriers involved in passenger carriage.

b) **Shared ASIs**. The CMT office manager may approve the use of shared ASIs. Management should not assign an ASI to more than four CMTs. Shared ASIs report to only one CMT manager and only one FLM, as determined by their RO. The ASI's FLM will make the final decision when there is conflict over work requests.

c) **Requirements for Remotely Sited Positions**. Under certain circumstances, ASIs may have a base location other than the CHDO or CMO. Regional division managers are responsible for establishing and approving remotely sited positions.

1. Regional division managers establish these positions only for situations where the air carrier has very large, noncontract training or maintenance centers located far from the CHDO.

2. A remotely sited position may also be necessary with the expectation of an ongoing, full person-year of data collection for DAs and PAs associated with the CAP.

3. As the focus of ATOS is on systems-based assessments rather than event- or activity-based assessments, air carrier hubs and employee domiciles are not the sole consideration in this determination.

5) **Operations Research Analyst (ORA)**. An ORA is assigned to each CMT. Regional or national analysts may provide analytical support.

6) Aviation Safety Technicians (AST) and Aviation Safety Assistants (ASA). If ASTs and ASAs are assigned to the air carrier certificate, then they are members of the CMT.

C. CPT Staffing. A CPT is assigned to each initial certification project before the applicant initiating formal application. The CPT develops and executes a CAP that is tailored to that applicant.

1) General CPT Requirements. For air carriers certificated to operate under part 121, existing part 121 PIs are not used for new certification activities. Other ASIs currently assigned to a part 121 CMT may participate in new certification activities, to the extent that it does not compromise existing operator oversight. Available staffing for post-certification should exist or be reasonably projected to be available through reassignments or merit promotion selections. Existing part 121 PIs should not be used for new part 121 certification activities. Other ASIs currently assigned to a part 121 CMT may participate in new certification activities. CPTs for part 121 certification use only inspectors assigned to an air carrier position description.

2) CPT Members. CPT members include:

3) CPM. The CHDO manager designates one member of the certification team to serve as the CPM. The person designated as CPM should have completed the baseline training and should have previous experience in certifying an air carrier under part 121. A person designated as CPM should have experience as a PI.

a) **Certification Team Leader (CTL).** The AFS-900 Certification Program Office assigns a CTL and team members to each certification project. This person works with the CPM to communicate and coordinate all certification team activities and ensure adherence to the Certification Process Document (CPD).

b) **Certification Team Members.** The certification team should consist of at least an Operations inspector, a Maintenance inspector, and an Avionics inspector. Each certification project that involves passenger carriage has at least one ASI-CS assigned. If the certification is for a cargo-only operation, the certification team must consider cabin safety issues if the applicant has provisions or procedures for carriage of passengers specified in part 121 § 121.583(a). It is a requirement to use an ASI-AD. For each proposed aircraft type, there should be an operations inspector assigned to the team who is qualified in that aircraft type.

10-144 BASELINE TRAINING. An inspector may be assigned to a CMT or CPT before receiving baseline training, but inspectors cannot be assigned a SAI, or EPI, or ConDOR until they have received the baseline training. Baseline training is a combination of multiple prerequisite courses and any additional curricula that the CMT/CPT defines. The prerequisite course material is unique to each inspector specialty. Baseline training encompasses:

- All courses of all phases of the initial or transition air carrier training string for the inspector's specialty, including:
 - ATOS 1.2 Interactive Training for ASIs.
 - Safety management course.

- Air-Carrier Specific Familiarization Briefing.
- ATOS 1.2 Interactive Training for PIs and Managers (required for all new PIs and managers).
- Other training. (See paragraph 10-146.) CMT Operations and Airworthiness inspectors programmed for their training may perform data collection activities.

NOTE: In the case of an FLM of shared resources who only assigns work, the Air Carrier-Specific Familiarization Briefing is not required. If the FLM performs data review functions or conducts SAIs, EPIs, or ConDORs, then the Air Carrier-Specific Familiarization Briefing is a requirement.

10-145 AIR CARRIER-SPECIFIC FAMILIARIZATION BRIEFING. ASIs are provided the Air Carrier-Specific Familiarization Briefing upon initial assignment to an ATOS CMT. (See Figure 10-46, Air Carrier-Specific Familiarization Briefing Outline of Subjects, for recommended topics.) The Federal Aviation Administration (FAA) considers inspectors assigned to a CPT or who were assigned to the air carrier when it transitioned to ATOS to have already received the required initial Air Carrier-Specific Familiarization Briefing during the certification or transition processes.

A. Applicability. Inspectors assigned to CMTs receive briefings in the general topics and subjects that are specific for their specialty. DEPMs receive briefings in the general topics and subjects specific to operations, cabin safety, maintenance, and avionics.

B. Methodologies. A combination of lectures, site visits, and directed self-study presents the air carrier-specific outline. The manager may decide to conduct the briefings one-on-one, or for a group of new CMT members. The FAA recommends completing the direct self-study during normal working hours. The FAA does not recommend using more than 50 percent of the recommended programmed hour requirements as directed self-study.

C. Recommended Curriculum. Figure 10-46 contains a standard curriculum. The CMT manager determines which subjects are applicable to the air carrier's operations and determines the amount of lecture and self-study hours.

D. Briefing Presenters. Inspectors assigned to the CMT with expertise in the covered subject will conduct lecture portions of the Air Carrier-Specific Familiarization Briefings. For those CMT members who provide the Air Carrier-Specific Familiarization Briefings, electronic Learning Management System (eLMS) courses, Communications Skills to Fast-Track Your Career (PD0133_SKILLSOFT), Available Presentation Resources (comm._05_a03_bs_enu), and Presenting Successfully (comm._05_a01_bs_enu) are available to enhance your presentation skills. Contact your Administrative Officer (AO) if you need assistance enrolling in any of these courses.

E. Assessment. An open-book, oral, or written quiz determines satisfactory completion of the briefings.

F. Recordkeeping. Each CMT will maintain a copy of its Air Carrier-Specific Familiarization Briefing outline and any self-study materials. The CMT documents successful

completion of the initial Air Carrier-Specific Familiarization Briefing (eLMS course number 21000001) for each CMT member.

G. Funding. Each CMT is responsible for the costs associated with completing the Air Carrier-Specific Familiarization Briefings.

10-146 OTHER TRAINING.

A. Operations Inspector Initial Training. All CMT Operations inspectors are programmed to receive initial training and a type rating in an aircraft type operated by their assigned air carrier, unless an inspector already holds a type rating for an aircraft type operated by their currently assigned air carrier. CMT Operations inspectors may be programmed to receive recurrent training as required by their assigned responsibilities. CMT Operations inspectors may perform data collection activities if they are programmed for the training.

B. Airworthiness Inspector Initial Training. All CMT Airworthiness inspectors are programmed to receive initial systems training appropriate to their avionics or maintenance specialty in an aircraft type operated by their assigned air carrier. CMT Airworthiness inspectors may perform data collection activities if they are programmed for the training.

NOTE: The provisions of subparagraph 10-146A or B apply to DEPMs only if they are assigned data collection activities.

C. ASIs Not Assigned to a CMT. The following are requirements to conduct ATOS random inspections:

1) Substituting Earlier ATOS Training. ASIs may not substitute earlier ATOS training.

2) Qualifications. Operations and Airworthiness inspectors not assigned to an ATOS CMT must have qualifications on an aircraft used in part 121 operations, but do not need qualifications on the inspected aircraft.

3) Air Carrier-Specific Familiarization Briefing. ASIs who have not received Air Carrier-Specific Familiarization Briefing on the inspected air carrier should limit their observations to generic regulatory compliance issues.

D. Briefing on the CPD. Inspectors assigned to a CPT receive briefings on the CPD (see Volume 10, Chapter 6, Section 2, Certification Process Document).

E. ORA Training. ORAs receive the following training, as required: indoctrination, Safety Performance Analysis System (SPAS), ATOS baseline training, and training for data-rich carrier programs as needed (e.g., Advanced Qualification Program (AQP), Aviation Safety/Accident Prevention (ASAP), and Maintenance Reliability).

10-147 ASSIGN INDIVIDUAL AND ALLOCATE FUNDING. When the appropriate resource is available based on staffing, training, and funding, the FLM assigns the inspector to the appropriate work assignment and allocates funding. (See flowchart process step 3.2.)

A. Resource Management by FLM. The FLM assigns and utilizes resources in accordance with the prioritization identified by the PI or CPM in the CAP. FLMs should also consider relevant certificate factors when making work assignments, particularly when CMTs share resources. Factors to consider when comparing work requests from two or more CMTs include:

- Enplanements and departures,
- Length of time the carrier held the certificate,
- Fleet size, type, and age,
- Utilization rate,
- Route structure (number of stations, number of FAA regions),
- Type of operation (effect on flying public),
- Number of approved programs (complexity),
- Maintenance contracts,
- Training contracts,
- Crew domiciles,
- Multiple certificate management responsibilities of principals, and
- Wet and dry lease.

B. Other Considerations for Assigning Work to CMT or CPT Inspectors.

1) **CAP.** The CAP is the only part 121 assessment work program assigned. It is an option to assign work to inspectors according to Volume 11, Chapter 11, Section 1, Flight Standards Geographic Program, in addition to data collection activities for the assigned CMTs. (Refer to the current edition of FAA Order 1800.56, National Flight Standards Work Program Guidelines.)

2) **FLM.** The FLM can redirect work assignments from one CMT or CPT member to another.

10-148 ASSIGNMENTS FOR DA OR PA.

A. PI Instructions. PIs should provide detailed instructions to assist the manager or FLM in identifying appropriate individuals to assign to SAIs, EPIs, and ConDORs. The manager or FLM should consider inspector training, experience, qualifications, geographic location, availability, and workload.

B. DCT-Specific Instructions. Some DCTs may contain specific instructions for additional training, experience, or qualifications that may be helpful in determining inspector assignments. Specific instructions may also include additional references, background information, manuals, or other system document that should be reviewed, as well as suggestions for specific types of activities and/or reporting instructions.

C. Inspector Assignments Can Be Changed Anytime. Assignment changes may include switching from unassigned to assigned or vice versa, and reassigning an assessment from one inspector to another. It is permissible to change inspector assignments for EPIs or SAIs even if work has already begun. Copy work completed prior to changes to prevent the loss of data. The FLM should contact the Help Desk for assistance and a ticket number for tracking.

10-149 CONSIDERATIONS SPECIFIC TO ASSIGNING AN SAI. The FLM assigns SAI team coordinators (TC) and SAI team members. The FLM may assign an SAI to a single inspector. In that case, the inspector is also the TC. To help the FLM identify appropriate individuals to assign to SAI teams, PIs or CPMs should provide detailed instructions. The FLM should consider inspector training, experience, qualifications, geographic location, availability, and workload.

A. The SAI TC. The SAI TC organizes and coordinates SAI team activities. The TC ensures that activities, such as air carrier personnel interviews, are not redundant and that team members complete all activities to accurately answer the questions on the SAI. The TC is a leadership role that should be assigned to an experienced inspector with a solid knowledge of the air carrier. The TC should have a base location near where most SAI activities will take place.

B. SAI Team Members. Inspectors who have varied backgrounds and experience, and are from different geographic locations can comprise a team. SAI teams should always contain inspectors with a sufficient knowledge base to assess the element accurately. The inspector(s) designated to complete the SAI should be appropriately trained and knowledgeable on subjects related to the element.

10-150 DOCUMENT REASONS WHY WORK WAS NOT ASSIGNED. The FLM assigns work based on the CAP priorities for a given quarter until no resources remain. If appropriate resources are not available to complete the entire CAP, the FLM documents why he or she did not assign the remaining work. This ensures that work that remains unassigned is documented for evaluation in a future planning cycle. (See flowchart process step 3.3.)

10-151 NOTIFY THE PI OR CPM THAT WORK REMAINS UNASSIGNED. The FLM notifies the PI or CPM of any work that remains unassigned. (See flowchart process step 3.4.)

10-152 REVIEW THE CAP. After developing the CAP, document the data collection requirements using detailed work instructions. Assign or identify as unassigned all of the data collection activities. The CMT or CPT manager will then review the plan. (See flowchart process step 3.5.)

A. Justification of Risk Priority. The review ensures that the CAP is risk-based, and that priorities form the basis for work assignments. The CMT or CPT manager will review the CAP to ensure the elements are prioritized according to risk, or proper justification has been entered for elements not prioritized according to risk.

B. Adjust the Plan. A CMT or CPT manager that does not concur with the oversight requirements, priorities, or resource decisions should discuss the issue with the PI and the FLMs.

The PI may adjust the plan as necessary. The PI can enter a comment in the plan that explains the reason for an adjustment.

10-153 ONGOING RESOURCE MANAGEMENT. Resource management is a continual task for the CMT or CPT. FLMs should continue to evaluate resources for work plans, and consider the needs of special data collection and assessment activities, such as ConDORs and Risk Management Processes (RMP).

10-154 INCOMPLETE WORK RESULTING FROM AN INSPECTOR LEAVING THE CMT OR CPT, OR BEING UNAVAILABLE TO FINALIZE HIS/HER WORK. The FLM will ensure that before an inspector leaves the CMT or CPT, he or she will finalize all work in progress. If the inspector is unavailable to complete the work in progress, the FLM finalizes the records, reassigns the work, or initiates the removal process for an incomplete record.

Figure 10-46. Air Carrier-Specific Familiarization Briefing Outline of Subjects

General Topics—All Specialties (Recommended Minimum Hours—8)	
<p>1. OVERVIEW OF AIR CARRIER.</p> <p>a. Brief History.</p> <ul style="list-style-type: none"> (1) Mergers. (2) Acquisitions. (3) Financial status (i.e., bankruptcies). (4) Compliance attitude. (5) Corporate headquarters location. (6) Main base location. (7) Corporate philosophy. <p>b. Air Carrier Demographics.</p> <ul style="list-style-type: none"> (1) Key personnel (names/phone numbers). (2) Organization chart. (3) Major programs. (4) Location of hubs. (5) Location of training bases. (6) Location of maintenance facilities. (7) Personnel strengths. (8) Agent for service. (9) Communications. (10) Special operations. (11) Fleet demographics. (12) Aircraft numbering system. <p>c. Areas of Operations.</p> <ul style="list-style-type: none"> (1) Type/fleet type of activity. (2) Concentrations of activity. 	<p>b. Policies and Procedures for Certificate Management Team (CMT) Responsibility for Coverage of Incidents and Occurrences.</p> <p>c. Individual Interests/Specialties Type ratings, areas of interest, background and experience.</p> <p>d. Communications.</p> <ul style="list-style-type: none"> (1) Types of information to be requested directly from air carrier (points of contact). (2) Information available from the CMT. (3) Points of contact and protocol.
	<p>3. BACKGROUND OF COMPREHENSIVE ASSESSMENT PLAN (CAP).</p> <p>a. Special Emphasis Areas.</p> <ul style="list-style-type: none"> (1) Results of Air Carrier Assessment Tool (ACAT). (2) New and pending issues.
	<p>4. COMPANY MANUALS.</p> <p>a. Overview of Air Carrier Manual System.</p> <ul style="list-style-type: none"> (1) Manual numbering. (2) Master listing of all parts of the air carrier’s manual. (3) Where to find the master listing. (4) Where certain manuals are located.

<p>d. Code Sharing/Wet Lease/Interchange.</p> <p>(1) Airline participants. (2) Foreign Flight Attendants (F/A).</p> <p>e. Future Plans of the Air Carrier.</p>	<p>b. Types and Identification of Manuals.</p> <p>(1) Hard copies. (2) Computerized manuals; CD-ROM.</p> <p>c. Location of Manuals.</p> <p>(1) Required on aircraft. (2) Required software, if applicable. (3) Required for crewmembers. (4) Microfiche reader. (5) Required at stations.</p>
<p>2. CERTIFICATE MANAGEMENT TEAM</p> <p>a. Key Personnel.</p> <p>(1) Listing (name and phone number of all). (2) Principal inspectors (PI) (including regional hazardous materials (hazmat) branch managers).</p>	

Figure 10-46. Air Carrier-Specific Familiarization Briefing Outline of Subjects (Continued)

General Topics—All Specialties (continued) (Recommended Minimum Hours—8)	
<p>d. Distribution and Revision.</p> <p>(1) Determining current revision status. (2) Use of computer, if applicable. (3) What method is used to issue revisions? (4) Tracking responsibilities.</p> <p>e. Alerts and Bulletins.</p> <p>(1) Method to determine current status. (2) Transmission of bulletins and revisions.</p>	<p>b. Quick Reference Handbook Location and Use.</p> <p>c. Safety Briefing.</p> <p>d. Crew Briefing; Communication.</p> <p>e. Required Paperwork/Documentation.</p> <p>(1) Location of logbooks (flight deck/cabin). (2) Location of minimum equipment list (MEL). (3) Airworthiness release. (4) Placards.</p> <p>f. Unique Fleet/Air Carrier Procedures.</p> <p>g. Aircraft Communications Addressing and Reporting System (ACARS).</p> <p>(1) Weight and Balance (W&B). (2) Release amendments. (3) Communications.</p>
<p>5. SECURITY AND ACCESS.</p> <p>a. Access to Ramp and Facilities.</p> <p>(1) Site-specific requirements. (2) Air carrier’s security coordinators.</p> <p>b. ID Badges. c. Cockpit Keys. d. Security Alerts for Travel Advisories.</p>	
<p>6. HAZARDOUS MATERIALS.</p> <p>a. Acceptable Shipments. b. Documentation. c. Location Verification. d. Company Material (COMAT).</p>	<p>9. CABIN PROCEDURES.</p> <p>a. Exit Seating. b. Emergency Equipment.</p> <p>(1) Location. (2) Preflight, if applicable, for F/As.</p> <p>c. Markings and Placards.</p>
<p>7. EN ROUTE PROCEDURES.</p> <p>a. Jumpseat Authorization and Procedures.</p>	

<p>(1) Jumpseat operation. (2) Radio operation; headset location and use.</p> <p>b. Requirement for International Travel.</p> <p>(1) Country clearance forms (passport and visa).</p> <p>8. FLIGHT DECK PROCEDURES.</p> <p>a. Checklist Location and Use.</p> <p>(1) Flight Deck flows.</p>	<p>d. Carry-On Baggage. e. Special Procedures. f. Medical Emergencies.</p> <p>(1) Medical oxygen. (2) Medlink. (3) AED (defibrillators).</p> <p>g. Couriers. h. Cargo/Animal Handlers. i. Cockpit/Cabin Communications. j. Carriage of Weapons.</p> <p>(1) Forms and procedures.</p>
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Figure 10-46. Air Carrier-Specific Familiarization Briefing Outline of Subjects (Continued)

Specific Topics—All Specialties (Recommended Minimum Hours—8)	
<p>1. AIR CARRIER PROGRAMS.</p> <p>a. Deicing.</p> <p>(1) General procedures and training. (2) Paperwork.</p> <p>b. Fueling.</p> <p>(1) General procedures and training. (2) Paperwork. (3) Passenger handling during fueling. (4) Bonding and grounding.</p> <p>c. Pushback/Powerback Procedures. d. International Procedures.</p> <p>(1) Crew check-in time. (2) Crew complement. (3) Flight/duty and rest computation. (4) General declaration. (5) Passport and visa requirements.</p> <p>e. Special and Ferry Flight Procedures. f. Cargo Operations. g. Security.</p> <p>(1) Hijack procedures. (2) Interference with crewmembers.</p>	<p>4. OPERATIONS SPECIFICATIONS.</p> <p>a. Exemptions and Deviations. b. Special Areas of Operations. c. Special Authorizations and Programs.</p> <p>(1) Powerback procedures. (2) Single-engine taxi. (3) Extended Operations (ETOPS). (4) Areas of magnetic unreliability (AMU). (5) Lower Landing Minimums. (6) Minimum Navigation Performance Standards (MNPS). (7) Flight Operations Quality Assurance (FOQA). (8) Aviation Safety Action Program (ASAP). (9) Reduced vertical separation minimums (RVSM). (10) Category III Approach (CAT III) procedures.</p>

<p>2. RECORDS AND REPORTING.</p> <p>a. General.</p> <ul style="list-style-type: none">(1) Format: paper, microfiche, electronic.(2) Electronic signatures.(3) Security issues.(4) Custody and retention.	
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**Figure 10-46. Air Carrier-Specific Familiarization Briefing Outline of Subjects
(Continued)**

Specific Topics—All Specialties (continued) (Recommended Minimum Hours—8)	
<p>3. STATION FACILITIES.</p> <ul style="list-style-type: none"> a. Manuals. b. Fueling Equipment and Facilities. c. Maintenance Support. d. Contract Services. e. Passenger and Baggage Screening. f. Cargo. g. Marshalling and Ground Handling. 	

RESERVED. Paragraphs 10-155 through 10-170.