NOTICE

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

N 8900.384

National Policy

Effective Date:
9/21/16

Cancellation Date:
9/21/17

SUBJ: Certificate Management Across Multiple Offices

1. Purpose of This Notice. This notice provides guidance to regional personnel, Office Managers, Front Line Managers (FLM), and principal inspectors (PI) on a flexible and easy-to-use method for resourcing certificate management work across multiple offices within a region and nationwide in order to achieve the best use of PIs while adhering to the principles of Article 25 of the Professional Aviation Safety Specialist (PASS) and the Federal Aviation Administration (FAA) Collective Bargaining Agreement (CBA). This notice contains information that is administrative in nature.

2. Audience. The primary audience for this notice is Flight Standards Service (AFS) divisions and branches in the regions and certificate-holding district offices (CHDO) that assign certificate management responsibilities. The secondary audience includes AFS branches and divisions in headquarters (HQ).

3. Where You Can Find This Notice. You can find this notice on the MyFAA employee Web site at https://employees.faa.gov/tools_resources/orders_notices. Inspectors can access this notice through the Flight Standards Information Management System (FSIMS) at http://fsims.avs.faa.gov. Operators can find this notice on the Federal Aviation Administration's (FAA) Web site at http://fsims.faa.gov. This notice is available to the public at http://www.faa.gov/regulations_policies/orders_notices.

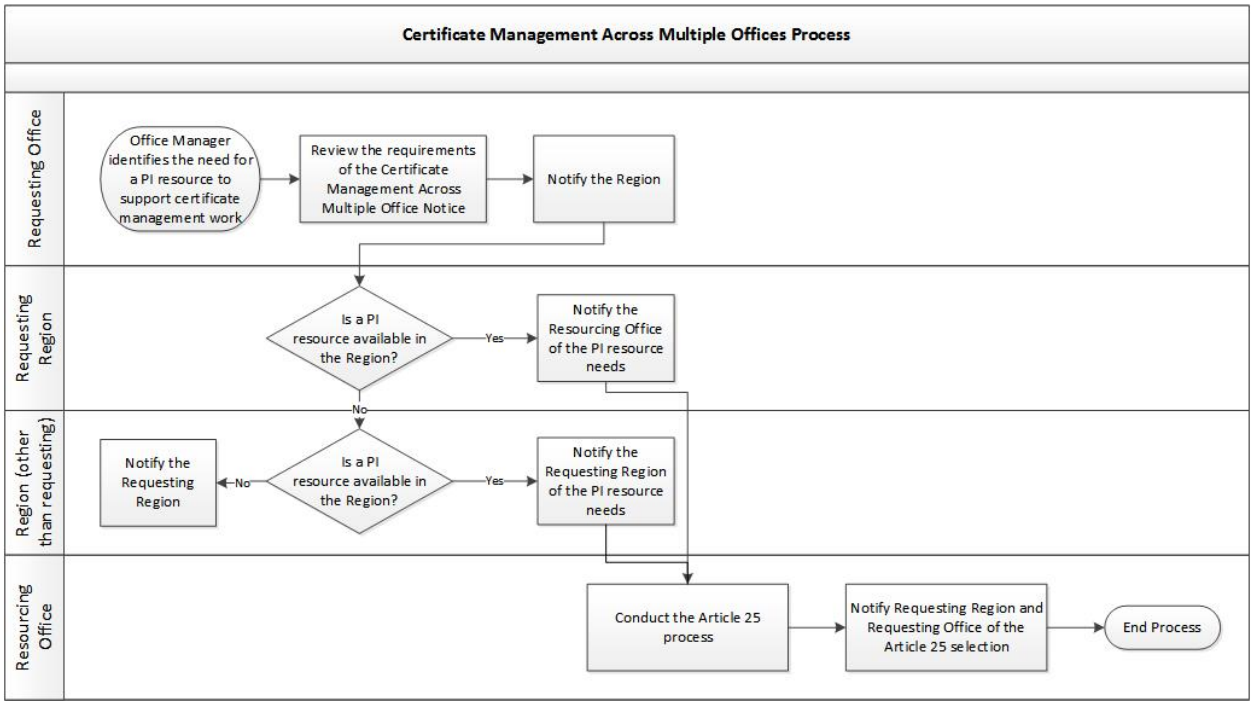
4. Background. To meet industry demands, AFS must allow for agility of certificate management responsibilities and the appropriate use of PIs. To do so requires that AFS assign PIs efficiently to certificate management responsibilities based on prioritization and risk. Safety Assurance System (SAS) automation is designed to use PIs for certificate management responsibilities that support multiple offices and certificates.

5. Discussion. There may be a business need to have PIs perform certificate management for multiple offices within SAS.

a. How to Assign Certificate Management Responsibilities to PIs Across Multiple Offices. Before using SAS automation to assign PIs to perform certificate management responsibilities for multiple offices, Office Managers must ensure the appropriate communication, coordination, and approval process occurs. The following process chart

(Figure 1, Certificate Management Across Multiple Offices Process) outlines the coordination and approval process for certificate management responsibilities across multiple offices.

Figure 1. Certificate Management Across Multiple Offices Process



b. Roles and Responsibilities.

(1) Requesting Office (CHDO). The office requesting the certificate management assistance and where the certificate management responsibilities reside. The Office Manager has determined that budget considerations and available resources in close proximity to the surveillance site warrant the use of PI assistance. The requesting Office Manager communicates directly with the Office Manager of the resourcing office with any changes to the status of the PI resource. The overall decision for certificate management resides with this office. Furthermore, when an office has PI vacancies, every effort must be made to fill those vacancies as soon as practicable.

(2) Requesting Region. The region where the certificate management responsibilities reside. The division manager or representative makes the determination if there are PI resources in their region to support the certificate management request. If there are resources in the region, then the division manager or representative will notify the resourcing office and the resourcing office will conduct the Article 25 process. The resourcing office will notify the division manager or representative of the Article 25 selection. If the division manager or representative determines that none of the PIs in his or her region can support the certificate management request, then he or she will request support from other regions.

(3) Region (Other than Requesting). This is any other region outside of the region where the certificate management responsibilities reside that may have a PI resource to support

the certificate management request. The division manager or representative will communicate directly with the requesting region division manager or representative if they can provide a PI resource. If there are resources in the region, then the division manager or representative will notify the resourcing office and the resourcing office will conduct the Article 25 process. Once the PI resource has been identified, the division manager or representative will notify the requesting region of the Article 25 selection.

(4) Resourcing Office. The office providing the resource to the requesting office and where the PI is physically located. The resourcing Office Manager will conduct the Article 25 process. The PI will remain in his or her office and continue to report to his or her FLM, but will be added to the roster of the requesting office and assigned to certificate management responsibilities for the requesting office in the SAS automation. The resourcing Office Manager communicates directly with the Office Manager of the requesting office with any changes to the status of the PI resource.

c. Workload Considerations. The FLM or Office Manager of the PI must monitor the workload very closely. If the workload becomes overwhelming, then, in coordination with the PI, every effort must be made to reduce the workload. The following should be considered when determining if a PI resource can support additional certificate management responsibilities:

- Overall scope and complexity of the Individual Work Program (IWP).
- Complexity of the certificate holders.
- Training schedule and any additional training needed to accomplish expectations.
- Oversight of airmen and designees and responsibilities.

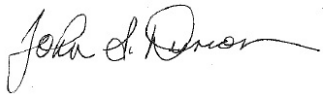
d. Other Considerations.

(1) Currently, Title 14 of the Code of Federal Regulations (14 CFR) part 145 PIs cannot be assigned for certificate management in multiple offices until such time as the automation limitations are corrected.

(2) The resourcing office will assign certificate management responsibilities in accordance with Article 25.

(3) The PIs continue to report to the FLM or manager of the resourcing office and will continue to report to their (original) FLM or manager even if assigned certificate management responsibilities for several offices.

6. Disposition. We will incorporate the information in this notice into FAA Order 8900.1, Volume 10, Chapter 4, Resource Management, before this notice expires. Direct questions or comments concerning this notice to the Flight Standards National Field Office (AFS-900) Continual Improvement Program Office (CIPO) at 9-AFS-900-SAFE@faa.gov.



John S. Duncan
Director, Flight Standards Service