



ESWATINI CIVIL AVIATION AUTHORITY

# Advisory Circular

CAA-AC-AWS019A

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## MAINTENANCE PROCEDURES MANUAL (MPM) DEVELOPMENT

### 1.0 PURPOSE

This Advisory Circular (AC) is issued to provide guidance information on preparing, and approval of a maintenance organization Maintenance Procedures Manual (MPM) in accordance with the Civil Aviation Regulations.

### 2.0 REFERENCES

- 2.1 Regulation 26 of the Civil Aviation (Approved Maintenance Organisation) Regulations.
- 2.2 The First Schedule of the Civil Aviation (Approved Maintenance Organisation) Regulations.
- 2.3 Advisory Circular No. CAA-AC-GEN002 (the Development and Preparation of Manuals)
- 2.4 UK CAA CAP 553: BCAR Section A - Airworthiness Procedures where the CAA has Primary Responsibility for Type Approval of the Product (available on [www.caa.co.uk](http://www.caa.co.uk).)

### 3.0 GUIDANCE AND PROCEDURES

#### 3.1 General Information

3.1.1 The MPM is a maintenance organization document that defines the administration and management structure, organization capability, processes and general performance procedures and commitment to comply with the regulatory requirement on civil aircraft maintenance.

3.1.2 It explains in detail the maintenance organisation responsibilities, regulatory processes, and methods the organization employs to satisfy and maintain the regulatory requirements.

3.1.3 The MPM defines the maintenance organization structure, quality system management, maintenance activity coordination, duties, responsibilities, qualification and training requirements of technical personnel.

3.1.4 It states the organization maintenance capability, scope and competency.

**Notes:**

(i) *The MPM is normally presented with all other required manuals during the Formal Application phase of the maintenance organization certification.*

(ii) *The MPM provides the reference by which the Authority conducts the operators' approval inspection, the compliance surveillance and audit functions.*

(iii) *The general procedure, guidance and information that may be used to develop manuals in a format acceptable to the Authority are explained in the Development and Preparation of Manuals Advisory Circular No. CAA-AC-GEN002.*

## **3.2 MPM Development and Preparation**

3.2.1 The maintenance organization MPM and subsequent amendments shall contain information, guidance and details for the use by maintenance personnel concerned. The information shall include procedures to be followed to satisfy the maintenance responsibility as required by the Civil Aviation Regulations.

3.2.2 The MPM shall include the following information which may be issued in one volume or separate parts depending on the size and capacity of the operators maintenance activities

a) A statement signed by the Accountable Manager confirming that the AMO Maintenance Procedures Manual and any associated manuals define the AMO's compliance with the Civil Aviation Regulations and will be complied with at all times;

b) A list which describes the duties and responsibilities of the management personnel and the matters on which they may deal directly with the Authority on behalf of the AMO;

c) A procedure to establish and maintain a current list of the titles and names of the AMO's management personnel accepted by the Authority;

d) An organisation chart showing associated chains of responsibility of the management personnel;

e) A procedure to establish and maintain a current roster of certifying staff;

f) A description of the procedures used to establish the competence of maintenance personnel;

- g) A general description of manpower resources, development and training program.
- h) Description of the method used for the completion and retention of the maintenance records.
- i) A description of the procedure for preparing the certificate of release to service and the circumstances under which the certificate of release to service is to be signed.
- j) A description, when applicable, of additional procedures for complying with an Air Operators Certificate (AOC) holder's maintenance procedures and requirements.
- k) A description of the procedures for complying with the service information reporting requirement contained in the Civil Aviation Regulations.
- l) A description of the procedure for receiving, amending and distributing within the maintenance organisation all necessary airworthiness data from the type certificate holder or the type design organisation.
- m) A general description of the facilities located at each physical address specified in the AMO's certificate.
- n) A general description of the AMO's scope of work relevant to the extent of approval.
- o) The notification procedure for the AMO to use when requesting the approval of changes to the organisation of the AMO from the Authority.
- p) The amendment procedure for the AMO Maintenance Procedures Manual, including the submission to the Authority.
- q) The AMO's procedures, acceptable to the Authority, to ensure manual good maintenance practices and compliance with the requirements in these Regulations.
- r) The AMO's procedures to establish and maintain an independent quality system to monitor compliance with the adequacy of the procedures to ensure good quality maintenance practices and airworthy aircraft and aircraft components; compliance monitoring shall include a feedback system, acceptable to the Authority, to the person or group of persons specified in Regulation 19 of the Civil Aviation (Approved Maintenance Organisation) Regulations and ultimately to the Accountable Manager to ensure, as necessary, corrective action; such feedback system shall be acceptable to the Authority.
- s) AMO procedures for self-evaluations, including methods and frequency of such evaluations and procedures for reporting results to the Accountable Manager for review and action.
- t) A list of operators, if appropriate, to which the AMO provides an aircraft maintenance service.

- u) A list of organisations performing maintenance on behalf of the AMO.
- v) A list of the AMO's line maintenance locations and procedures, if applicable.
- w) A description of the procedures for complying with the drug and alcohol testing and reporting as required by the Civil Aviation Regulations.

*Note: An Approved Maintenance Organisation shall not provide for use of its personnel an MPM or its part that has not been approved by the Authority.*

3.2.3 An AMO Maintenance Procedures Manual shall be in a format as required by the Civil Aviation Regulations

### **3.3 MPM Approval**

3.3.1 The MPM should be submitted in duplicate to the Authority for approval (this is normally during the approval Formal Application phase of the maintenance organisation). It should be submitted with the Statement of Compliance document which identifies in what section of the MPM the applicable requirements of the Regulations have been complied with.

3.3.2 The Authority shall review the manual for acceptable format (i.e. ease of incorporating revisions, page numbering, table of content, list of effective pages, date of issue, issue number and distribution list), content scope and regulatory compliance using the Statement of Compliance.

3.3.3 The manual is also checked for completeness and correctness of contents and adequate description of the procedures necessary for maintenance functions, the scope of the organization maintenance activities and that any referenced manual is available and adequate for the proposed use.

3.3.4 If discrepancies are found the Authority will notify the air operator or applicant in writing about the observed discrepancies and recommendations, outlining what will be required to correct the discrepancies.

*Note: Normally the certification process cannot proceed until the Authority is satisfied and has accepted the MPM.*

3.3.5 When the Authority is satisfied that the MPM meets the requirements the manual is issued with an approval or acceptance note. One copy of the approved MPM is returned to the operator, while the other is retained by the Authority

### **3.4 Amendments to the Approved MPM**

3.4.1 The AMO shall submit all proposed amendments of the MPM to the Authority for approval before implementation.

3.4.2 The Authority will review all amendments, this review shall not be limited to the amendments alone, shall cover the impact of the changes on the overall manual system and the organisation.

3.4.3 Continuous review of the manuals by the organisation is necessary. It facilitates timely amendment to reflect organisation development, regulatory and aviation environment changes.

**Approved by Director General  
Civil Aviation Authority**