
SUBJECT: MAINTENANCE CONTROL MANUAL (MCM)

DATE: 24/09/2015

1. PURPOSE

1.1.1 This circular is issued to provide guidance information on preparing and submitting an Air Operators Maintenance Control Manual (MCM) to the Authority for approval in accordance with the Regulations.

2. BACKGROUND

2.1.1 CV-CAR 9 requires an air operator certificate (AOC) holder to provide to the Authority and to the State of Registry of the aircraft, if different from the Authority, the AOC holder's Maintenance Control Manual (MCM) and subsequent amendments, for the use and guidance of maintenance and operational personnel concerned, containing details of the organisation's structure.

2.1.2 The MCM shall be prepared and formatted to contain information set out in the CV-CAR 9.D.120.

3. GUIDANCE AND PROCEDURES

3.1 GENERAL INFORMATION

3.1.1 The MCM is the air operator's maintenance organisation procedures. It states the organization management team and the organization commitment to comply with the regulatory requirement and to maintain the standards established during the approval certification process.

3.1.2 It explains in detail the operator's maintenance responsibilities, functions and obligations. It further explains the regulatory processes, methods, procedures and capabilities the operator employs to satisfy these regulatory requirements.

3.1.3 The MCM defines the operator's aircraft maintenance structure, quality system management, maintenance activity coordination, duties, responsibilities, qualification and training requirements of technical personnel.

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

Notes:

(i) The MCM is normally presented with all other required manuals during the Formal Application phase of the Air Operator Certification.

- (ii) *The MCM provides the reference datum by which the Authority conducts the operator's approval inspection, the compliance surveillance and audit functions.*
- (iii) *The general procedure, guidance and information that may be use to develop manuals in a format acceptable to the Authority are explained in the Circular N°10/DSV/2015 Reviewing, Accepting and Approving Manuals.*

3.2 MCM DEVELOPMENT AND PREPARATION

3.2.1 The AOC holder's MCM and subsequent amendments shall contain information, guidance and details for the use by maintenance and operational personnel concerned. The information shall include procedures to be followed to satisfy the maintenance responsibility required under CV-CAR 9.

3.2.2 An AOC holder's maintenance control manual 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 –

- (1) A description of the administrative agreements between the AOC holder and an AMO;
- (2) A description of the procedures to ensure each aircraft an AOC holder operates is in an airworthy condition;
- (3) A description of the procedures to ensure the operational emergency equipment for each flight is serviceable;
- (4) the names and duties of the person or persons required to ensure that all maintenance is carried out in accordance with the maintenance control manual;
- (5) A reference to the maintenance programme required under regulation CV-CAR Part 9.D.160.
- (6) A description of the methods for completion and retention of the operator's maintenance records required by CV-CAR Part 9.D.140
- (7) A description of the procedures for monitoring, assessing and reporting maintenance and operational experience for all aircraft ;
- (8) A description of the procedures for reporting faults, malfunctions, defects and other occurrences that cause or may cause an adverse impact on the continuing airworthiness of the aircraft;
- (9) A description of the procedures for obtaining and assessing continued airworthiness information and recommendations and implementing any resulting actions, from the organisation responsible for the type design, and shall implement such actions considered necessary by the State of Registry;
- (10) A description of the procedures for implementing mandatory continuing airworthiness information as required in 9.D.110 (a)(5);
- (11) A description of establishing and maintaining a system of analysis and continued monitoring of the performance and efficiency of the maintenance programme in order to correct any deficiency in that programme;

- (12) A description of aircraft types and models to which the manual applies;
- (13) A description of procedures for ensuring that unserviceabilities affecting airworthiness are recorded and rectified; and
- (14) A description of the procedures for advising the State of Registry of significant in-service occurrences.
- (15) A description of the operators safety management system as required by CV-CAR 9.B.250.

Note: An AOC holder shall not provide for use of its personnel in commercial air transport, a Maintenance Control Manual or its part that has not been reviewed and approved by the Authority.

- (1) A description of the maintenance procedures and the procedures for completing and signing the certificate of release to service;

3.2.3 MCM shall follow the following structure and content specified in 9.D.120 an Annex A:

3.3 MCM Approval

- 3.3.1 The MCM should be submitted in duplicate to the Authority for approval (this is normally during the Formal Application phase of the AOC certification). It should be submitted with the Statement of Compliance document which identifies in what section of the MCM the applicable requirements of the regulations have been complied with.
- 3.3.2 The Authority assigned inspector shall review the manual format (easy to revise, has a table of content, list of effective pages, date of issue and issue number), content scope and regulatory compliance using the Statement of Compliance.
- 3.3.3 The inspector shall check the manual for completeness and correctness of contents, and that it adequately describe all of the procedures necessary for flight safety, airworthiness maintenance control of the aircraft involved, 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. If it becomes apparent that the amendment of the manuals is likely to delay commencement of the inspection as indicated in the Schedule of Events, the applicant is notified.

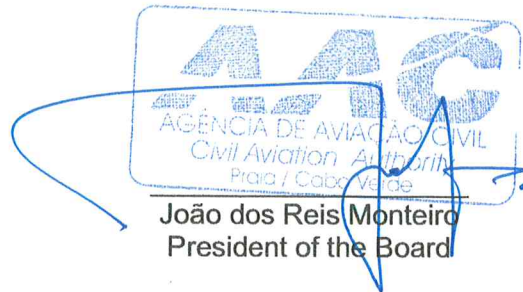
Note: Normally the certification process cannot proceed until the Authority is satisfied and has accepted the MCM.

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

3.4 Amendments to the Approved MCM

- 3.4.1 The operator shall submit all proposed amendments to the MCM to the Authority for approval before implementation.

- 3.4.2 The Authority will review all amendments to the manuals. The Authority shall not limit this review to the amendments alone but also the impact of the changes on the overall manual system.
- 3.4.3 Continuous review of the manuals by the operator is necessary because both the aviation environment and the operations are constantly changing.



ANNEX A - THE MCM CONTENT FORMAT

An AOC holder or applicant for an AOC shall submit and maintain a Maintenance Control Manual containing at least the information set out in the CV-CAR 9.D.120.

The manual may be put together in one volume or separate subject user volumes provided all applicable subjects are covered as indicated hereunder.

The MCM Content Format

Part 1.0 Administration and Control of the Maintenance Control Manual

1.1 Introduction

- (a) A statement that the manual complies with all applicable Authority regulations and requirements and with the terms and conditions of the applicable Air Operator Certificate.
- (b) A statement that the manual contains maintenance and operational instructions that are to be complied with by the relevant personnel in the performance of their duties.
- (c) A list and brief description of the various Maintenance Control Manual parts, their contents, applicability and use.
- (d) Explanations and definitions of terms and words used in the manual.

1.2 System of Amendment and Revision

- (a) A Maintenance Control Manual shall describe who is responsible for the issuance and insertion of amendments and revisions.
- (b) A record of amendments and revisions with insertion dates and effective dates is required.
- (c) A statement that hand-written amendments and revisions are not permitted except in situations requiring immediate amendment or revision in the interest of safety.
- (d) A description of the system for the annotation of pages and their effective dates.
- (e) A list of effective pages and their effective dates.
- (f) Annotation of changes (on text pages and as practicable, on charts and diagrams).
- (g) A system for recording temporary revisions.
- (h) A description of the distribution system for the manuals, amendments and revisions.
- (i) A statement of who is responsible for notifying the Authority of proposed changes and working with the Authority on changes requiring Authority approval.

PART 2.0 GENERAL ORGANISATION

- 2.1 Corporate commitment by the AOC holder.

2.2 General information:

- a) Brief description of organization
- b) Relationship with other organizations
- c) Fleet composition - Type of operation
- d) Line station locations

2.3 Maintenance management personnel:

- a) Accountable Manager
- b) Nominated Postholder
- c) Maintenance co-ordination
- d) Duties and responsibilities
- e) Organization chart(s)
- f) Manpower resources and training policy

2.4 Notification procedure to the Authority regarding changes to the maintenance arrangements locations, personnel, activities, or approval.

PART 3.0: MAINTENANCE PROCEDURES

3.1 Aircraft logbook utilization and MEL application.

3.2 Aircraft maintenance programme - development and amendment.

3.3 Time and maintenance records, responsibilities, retention.

3.4 Accomplishment and control of mandatory continued airworthiness information (Airworthiness Directives)

3.5 Analysis of the effectiveness of the maintenance programme.

3.6 Non-mandatory modification embodiment policy.

3.7 Major modification standards.

3.8 Defect reports:

- a) Analysis
- b) Liaison with manufacturers and Regulatory Authorities
- c) Deferred defect policy

3.9 Engineering activity.

3.10 Reliability programmes

- a) Airframe
 - b) Propulsion
 - c) Components
- 3.11 Pre-flight inspection:
- a) Preparation of aircraft for flight
 - b) Sub-contracted Ground Handling functions
 - c) Security of Cargo and Baggage loading
 - d) Control of refuelling, Quantity/Quality
 - e) Control of snow, ice, dust and sand contamination to an approved aviation standard.
- 3.12 Aircraft weighing.
- 3.13 Flight test procedures
- 3.14 Sample of documents, tags and forms used.
- 3.15 Appropriate portions of the AOC holder's operations manual.