GUIDANCE ON AIR OPERATOR CERTIFICATE CERTIFICATION

1. GENERAL

Advisory Circulars (ACs) are issued by the Director General of Department of Civil Aviation Myanmar from time to time to provide practical guidance or certainly in respect of the statutory requirements for aviation safety. ACs contains information about standards, practices and procedures acceptable to DCA Myanmar. The revision number of the AC is indicated in parenthesis in the suffix of the AC number.

2. PURPOSE

This AC provides guidance to demonstrate compliance with, and information related to, requirements regarding the certification of an operator for commercial air transport operations.

3. APPLICABILITY

This AC is applicable for the operator seeking or holding an Air Operator Certificate under the Myanmar Aircraft Rules 1937, Rule no. 155.

4. RELATED REGULATIONS

This AC relates specifically to Myanmar Civil Aviation Requirements (MCAR) Part-1 and Part-8.

5. CANCELLATION

This is the first AC issued on the subject.

6. EFFECTIVE DATE

This AC is effective from 1 October 2018.

7. OTHER REFERENCE

- ICAO Annex-6 Operation of Aircraft
- ICAO Doc 8335 Manual of Procedures for Operations Inspection, Certification and Certification and Continued Surveillance
- ICAO Doc 9376 Preparations of Operations Manual
- ICAO Doc 9859 Safety Management Manual

8. GUIDANCE FOR MCAR PART-1 - MANAGEMENT PERSONNEL REQUIREMENT

8.1 A sound and effective management structure is essential for ensuring safe operations. It is of particular importance that the operational management personnel have appropriate experience and is accorded proper status in the organization.

8.2 The AOC holder's Chief Executive Officer or equivalent is expected to be the accountable manager. As required in MCAR Part-1, 1.2.2.1, the AOC holder must nominate for the acceptance of the DCA Myanmar the key personnel including, but not limited to the following:

(a) Flight operations, including the nomination of "Chief Pilot(s)";

(b) Crew training management and competency assessment;

(c) Continuing airworthiness management, including engineering aspects;

(d) Safety Management

(e) Quality system and

(f) Ground handling

8.3 The intent of MCAR Part-1is to provide for segregation of duties and to mitigate the possibility of conflict of interests among the appointment holders. In this regard, the DCA Myanmar will take into consideration the size and expected scope of the AOC holder's organization as well as the management structure of the AOC holder.

8.4 The persons nominated to hold appointments required in MCAR Part-1should be conversant with Myanmar's Aviation Regulations, Annexes to the Chicago Convention, and have adequate qualifications and experience for the duties concerned.

8.5 For the purpose of MCAR Part-1, the AOC holder should nominate appointment holders who satisfy the competencies specified in MCAR Part-1, 1.2.2.1 (e)to this AC, as applicable, for the various operations.

8.6 In addition, the AOC holder should nominate, for DCA Myanmar's acceptance, the person(s) who will be responsible to authorize appropriate qualified persons as signatories to various certification documents. The nomination should be supported by relevant qualification.

8.7   Point-of-contact

8.7.1   The AOC holder should authorize one effective "point-of-contact" with DCA Myanmar for compliance monitoring. This "point-of-contact" is to effectively represent the AOC holder and communicate with DCA Myanmar. The point-of-contact should therefore be of appropriate seniority within the organization and possess appropriate qualifications.

8.7.2   If the AOC holder, due to the scale and complexity of his operations, has separate compliance monitoring for various areas, such as flight operations and continuing airworthiness management, he should correspondingly nominate additional point(s)-of-contact to focus on the different areas. These specific point(s)-of-contacts would, typically be appropriate for certain areas, where they might be performing some quality functions separately (see MCAR Part-1, 1.2.2.2).

9.   **GUIDANCE FOR MCAR PART-1 AND MCAR PART-8–RESOURCES REQUIREMENTS**

9.1   **PERSONNEL**

9.1.1   DCA Myanmar would take into account considerations such as the following when assessing the adequacy of the AOC holder's personnel resources:

(a)   Availability of qualified personnel to support the operations in relation to the aircraft type, route pattern, operational frequency and operational arrangements;

(b)   Training conducted in accordance with the approved syllabi, including recurrent training as well as competency examinations; and

(c)   Supervision of the personnel which includes the experience and knowledge of the supervisory staff, and the effectiveness of management systems such as quality management.

9.2   **FACILITIES**

9.2.1   The nature and scale of office services required – administrative staff and office equipment etc. should be related to the numbers of executive and other staff employed. Office services, such as printing facilities, should be sufficient for operational instructions and information to be produced and circulated to all concerned without delay.

9.3 ACCOMMODATION

9.3.1 Office space at each operating base/line station should provide a suitable working environment for the operating staff employed. Adequate provision must be made for the staff, for operational planning, for the storage and display of essential records, and for flight planning by flight crew.

9.3.2 Reasonable accommodation should be made available for aircraft crew to use before and between flights.

9.4 OPERATIONS LIBRARY

9.4.1 At each operating base/line station the AOC holder should maintain an adequate and appropriate library containing information that the AOC holder consider relevant for the safe conduct of its operations. Some examples include maps, charts, flight guides,operations manuals and other documents needed for reference and planning purposes, and for carriage in flight. The library should be kept in an orderly fashion and responsibility for its maintenance clearly defined.

9.4.2 Maps, charts, and flight guides held should cover the whole of the region for which the AOC holder is, or wishes to be, certificated.

9.4.3 Arrangements should be made for the amendment of manuals, flight guides etc., and for bringing the amendments to the notice of aircraft crews and other operating staff concerned. A record should be kept of the distribution of manuals and amendments.

9.4.4 All flight crew, and other operating staff who may be concerned, should have access at their normal operating base to:
   (a)   Myanmar AIP;
   (b)   The regulations currently in force and any amendments thereto;
   (c)   NOTAM; in particular affecting facilities over the routes, destination, en-route alternates and diversion;
   (d)   Aeronautical Information Circulars; and
   (e)   Flight rules of the State of the Aerodrome and the requirement to comply with these rules.

9.5 AIRCRAFT LIBRARY AND NAVIGATION BAG

9.5.1 The AOC holder should provide each aircraft with an adequate and updated library of manuals, maps and charts, flight guides checklists and other necessary documents. Content lists should be provided for making up the aircraft library and navigation bag, and aircraft drill cards should include an item requiring libraries and navigation bags to be checked before departure. Subject to approval by the DCA Myanmar, the AOC holder may opt for the use of approved electronic flights bags.

9.6 FLIGHT STAFF INSTRUCTIONS

9.6.1 Flight manuals, operations manuals, and other standing instructions must be supplemented by a systematic procedure for bringing urgent or purely temporary information to the notice of aircraft crews. This should be achieved by a numbered series of flight staff instructions or crew notices issued by or under the direct authority of a senior operations official. When the issue of such a temporary instruction entails amendment of a standing instruction, the amendment should be made without undue delay and periodical checklists should be issued to show which of the temporary instructions are current. Full use should be made of these instructions to bring significant Aeronautical Information Circulars, NOTAM, changes in aerodrome operating minima, etc. to the attention of aircraft crew.

10. GUIDANCE FOR MCAR PART-1 AND MCAR SM−SAFETY MANAGEMENT SYSTEM

10.1 The AOC holder may refer to the following for guidance where appropriate:
(a) MCAR PART-1, 1.2.2.9 (a)
(b) MCAR SM
(c) Other SMS guidance materials such as ICAO SMM Document 9859.

11. GUIDANCE FOR MCAR PART-1 − FLIGHT DATA ANALYSIS

11.1 The AOC holder operating aircraft with a maximum take-off mass over 27,000 kg shall development and implement a flight data analysis programme.

12. GUIDANCE FOR MCAR PART-1 − FLIGHT SAFETY DOCUMENT SYSTEM

12.1 The purpose of a Flight Safety Documents System (FSDS) is to ensure consistency in the documentation and application across various departments, and therefore an integrated approach to its development is emphasized. The scope of a FSDS includes any documentation or manuals that pertain to the safe conduct of operations, such as the Operations Manual and Maintenance Control Manual.

12.2 ORGANISATION OF FSDS
12.2.1 A FSDS should be organized according to criteria which are essential to provide easy access to information required for flight and ground operations contained in the various operational documents comprising the system, as well as to manage the distribution and revision of operational documents.

12.2.2 Information contained in a FSDS should be grouped according to the importance and use of the information, as follows:

(a) time critical information e.g. information that can jeopardize the safety of the operation if not immediately available e.g. Abnormal/ Emergency checklists, NOTAM.

(b) time sensitive information e.g. information that can affect the level of safety or delay the operation if not available in a short time period e.g. Performance Manual, Wx Reports, Flight Safety Circulars, Ads, Service Bulletins, DCA Circulars.

(c) frequently used information e.g. Operations Manual, Cabin Crew Manual Flight Dispatch Manual.

(d) reference information, e.g. AIP, Myanmar Aircraft Manual (MAR), MCARs AFM; and

(e) information that can be grouped based on the phase of operation in which it is used e.g. Standard Operating Procedures.

12.2..3 Time critical information should be placed early and prominently in the FSDS.

12.2.4 Time critical information, time sensitive information, and frequently used information should be placed in cards and quick-reference guides.

12.3 VALIDATION

12.3.1 The FSDS should be validated before deployment, under realistic conditions. Validation should involve the critical aspects of the information use, in order to verify its effectiveness. Interaction among all groups that can occur during operations should be also be included in the validation process.

12.4 DESIGN

12.4.1 A FSDS should maintain consistency in terminology, and in the use of standard terms for common items and actions.

12.4.2 Operational documents should include a glossary of terms, acronyms and their standard definition updated on a regular basis to ensure access to the most recent terminology. All significant terms, acronyms and abbreviation included in the FSDS should be defined.

12.4.3 A FSDS should ensure standardization across documents types, including writing style, terminology use of graphics and symbols, and formatting across documents. This includes consistent location-specific types of information, consistent use of units of measurement and consistent use of codes.

12.4.4 A FSDS should include a master index to locate, in a timely manner, information included in more than one operational document. Note: The master index should be placed in the front of each document and consist of no

more than three levels of indexing. Pages containing abnormal and emergency information should be tabbed for direct access.

12.4.5 A FSDS could comply with the requirements of the AOC holder's quality system, where applicable.

12.5 DEPLOYMENT

12.5.1 The AOC holder should monitor deployment of the FSDS, to ensure appropriate and realistic use of the documents, based on the characteristics of the operational environment and in a way which is both operationally relevant and beneficial to operations personnel. This monitoring should include a formal feedback system for obtaining input from operations personnel.

12.6 AMENDMENT

12.6.1 The AOC holder should develop an information gathering, review, distribution and revision control system to process information and data obtained from all sources relevant to the type of operation conducted.
Note: Aircraft manufacturers provide information for the operation of specific aircraft that emphasizes the aircraft systems and procedures under conditions that may not fully match the requirements of operators. The AOC holder should ensure that such information meets its specific needs.

12.6.2 The AOC holder should develop an information gathering, review and distribution system to process information resulting from changes that originates from the AOC holder, including:
(a)   changes resulting from the installation of new equipment;
(b)   changes in response to operating experience;
(c)   changes in the AOC holder's policies and procedures;
(d)   changes in the air operator certificate; and
(e)   changes for purposes of maintaining cross fleet standardization.

Note: The AOC holder should ensure that crew coordination philosophy, policies and procedures are specific to its operation.

12.6.3 A FSDS should be reviewed:
(a)   at least once a year;
(b)   after major events (mergers, acquisitions, rapid growth, downsizing, etc.);
(c)   after technology changes (introduction of new equipment); and
(d)   after changes in safety regulations.

12.6.4 The AOC holder should develop methods of communicating new information. The specific methods should be responsive to the degree of communication urgency.

Note: As frequent changes diminish the importance of new or modified procedures, is desirable to minimize changes to the flight safety documents system.

12.6.5 New information should be reviewed and validated considering its effects on the entire FSDS.

12.6.6 The method of communicating new information should be complemented by a tracking system to ensure currency by operations personnel. The tracking system should include a procedure to verify that operations personnel have the most recent updates.

13. GUIDANCE FOR MCAR PART-1 – QUALITY SYSTEM

13.1 The AOC holder should establish a quality system that encompasses all aspects of his operations, including flight operations, continuing airworthiness management and/or engineering support. It should also commensurate with his scale and complexity of operation.

13.2 Designating a person-in-charge for quality system
The intent of MCAR Part-1 in appointing one single person to be the overall responsible for the quality system in the organization is so that compliance monitoring of the entire scope of operations with the regulations and the AOC holder's procedures is consistent and coherent. In order to cater for the scale and complexity of operations involved, specific compliance monitoring for different departments, such as flight operations and continuing airworthiness etc. may be set up. DCA may accept such arrangements as long as the single person-in-charge remains responsible for the integrity of the overall quality system.

13.3 A quality system manual, or equivalent, must be established. It may be acceptable if the contents of the quality system are comprehensively documented in the Operations Manual and Maintenance Control Manual.

13.4 QUALITY CONTROL AND ASSURANCE

13.4.1 General

(a) The AOC holder's systems for quality assurance should take into account all of the facilities and procedures utilized to ensure safe operations and continuing airworthiness, at each of the AOC holder's locations where the aircraft may be operated.

(b) Quality assurance should therefore be effective throughout the operation and maintenance of aircraft and quality auditing must ensure that control is being properly applied and achieving satisfactory results.

(c)   The AOC holder's quality assurance policies and systems should be described in the relevant document (such as Maintenance Control Manual for continuing airworthiness matters) together with the Quality Assurance audit programme.

(d)   The quality assurance duties should be performed by adequate and appropriately trained personnel).

13.4.2 Procedures

(a)   Staff assigned to quality assurance duties should be:
   (i)   sufficiently experienced in the company systems and procedures and technically knowledgeable of the aircraft being operated or maintained so as to enable them to perform their duties satisfactorily;
   (ii)   experienced in the techniques of quality control and assurance or receive suitable training before taking up their duties; and
   (iii)   given clearly defined terms of reference and responsibility within the organization.

13.5 Compliance Checklists

13.5.1   In order to monitor compliance with applicable requirements, the AOC holder should maintain compliance checklists against each applicable regulation.

14. GUIDANCE FOR MCAR PART-1 − APPROVAL FOR POLICY AND PROCEDURES MANUAL

14.1   A copy of any policy and procedures manual, or its proposed amendment or revision, should be submitted to DCA Myanmar at least 30 days prior to its planned initial use for any operation or flight.

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