

Guidance on Developing an Airworthiness Process Manual

1. When developing an Airworthiness Process Manual (APM), the layout of the manual is as important as the information contained within the manual itself. If the content is poorly organized and does not have a logical flow, the personnel within the organization will have difficulty finding the necessary information.
2. A common error in developing the APM is writing it for the TAA. The APM provides direction to the Senior Airworthiness Manager (i.e., SMM, SDE, SMSM) regarding the performance of the airworthiness-related tasks and functions within the organization. The content, therefore, should be organized logically, clearly defining the Senior Airworthiness Manager's expectations in regards to the airworthiness-related activities being performed. Staff should not be required to go to the TAM for further information or interpretation. The TAA will audit the Senior Airworthiness Manager's direction in the APM against the TAM rules and standards to ensure compliance.
3. It is also very important to differentiate between process (policy) and procedures within the context of the APM. Process (policy) is the means by which an organization will comply with the applicable regulatory rules and standards (that is, TAM rules and standards, environmental rules and regulations, safety rules and regulations, etc.). Procedure is the detailed method that personnel within an organization must follow when performing assigned tasks, duties and responsibilities. An organization should limit the content of its APM to process, and avoid including procedural information. The APM should, therefore, refer to the applicable procedures manual to carry out that process. It is also important to ensure that engineering, materiel and/or maintenance process (policy) is not contained in the applicable procedure. If process resides in the procedure manual, the procedure manual may be deemed by the TAA to constitute a portion of the APM (incorporated by reference) and will therefore be subject to TAA review prior to amendment. Similarly, any procedure that resides in the APM may not be amended without prior approval from the TAA.
4. When developing an APM, there will undoubtedly be times when liaison will be required between ADO, ATO, AMO and AMSO and vice versa. It is important to provide appropriate linkages between the various supporting organizations' process manuals. For example, an AMO will require input from the ATO and vice versa, for abnormal occurrences, special inspections, modifications and deviations etc. Each organization's process manual must clearly specify how and when communication between the other supporting organization(s) is required.
5. While the content of every policy manual is unique (i.e., EPM, MPM, MSPM), each contains details related to the following information:
 - a. Introductory Material – Preamble including table of contents, revision control, approval, amendment, distribution and associated references;
 - b. Organization Description – Includes organizational details, including lines of communication, scope and depth of authority and facilities;
 - c. Support Arrangements – Describes the process for entering into support arrangements with engineering service providers that provide design support services to the ATO, and describe the processes used to provide technical services on a permanent or temporary basis;
 - d. Personnel Authorization Control – Describes the airworthiness management roles, functions and activities conducted in the organization, including eligibility criteria and authorization system;

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- e. Document Control – Describes the document control system, including content, filing, retention and, where applicable, the use of electronic record keeping systems and signatures. Also describes the publication control and management system.
 - f. Safety Programs – Describes Flight Safety Reporting and Investigation, Tool Control, FOD etc.; and
 - g. Quality Management System – A description of the quality management system, including management oversight and auditing of the ADO, ATO, DSN, service providers and suppliers.
6. The true uniqueness of the various process manuals is defined in the organization's "Airworthiness Control System" related to the type of organization and the airworthiness-related activities for the execution of which the organization is responsible. Annexes B, C and D provide examples of Table of Contents for various organizations' APMs, including the content and supporting notes on the applicable Airworthiness Control System, as follows:
- a. Annex B – Engineering Process Manual for an ADO/ATO;
 - b. Annex C – Maintenance Process Manual for an AMO; and
 - c. Annex D – Materiel Support Process Manual for an AMSO.