CERTIFICATION AND APPROVAL OF MAINTENANCE ORGANISATIONS

1.0 PURPOSE

This Order is issued to provide guidance to airworthiness inspectors in the process of evaluating Maintenance Organisations for purposes of certification and approval in accordance with the Civil Aviation Regulations. The Order is applicable to certification and approval of domestic and foreign based maintenance organisations.

2.0 REFERENCES

2.1 Civil Aviation (Approved Maintenance Organisation) Regulations.
2.2 Checklist CL: O-AWS011
2.3 CAA-O-GEN003 - Five Phase Certification Process
2.4 CAA-O-AWS002 - Inspection and Evaluation of AMO Facility and Equipment
2.5 CAA-O-AWS005 - Evaluation and Approval of AMO MPM
2.6 CAA-O-AWS007 - Evaluation of a Quality Assurance System
2.7 CAA-O-AWS009 - Evaluation and Approval of Maintenance Contract

3.0 GUIDANCE AND PROCEDURES

3.1 General Information

3.1.1 In general the regulatory requirements for application approval, management and administration of approved maintenance organisation are given in the Civil Aviation (Approved Maintenance Organisation) Regulations.

3.1.2 The approval authorises the AMO to conduct maintenance on aircrafts registered in Uganda.

3.1.3 Recommendation to approve a maintenance organisation must be based on the organisation demonstration of adequate Organisation structure, methods of control, supervision and training programs consistent with the nature and extent of maintenance activities specified.
3.1.4 The certification process is designed to ensure that prospective AMO Certificate holders understands and is capable of fulfilling this duty. When satisfactorily completed, the certification process ensures that the applicant is able to comply with the Civil Aviation Regulations.

3.1.5 The AMO Certification is carried out in accordance with the Five Phase Certification and Approval Process which is explained in Order Number CAA-O-GEN001.

3.1.6 The five (5) Phases are:

a) Pre-application;
b) Formal Application;
c) Document Evaluation;
d) Demonstration and Inspection;
e) Certification.

3.1.7 Each phase states the required inspection and evaluation activities to ensure compliance with the Regulations.

3.1.8 The approval process may be flexible where the required sequence of events in this Order is not entirely applicable, the applicant therefore may be allowed to proceed in a manner that considers existing AMO conditions and circumstances. However it must be clearly understood that approval should not be recommended until the Civil Aviation Regulation has been satisfactorily complied with and there is evidence that they will be maintained in an appropriate and continuing manner.

3.1.9 The designated certification Project Manager (PM) is the official Authority spokesperson throughout the certification project.

3.2 The Approval Procedure

The evaluation and approval process focuses on establishing that the AMO satisfies the requirements of the Civil Aviation (Approved Maintenance Organisation) Regulations. The five phase process provides for interaction between the applicant and the Authority from the initial enquiry to the issue or denial of a certificate. It ensures that programmes, systems, and intended methods of compliance are thoroughly reviewed, evaluated, and tested.

3.3 Pre-Application Phase

3.3.1 In response to an initial enquiry, discuss with the prospective applicant the following subjects:

a) The necessary technical expertise required by the applicant's proposed Organisation, to include the following:
(i) Aviation-related experience;
(ii) Proposed Organisational structure;
(iii) Knowledge of the specific maintenance functions to be performed;
b) The rating required for the type of work to be accomplished;
c) Management requirements and sufficient personnel to meet the demands of the proposed Approved Maintenance Organisation. This includes at least one authorized person with appropriate ratings that coincide with the ratings sought;
d) Facility requirements for the ratings sought, to include:
   (i) The need for climate-controlled conditions;
   (ii) The size of the facility;
   (iii) Appropriate test equipment;
   (iv) Special tools and equipment
e) The necessity of having current technical data available prior to certification. Technical data will include the following:
   (i) The Civil Aviation Regulations.
   (ii) Airworthiness Directives, (AD);
   (iii) Type certificate data sheets (TCDS), if applicable;
   (iv) Advisory Circulars (AC’s), as required;
   (v) Approved Maintenance Programs and Processes;
   (vi) Manufacturer's component/maintenance/service manuals, instructions, and Service Bulletins (SB);

3.4 The Pre-application Meeting:

3.4.1 The Authority contacts the applicant to arrange a pre-application meeting to furnish Application Form: AC-AWS006 - Pre-Assessment Statement of Intent (PASI) to the prospective applicant to complete and submit to the Authority and to discuss questions, if any, concerning the certification process, regulatory requirements, the formal application and attachments.

3.4.2 In this meeting, it is important to accomplish the following:
   a) Discuss the regulations applicable to the proposed maintenance operation;
   b) Provide the applicant with the following information/material:
      (i) Guidance for developing an AMO Maintenance Procedures Manual (MPM);
      (ii) An application for Approved Maintenance Organisation certificate and/or rating.
   c) Inform the applicant, that a formal application package for an Approved Maintenance Organisation certificate must contain the following material:
      (i) A completed formal application form, the Pre-Application Statement of Intent (PASi) Form and the Management team Bio Data Forms;
      (ii) Two copies of the Maintenance Procedures Manual (MPM)
(iii) A letter indicating when facilities and equipment will be ready for formal inspection;
(iv) A Statement of Compliance report;

d) The AMO certification team is assigned with the Project Manager (PM) as the official Authority spokesperson throughout the certification project.

3.5 **Formal Application Phase**

3.5.1 The applicant submits the formal application package to the certification team.

3.5.2 It's important to ensure that all documents have been submitted and are complete;

3.5.3 Evaluate the Application Package and decide whether or not to continue with the certification process;

3.5.4 Schedule a formal application meeting with the applicant to discuss any open questions concerning the package before proceeding to the next phase.

3.5.5 Ensure all issues concerning the proposed operation, the formal application and attachments are resolved at this time. The meeting should consist of the certification team members and key management personnel from the applicant's Organisation.

3.5.6 Individuals assigned to the required management positions should have knowledge of the AMO Maintenance Procedures Manual (MPM), the Regulations currently in force and the planned maintenance activities. The resumes of the qualifications, licenses, ratings, and aviation experience should be submitted with the application.

3.5.7 The key management positions (or their equivalent) include:

a) Accountable Manager

b) Base Maintenance Manager

c) Line Manager

d) Workshop Manager

e) Quality Manager

3.5.8 If a deviation from the management requirements is anticipated, it should be indicated in the formal application letter. The actual request for deviation must be made to the Authority with specific justification.

3.6 **Document Evaluation Phase**

3.6.1 Thoroughly review the application package for acceptance or rejection

3.6.2 Review the contents of each submitted document for regulatory compliance. The documents to be reviewed include:

a) Completed application form, PASI, and Management Team Bio Data Forms;

b) AMO’s Maintenance Procedures Manual;

c) The Statement of Compliance;
d) The Capability list and the nature of the work to be performed;

e) A copy of the approved specification for the work to be performed for a Specialized Service Rating, when applicable;

f) Copies of all other Approval Certificates held and the respective Specific Operating Provisions (SOP), if any.

**3.6.3** If deficiencies are found in any document, return it to the applicant with a letter outlining the deficient areas. Inform the applicant that the certification process will not continue until all deficiencies are resolved.

**3.7 Demonstration and Inspection Phase**

**3.7.1** The certification team carries out site verification and inspection to ensure that the applicant's proposed procedures are effective and that the facilities and equipment are actually in place and meet regulatory requirements. The project manager identifies those activities where demonstration will be required.

**3.7.2** A Housing and Facility Inspection to ensure that the work to be performed will be protected from weather. Ensure that workers are protected to the point that the quality of their work will not be impaired. In addition, inspect the following:

a) The inspection system, to ensure:
   (i) Employees are familiar with and are capable of performing their assigned duties;
   (ii) Facilities are capable of supporting Maintenance Procedures Manual procedures.

b) Maintenance record-keeping system satisfies the Maintenance Procedures Manual procedures;

c) The system for reporting serious defects or un–airworthy condition to ensure compliance with the Maintenance Procedures Manual procedures.

**3.7.3** Evaluate Maintenance Organisation Structure and management team to ensure that the following requirements are satisfied:

a) The number of personnel is sufficient to satisfy the volume and type of work to be performed;

b) Individuals directly in charge of a maintenance functions are appropriately qualified and authorized;

c) A personnel roster is available and includes all supervisory and inspection personnel; and

d) Supervisory and inspection personnel are available.

**3.7.4** Carry out a post inspection de-brief meeting with the applicant to point out the observed deficiencies. It is also required to notify the applicant in writing. If appropriate, meet with the applicant to review deficiencies in detail.

**Note:** Corrective action must be taken and the project manager notified in writing by the applicant, in order for the certification process to continue. Each deficiency and corrective action must be fully documented and recorded in the certification file.
3.8 Certification Phase

3.8.1 Once the applicant satisfies the regulatory requirements of the Civil Aviation (Approved Maintenance Organisations) Regulations, the certification team will recommend the Maintenance Organisation for issue of the Approval Certificate and the Specific Operating Provisions (SOP) with the appropriate Ratings.

*Note:* The SOP document shall be signed by the accountable manager and the authorised person of the Authority.

3.8.2 Certification process summary report including the approval recommendation should be prepared, signed by the project manager and submitted to the Director responsible for safety oversight for review and subsequent Approval.

3.8.3 The Approved Maintenance Organisation Certificate is prepared for the authorised signatory on behalf of the Authority.

3.9 Records

3.9.1 It is required to open up a file for the Maintenance Organisation (AMO) to keep record of the documents generated during the certification process. These constitute the following:

- a) The completed Pre-Application Statement of Intent (PASI) Form.
- b) The Application Form for Approved Maintenance Organisations.
- c) A completed Statement of Compliance.
- d) The Certification checklist and Schedule of Events
- e) All correspondence between the applicant and the Authority.
- f) Minutes of the meetings held with the applicant.
- g) A summary of all discrepancies encountered during the certification process and corrective actions taken by the applicant.
- h) Copies of the Lease / Contract Agreements (as applicable).
- i) A list of maintenance functions under contract.
- j) Copy of the certification process summary report.
- k) Copy of the Approved Specific Operating Provisions (SOP).
- l) Copy of the Approval Certificate.
- m) The proposed post certification surveillance schedule.
- n) Proof of payment of the approval fee (as applicable).

4.0 Approval of Foreign Maintenance Organisation (AMO)

4.1 General Information:

4.1.1 The Authority can issue an approval Certificate to a foreign AMO to conduct maintenance on a Uganda registered aircraft and its associated aeronautical products, subject to the AMO being in compliance with the Civil Aviation (Approved Maintenance Organisation) Regulations.
4.1.2 A foreign Maintenance Organisation to qualify for issue of an approval certificate under the Civil Aviation (Approved Maintenance Organisation) Regulations shall hold a valid local Authority Approval certificate appropriately rated for the scope of maintenance to be carried out on the Uganda registered aircraft. The Authority approval is limited to foreign Authority approved scope of work.

4.2 Application for Approval

4.2.1 The foreign AMO that wishes to be approved in accordance with the Regulations to carry out maintenance on Uganda registered aircraft shall complete and submit to the Authority application FORM: AC-AWS00.

4.2.2 The Authority shall decide whether the applicant will be subjected to the full scale Five Phases Certification and Approval Process as indicated in AC No. CAA-AC-GEN003.

4.3 Approval Process

4.3.1 Where it has been decided not to apply the Five Phase process the following procedure shall be followed:

a) The AMO should communicate the need to perform maintenance on Uganda registered aircraft to the Authority.

b) A formal application and PASI Forms shall be issued.

c) Completed application and PASI forms, together with the AMO MPM and copy of the Special Condition Supplement (Appendix -1), should be submitted to the Authority at least ninety days to the intended date of operation. With proof of the approval fee payment for the approval process to begin.

d) The application and attachment are evaluated and if acceptable the Authority shall advise the AMO of the necessary facilitation requirement for the inspectors to carry out the facility inspection for approval.

4.4 Issue of Approval Certificate to a Foreign Maintenance Organisation

4.4.1 After satisfactory documents evaluation and organisation inspection, recommendation is made to:

a) Approve the MPM Special Condition Supplement Document.

b) Issue the AMO Approval Certificate and

c) Issue the Specific Operating Provisions (SOP).

Note: The Civil Aviation (Approved Maintenance Organisation) Regulations require that the SOP document is signed by the Authority and Maintenance Organisation.

4.5 Approval Conditions

4.5.1 The Foreign Maintenance Organisation Approval Certificate issued by the Authority after the facility, document evaluation and the approval of the Special Conditions Supplement (SCS), shall remain valid for the period as specified therein provided the AMO is in compliance with the Civil Aviation (Approved Maintenance Organisation) Regulations currently in force.

4.5.2 The Foreign Approved Maintenance Organisation however, is required and is obliged to notify the Authority of any non compliance audit findings by the internal quality management
system, the local Authority or by any other Authority with which it holds an approval. This includes reporting of all foreign approving Authorities actions of suspension, revocation of partial or full approval, or making the AMO subject of a formal investigation that could result in suspension or revocation of the approval.

4.6 Changes to the AMO

Changes to the AMO approval conditions shall be made in compliance with Regulation 10 of the Civil Aviation (Approved Maintenance Organisation) Regulations and will require Authority approval.
SPECIAL CONDITIONS SUPPLEMENT (SCS) TO A FOREIGN AMO MAINTENANCE PROCEDURES MANUAL (MPM)

Approved SCS Ref. No. ............

Foreign AMO MCM Ref. No. . . ........

Company Name and Facility Address:
............................................
............................................
............................................
............................................

Foreign AMO Local Authority Approval No............

The Authority AMO Approval No. ............

This approved Special Conditions Supplement (SCS) forms part of the foreign AMO Maintenance Organisation Exposition.

This SCS together with the foreign AMO local Authority approved MPM form the basis of approval of a foreign AMO to carry out maintenance on aircraft and or components in accordance with the Civil Aviation (Approved Maintenance Organisation) Regulations.

CONTENTS

1. LIST OF EFFECTIVE PAGES

2. STATEMENT OF COMPLIANCE

3. AMENDMENT PROCEDURE

Identify the position within the AMO that is responsible for amendment action and coordinating the approval process of the SCS.

4. INTRODUCTION

4.1 This paragraph should address why the supplement is necessary.

4.2 Regulation 56 of the Civil Aviation (Air Operator Certification and Administration) Regulations provides for Authority approval of maintenance organization or repair station selected by the air operators to carry out maintenance on Authority approved AOC holder’s aircraft. The organisation can be a foreign based

4.3 The SCS is meant to cater for the specific Authority requirements and differences that might be there between Civil Aviation (Approved Maintenance Organisation) Regulations and
the foreign Authority Regulations. The foreign AMO shall be approved when the Authority is satisfied that the AMO complies with maintenance Special Conditions specified in this AC.

5. ACCOUNTABLE MANAGER'S COMMITMENT STATEMENT

This paragraph represents the statement by the Accountable Manager that the Organisation will comply with the conditions specified in the SCS and operate in accordance with the Civil Aviation (Approved Maintenance Organisation) Regulations.

An acceptable statement for this paragraph would be:

"This Supplement in conjunction with the foreign AMO approved MPM Ref. ........... defines the Organisation and procedures upon which the Authority approval has been granted.

These procedures are approved by the undersigned, and must be adhered to, as applicable, when maintenance work orders are being progressed under the conditions of the Civil Aviation (Approved Maintenance Organisation) Regulations.

It is accepted that the AMO’s procedures do not override the necessity of complying with any additional requirements formally published by the Authority and notified to this Organisation from time to time.

It is understood that the Authority Approval Certificate will be valid whilst the Authority is satisfied that the procedures are being followed and work standards maintained. It is further understood that the Authority reserves the right to revoke the Approval Certificate if it considers that procedures are not followed or standards not upheld.

......................................................
Signed by the Accountable Manager
For and on behalf of the AMO.”

Note: Whenever the accountable manager is replaced, the new Accountable Manager must sign the statement to ensure continuous Authority Acceptance.

6. APPROVAL BASIS AND LIMITATION

The Authority approval is based upon the AMO compliance with local Authority Regulations and Requirements except where varied by the conditions specified in this AC.

The Authority approval is limited the work scope listed below, and as indicated in the approval document Specific Operating Provisions (SOP). In any case whatsoever it must not exceed the scope of work permitted by the foreign local Authority or another recognised Authority as indicted on the approval documents.

7. ACCESS BY THE AUTHORITY

It should be stated that the Authority inspectors will be allowed access to the AMO for the purpose of ascertaining compliance with procedures and standards and to investigate specific problems as required by Regulation 10 of the Civil Aviation (Air Operator Certification and
Administration) Regulations and Regulation 38 of the Civil Aviation (Approved Maintenance Organisation) Regulations.

8. WORK ORDERS

It is the responsibility of the operator to raise the maintenance work orders and scheduled maintenance inspection check list or work package task cards specifying the inspections, repairs, modifications, overhaul, airworthiness directives and parts replacements that should be carried out and to make sure that the AMO receives them in time for the work to be accomplished within the required time frame.

The operator remains responsible for correctly informing the AMO by work order of all required mandatory maintenance inspections and modifications.

9. APPROPRIATE MAINTENANCE AND ENGINEERING REFERENCE MANUALS.

It is the responsibility of the Operator to ensure that the AMO is furnished with all relevant, current maintenance and engineering technical documents (e.g. Manuals, ADs, SBs) appropriate for the type aircraft, ref: Regulation 18(3) of the Civil Aviation (Operation of Aircraft) Regulations and Regulation 21 of the Civil Aviation (Airworthiness) Regulations.

10. MAJOR REPAIRS / MODIFICATIONS

The procedure for the AMO to ensure that of the Authority approves major repairs and major modifications when necessary, or has confirmed that the AMO local Authority approved data is acceptable.

The AMO should request the operator to provide such written proof from the Authority.

*Note: The Authority accepts repairs and modifications issued by the Manufacturer and approved by the Authority of the state of manufacture through the Type Certificate holder.*

11. RELEASE OF COMPONENTS AFTER MAINTENANCE

Release to service of components up to and including complete power plants should be carried out in accordance with the AMO local Authority Regulations. At the completion of maintenance appropriate release to service documents and certificates should be issued by the AMO. The AMO release to service certificates must indicate the Authority approval number in addition to the local Authority approval. Ref: Regulations 31 of the Civil Aviation (Approved Maintenance Organisation) Regulations.

The release to service certifying statement shall specify any overhaul, repairs, modifications, Airworthiness Directives, replacement parts and quote the reference and issue/revision of the approved data used, (EASA Form One is a typical acceptable component release to service document after maintenance).

12. VALIDITY OF AIRWORTHINESS CERTIFICATE

The Operator or owner is responsible for ensuring that the Airworthiness Certificate remains valid. The AMO however, should ensure that the Airworthiness Certificate is valid before it issues the aircraft release to service certificate after maintenance.
13. RELEASE OF AIRCRAFT AFTER MAINTENANCE

Release to service of aircraft shall be performed as approved in the Special Conditions Supplement unless stated otherwise, in any case however, it must satisfy the requirements of Regulation 31 of the Civil Aviation (Approved Maintenance Organisation) Regulations.

The release to service document shall specify the aircraft maintenance check carried out, plus any repairs, modifications, Airworthiness Directives, replacement parts together with the issue of approved data used.

Any work not carried out shall be clearly indicated and the operator informed. This should be work within the permitted deviations of the approved maintenance program and it could be when:

a) Some of the maintenance work requested by the operator has not been carried out.

b) Or a case where the particular maintenance work requirement is not approved by the AMO local Authority.

Otherwise the AMO must issue the certification when all required maintenance has been carried and appropriately certified.

The AMO Authority approval Certificate Number and the local Authority approval Certificate Number must be quoted on the release to service documents

14. REPORTING OF UN AIRWORTHY CONDITIONS

The procedure that will be followed to report found un-airworthy conditions be stated indicating the time frame within which the report must be made and to the Authority.

Regulation 34 of the Civil Aviation (Approved Maintenance Organisation) Regulations requires the report to be made to the Authority as soon as possible but in any case not later than three days (72 hours).

15. QUALITY MANAGEMENT (QM) SYSTEM

Regulation 27 of the Civil Aviation (Approved Maintenance Organisation) Regulations 2006 requires an independent AMO quality system.

The QM system procedures shall explain the independent audit system, the management / control and follow up system, and the annual audit schedule program.

A report should be raised for each audit carried out describing what was checked and any resulting findings/discrepancies.

16. PROVISION OF HANGAR SPACE FOR AIRCRAFT MAINTENANCE

A statement that appropriate housing, facilities and equipment are available and shall be provided for aircraft whose maintenance is being contracted. Ref: Regulation 16 of the Civil Aviation (Approved Maintenance Organisation) Regulations.

17. COMPONENTS AUTHORISED FOR USE DURING MAINTENANCE & MODIFICATION
1. Component means any component part of an aircraft up to and including a complete power plant and any operational or emergency equipment. They should be traceable to the Type Certificate (TC) holders Parts Catalogue and MUST be in a satisfactory condition for fitment.

2. New components should be accompanied by appropriate release document issued by the approved Production Certificate holder.

3. Used components should be traceable to an approved maintenance Organisations or repair stations which certified the previous maintenance and in case of life limited parts certified the cycles and life used.

18. **SUB-CONTRACTED MAINTENANCE**

A statement on how sub-contracted maintenance work shall be managed.

Regulation 14 of the Civil Aviation (Approved Maintenance Organisation) Regulations provides for AMO sub-contracting maintenance work to another AMO, (approved or not approved by the Authority). In any case, it is required that there exist a maintenance contract agreement between the two AMOs stating what specific work activity has been contracted.

The contracting AMO must have proof that the sub-contracted AMO holds the required local Authority approval and capability for the contracted maintenance work.

Whatever the case, the sub-contracting AMO remains responsible for the quality and safety of maintenance released to service by the sub-contracted AMO.

**Notes:**

(i) The AMO shall not be contracted to perform any work which is not within its scope of approval unless it has an acceptable maintenance sub contract agreement with another AMO that is appropriately rated and approved to perform such maintenance work.

(ii) In such a case the sub-contracted AMO may not need to be approved by the Authority, however, the maintenance sub-contract agreement must clearly indicate that the approved AMO still remains responsible for the quality of the released to service of the sub-contracted maintenance work.

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**Civil Aviation Authority**