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**SUBJECT: MANUALS, PROCEDURES, AND CHECKLISTS**

**DATE: 24/09/2015**

## **1. PURPOSE**

1.1.1 This circular contains direction and guidance to be used processing, reviewing, and accepting or approving manuals, procedures, and checklists.

## **2. OVERVIEW OF MANUAL REQUIREMENTS**

2.1.1 Civil Aviation Regulations (CV-CARs) require operators to prepare and keep current various manuals and checklists for the direction and guidance of flight and ground personnel conducting air transportation operations.

2.1.2 Operations Manual. CV-CAR 9.C.105 requires that each operator prepare and keep current an operations manual providing operator procedures and policy guidance for all of its personnel. The AOC holder's operations manual must include a description of the organisational structure and the relationship between the operations department and the other departments of the company. The manual must also include adequate policy, direction, and guidance for the safe and efficient performance of the duties assigned to each category of employee. CV-CAR 9 only require an operator to produce a single manual. In practice, however, the manual system may require several manuals or volumes, even for relatively simple operations. Operators have wide latitude in structuring their manuals.

## **3. DEFINITIONS**

3.1.1 The following terms are defined according to their use in this directive:

- (1) Operations Manual (OM): A manual containing procedures, instructions and guidance for use by operational personnel in the execution of their duties.
- (2) Maintenance Control Manual (MCM): A manual containing procedures, instructions and guidance for use by maintenance and other concerned operational personnel in the execution of their duties.
- (3) User Manual: A segment of an OM or a MCM that provides instruction, policies, procedures, and guidance to a specific category of employee. Examples of user manuals that are commonly used in the air transportation industry include the following:
  - (a) Aircraft operating manuals
  - (b) Training programs manuals and Security manuals
  - (c) Cabin attendant or cabin service manuals

- (d) Flight dispatch manuals
- (e) Station operations manuals
- (f) Route guides and airport manuals
- (g) Dangerous goods handling manuals

NOTE: The user manual titles previously listed are only examples of common titles currently in use in industry. Inspectors should not interpret this as a list of required titles. Operators may choose to divide the OM in any convenient way and may select different user manual titles.

- (4) **Aeroplane Flight Manual (AFM):** An approved aeroplane flight manual is prepared by the manufacturer and approved by the State of aircraft design.
- (5) **Rotorcraft Flight Manual (RFM):** An approved rotorcraft flight manual is prepared by the manufacturer and approved by the State of aircraft design.
- (6) **Aircraft Operating Manual (AOM):** An approved aircraft operating manual is a manual that is developed by, or for, a specific operator for a specific aircraft type and which is approved by the inspectors, in accordance with the provisions of CV-CAR 9.C.115.
- (7) **Policy:** A written requirement established by an operator's management that is expected to be complied with by appropriate employee personnel. A policy may be within a procedure or stated separately. A written requirement such as, "No flight may depart on a cross-country flight without a spare case of oil" is an example of a policy.
- (8) **Recommendation:** A preferred technique or action described by the operator which employees are expected to follow whenever practical. A recommendation is not a policy requirement.
- (9) **Procedure:** A logical progression of actions and/or decisions in a fixed sequence that is prescribed by an operator to achieve a specified objective. In short, a procedure is step by step guidance on how to do something.
- (10) **Abbreviated Procedure:** A list of sequential procedural steps without an amplified description or amplified set of instructions.
- (11) **Amplified Procedure:** A description of sequential procedural steps with detailed explanatory descriptions and/or instructions accompanying each step.
- (12) **Technique:** A method of accomplishing a procedural step or manoeuvre.
- (13) **Checklist:** A formal list used to identify, schedule, compare, or verify a group of elements or actions. Although a checklist may be published in a manual, it is usually intended to be used by itself, so that reference to a manual is made unnecessary. Checklists are usually formatted and presented on paper, however, they may be formatted on electronic or mechanical devices, or presented in an audio format. A checklist may or may not represent an abbreviated procedure. The items listed on a checklist may be unrelated and may not represent a procedure, such as most "normal" checklists. Abnormal and emergency checklists, however, do represent procedures.

NOTE: Checklists and procedures are often confused. Operators have sometimes titled procedures "expanded checklists" or titled checklists "abbreviated procedures." A procedure is a set of

actions or decisions prescribed to achieve a specified objective. A checklist is a physical aid used to overcome the limitations of human memory.

- (14) "Normal": When "normal" is used to describe a procedure or checklist, it refers to a routine operation (without malfunctions).
- (15) "Emergency": When "emergency" is used to describe a procedure or checklist, it refers to a nonroutine operation in which certain procedures or actions must be taken to protect the crew and the passengers, or the aircraft, from a serious hazard or potential hazard.
- (16) "Non-normal" or "Abnormal": When "non-normal" or "abnormal" is used to describe a procedure or checklist, it refers to a nonroutine operation in which certain procedures or actions must be taken to maintain an acceptable level of systems integrity or airworthiness.
- (17) "Alternate": When "alternate" is used to describe a procedure or checklist, it refers to a procedure that may be employed instead of another procedure. Alternate procedures may either be normal, non-normal, or abnormal procedures.
- (18) "Supplemental": When "supplemental" is used to describe a procedure or checklist, it refers to a procedure which may be employed in addition to a normal, non-normal, or abnormal procedure. Supplemental procedures may either be normal or non-normal procedures.
- (19) Phase Checklist: A checklist used to establish and/or verify aircraft configuration during a specific phase of flight. An example of a phase checklist is an "after takeoff checklist."
- (20) Normal Checklist: A checklist comprised of all of the phase checklists used sequentially in routine flight operations.
- (21) "Approved": When "approved" is used to describe a document, manual, or checklist, it means that a regulation requires AAC approval and that the AAC has evaluated and specifically approved the document, manual, or checklist.
- (22) "Accepted": "Accepted" is used to describe a document, manual, or checklist that does not have, or is not required to have, AAC approval. Only portions of an operator's manuals are required to have AAC approval. The remaining portions are "accepted" by the AAC. Operators are required to submit the entire operations manual to the AAC for review. If the AAC concludes that an accepted section of the operations manual is not in compliance, the AAC must formally notify the operator of the deficiency. Upon notification, the operator must take action to resolve the deficiency.
- (23) "Document": A written description of a system, a method, or a procedure; a written statement of authorisations, conditions, or limitations; or a file of information. A document serves as an official record of understanding and agreement between the AAC and the operator, describing the means the operator will use to comply with regulatory requirements. An approved document is not a manual. Relevant information from a document, however, may be extracted and published in user manuals. For example, the Specific Operating Provisions (SOPs) are not a manual but an approved document from which information is extracted.
- (24) Pilot Flying (P-F): The pilot who is controlling the path of the aircraft at any given time, whether or not the aircraft is in flight or on the ground.
- (25) Pilot Not Flying (P-N-F): The pilot who is not controlling the path of the aircraft.

- (26) **Immediate Action:** An action that must be taken in response to a nonroutine event so quickly that reference to a checklist is not practical because of a potential loss of aircraft control, incapacitation of a crewmember, damage to or loss of an aircraft component or system - which would make continued safe flight improbable.
- (27) **High Workload Environment:** Any environment in which multiple demands on the flightcrew necessitate the prioritising of work functions. For example, IFR operations below 10,000 feet during arrival or departure from a terminal area (including taxiing) are considered to be high workload environments.
- (28) **Systems Management:** The management of those systems which sustain the mechanical functions of the aircraft as opposed to the management of the aircraft's thrust, flightpath, or aerodynamic configuration.
- (29) **Warning:** An instruction about a hazard that if ignored could result in injury, loss of aircraft control, or loss of life.
- (30) **Caution:** An instruction concerning a hazard that if ignored could result in damage to an aircraft component or system which would make continued safe flight improbable.

NOTE: (27) through (30) provides that information or instruction of such significance that special emphasis is required.

#### **4. DISTRIBUTION AND AVAILABILITY OF MANUALS**

4.1.1 Each operator is required to maintain a complete manual (or set of manuals) at its principal base of operations and to furnish a complete manual (or set of manuals) to the AAC certificate holding office (CHO). In addition, each operator must make available or furnish applicable parts of the manual (user manuals) to flight and ground operations personnel who conduct or support flight operations. The manual may be in conventional paper format or in another form that is convenient for the user. Each employee to whom the manual or a user manual is furnished must keep it current. Each employee must have access to appropriate manuals or parts of manuals when performing assigned duties.

#### **5. REVIEW OF MANUALS**

5.1.1 Manuals must be reviewed by AAC and other qualified inspectors to ensure they contain adequate content and are in compliance with applicable regulations, safe operating practices, and the operator's SOPs. AAC provide guidance and advice to operators in the preparation of their manuals, however the development and production of an acceptable manual is solely the responsibility of the operator.

5.1.2 **Initial Review.** Before the initial certification of an applicant, a comprehensive review of the applicant's OM, user manuals and MCM must be conducted by the AAC. In addition, those items in the operator's Statement of Compliance that require the operator to develop a policy statement, system, method, or procedure, must be addressed. If user manuals are furnished, those topics that apply to the specific user must be addressed. Each topic must be presented with enough detail to ensure that the user can properly carry out the portion of the policy or procedure for which the user is responsible.

5.1.3 **Review of Changes to Manuals.** The AAC should review each revision or proposed revision to a manual. Inspectors should not limit this review to a strict consideration of the change itself but should also consider the impact of the change on the operator's overall manual system, training

program, and type of operation. Changes in the operator's SOPs should be accompanied by a review of applicable sections of the operator's manual.

5.1.4 Enroute and Ramp (Apron) Inspection. Inspectors conducting enroute and ramp inspections should review the flight manual and those portions of the OM or MCM carried by the flightcrew for completeness and currency. When a flight is long enough to make it practical, inspectors should review these manuals more in-depth, particularly those sections that are operationally relevant to the flight in progress.

5.1.5 Periodic Review of Manuals. The continual review of an operator's manuals is necessary because both the aviation environment and the operations conducted by the operator are constantly changing. At least one portion of the operator's operations manual should be reviewed annually, and the entire operations manual should be reviewed over a period of 1 to 3 years (depending on the complexity of the operation). This periodic review should be planned as a distinct event so that every portion of the manual is systematically reviewed at some time over a 1 to 3 year cycle. This periodic review should be co-ordinated with inspectors to ensure an appropriate exchange of information and to avoid redundant reviews.

## **6. FORMAT AND STYLE OF MANUALS**

6.1.1 Each page of a manual must include the most recent revision date. In general, manuals and checklists should be easy to use and understand, and in a format that can be easily revised. When evaluating manuals and checklists for ease of use and understanding, inspectors should consider the following guidance concerning format and style:

- (1) Form. All or part of a manual may be prepared and maintained in conventional paper format (book form) or in other forms, such as microfilm or computer based storage with electronic image.
- (2) Preface Page. The first page of a user manual should be a preface page containing a brief statement of the manual's purpose and intended user. The preface page should also contain a statement which emphasises that the procedures and policies in the user manual are expected to be used by company personnel.
- (3) Revision Control. Each manual should be easy to revise. Also, each manual should contain a revision control page or section from which the user can readily determine whether the manual is current. This page or section should preferably follow the preface page but it can be organised in any logical manner. The control date of the most recent revision of each individual page must appear on each page. Complex operators should establish a bulletin system to bring temporary information or changes that should not be delayed by a formal revision process, to the attention of the user. The bulletin system should have a means of control that includes giving bulletins a limited life and systematically incorporating them into appropriate manuals in a timely manner. Users should be able to easily determine whether they possess all current bulletins.
- (4) Table of Contents. Each manual should have a table of contents containing lists of major topics with their respective page numbers.
- (5) References. Manuals must include references to specific regulations when appropriate. A reference to regulations or other manual material is appropriate when it is necessary to clarify the intent of the text or when it is useful to the user for looking up specific subject matter. References should not be made to advisory pamphlets and to preambles of CV-CARs, as these sources are advisory and not binding in nature. Operators should use

caution when adapting the text of advisory documents into their manuals. Advisory text may not translate into a directive context.

- (6) Definitions. Significant terms used in manuals should be defined. Any acronym or abbreviation not in common use should also be defined.
- (7) Elements of Style. Manuals and checklists should be composed in the style of general technical writing. This style should be clear, concise, and easy to understand. When evaluating manuals, inspectors should be knowledgeable of the following suggestions for accomplishing clarity in technical writing:
  - (a) Whenever possible, short, common words should be used. Examples of this include: using the words "keep" or "hold" instead of "maintain"; using the word "start" instead of "establish"; and using the word "stop" instead of "terminate."
  - (b) When a word has more than one meaning, the most common meaning should be used. For example, the word "observe" should be used to mean "see and take notice of" rather than "obey and comply."
  - (c) Operators should standardise terminology whenever practical. For example, since the terms "throttles" and "thrust levers" refer to the same item, the operator should choose one term and use it consistently throughout the manual. Once a particular term has been used in a specific sense it should not be used again in another sense.
  - (d) Terms which command actions should be clearly defined, such as "checked," "set," and "as required." Since auxiliary verbs such as "may" and "should" are ambiguous and can create room for doubt, they should not be used when a definite action is commanded. Instead, verbs such as "shall" and "must" are preferable to use when an action is commanded, because they are more definite.
  - (e) All "instructions" should be given in the imperative mood and the active voice. For example, "Hold the speed between Vref and Vref plus 10 knots" is preferable to "The speed needs to be held between Vref and Vref plus 10 knots."
  - (f) To provide appropriate degrees of emphasis on specific points in the text, "cautions," "warnings," and "notes" should be in the operator's manuals and checklists.
  - (g) Any instruction, particularly a warning or a caution, must begin with a simple directive in the imperative mood that informs the reader precisely what must be done. To avoid obscuring the directive in the background information, the directive must be stated first and then followed with an explanation. An example of how a directive can be obscured in background information is as follows: "Warning - To avoid the hazard of striking ground handling personnel with the free end of a swinging tow bar, do not place feet on rudder pedals until the captain takes the salute from the ground handler. The hydraulic nosewheel steering can sling the tow bar with hazardous force." In contrast the following is an example of the preferred method of placing the directive first: "Warning - Do not place feet on rudder pedals until the captain takes the salute from the ground handler. The hydraulic nosewheel steering can sling a tow bar with sufficient force to cause serious injury to ground handling personnel."
  - (h) Descriptions in the manual should not be overloaded, but should be presented simply and sequentially. An example of an overloaded description is as follows: "A CSD per engine drives the AC generator at a constant speed of 8,000 RPM regardless of the speed of the engine or the load on the generator." The following is an example of a

clearer, more concise description: "A CSD is mounted between each engine and generator. The CSD holds the generator speed at a constant 8,000 RPM."

- (i) Long sentences should be avoided in the manual. The following example consists of subject matter put into a long sentence which makes it difficult to understand: "During gear retraction, the door operating bar located on the landing gear leg contacts and turns the latch, withdrawing the roller from the slot as a second roller entraps the door operating bar." The following example consists of the same subject matter used in the previous example, however, when it is broken down into shorter sentences, it is easier to understand: "During landing gear retraction, the door operating bar on the landing gear leg is pressed against the door latch. The latch turns, freeing the door roller. The roller moves out of the slot. A second roller then traps and holds the door operating bar."

## **7. VII. ADEQUACY OF PROCEDURES**

7.1.1 The following general guidance is provided for inspectors to use when evaluating procedures in any manual, including flight manuals:

7.1.2 Objective. The objective of a procedure must be stated clearly unless it is so commonly understood that a statement of the objective is not necessary.

7.1.3 Logical Sequence. Procedures are to flow in a logical step by step sequence. The most effective procedures are usually simple and each contain only the information necessary for accomplishing that procedure. Preferably procedures should be described in a sequential step by step format rather than a narrative format.

7.1.4 General Considerations.

- (1) A procedure must be an acceptable method for accomplishing an intended objective.
- (2) The individual responsible for each step of a procedure must be clearly identified.
- (3) The acceptable standards of performance for a procedure are to be stated if those standards are not commonly understood or clearly obvious.
- (4) Since a variety of personnel with differing degrees of expertise are involved in procedures, adequate information concerning the accomplishment of a procedure must be provided for the least experienced individual. A procedure may be described very briefly and concisely when the user is capable of achieving the objective without extensive direction or detail. When the user has limited training or experience, however, a procedure must be described in enough detail for the user to correctly accomplish it. When the user has limited access to other sources of information and guidance while performing a procedure, enough detail should be provided to make the user independent of other sources of information.
- (5) When a form, checklist, or tool is necessary to accomplish a procedure, the location of that item must be indicated in the procedure.
- (6) Enough time should be available under normal circumstances for the user to accomplish a procedure. If sufficient time is not available to the user for accomplishing a procedure, either the procedure itself or the user's duties must be revised.

## **8. APPROVAL AND ACCEPTANCE OF MANUALS AND CHECKLISTS**

### **8.1 GENERAL**

- 8.1.1 This section contains direction and guidance for inspectors s when approving or accepting an operator's manuals and checklists. This process is based on the general process for approval or acceptance
- 8.1.2 The Approval Process. The approval process for an operator's checklist normally consists of phases one, two, three, and five of the general process. It may be necessary, however, for a n inspector to require that phase four (the demonstration and inspection phase) be included in the approval process.
- 8.1.3 The Acceptance Process. The acceptance process for a manual or manual section normally consists of phases one, two, and three of the general process. The operator must submit to the AAC current copies of required manuals for AAC review. An operator's entire manual system must be reviewed during the document evaluation phase of initial certification. Once an operator is certified, the operator may revise, distribute, and use accepted material even though the inspector has not completed a review of it. If after review, the inspectors determines that portions of the manuals or checklists are unacceptable, the operator must revise the unacceptable portions after notification by the inspectors.
- 8.1.4 Evaluation of Manuals for AAC Acceptance or Approval. An operator may develop and publish in its manual any policy, method, procedure, or checklist that the operator finds necessary for the type of operations conducted. These policies, methods, procedures, and checklists, however, must comply with the CV-CARs and be consistent with safe operating practices. inspectors s should encourage operators to be innovative and progressive in developing such policies, methods, procedures, and checklists. The inspectors 's role in the review process is to provide an independent and objective evaluation of the operator's manual material. The inspectors must ensure that the operator's material complies with the CV-CARs, is consistent with safe operating practices, and is based on sound rationale or demonstrated effectiveness.
- 8.1.5 Discrepancies. When an inspector finds a discrepancy in an operator's existing manual material, the inspector shall take action to have that discrepancy resolved. Usually such discrepancies can be resolved through informal discussions. When informal discussion cannot resolve the discrepancy, however, the inspector is required to formally withdraw AAC approval or acceptance from the operator.

### **8.2 ESTABLISHING A FRAMEWORK FOR REVIEW**

- 8.2.1 Methods for Manual or Checklist Organisation. During the Pre-application phase, the inspectors should inform the operator that there are various methods that can be used to organise and format manuals, manual sections, and checklists requiring AAC approval/acceptance. The inspectors may inform the operator of the content of the following subparagraphs, which describe at least four possible methods that an operator may use:
- (1) Limited Content. An operator may choose to limit the content of the manual solely to approved material. When this method is used, the entire manual must be approved and the operator may not revise the manual without additional review by the inspectors . While this method facilitates AAC review and acceptance, the manual may be difficult to use because the intended user may have to frequently switch back and forth between the approved checklists and other manuals containing accepted material. When the operator chooses this

method, PMs must ensure that a header or footer is on each page indicating the material is AAC approved.

- (2) **Grouping Material.** An operator may choose to group the AAC approved material in specified sections of the manual and place accepted material in the remaining sections. With this method, the inspectors must ensure that a header or footer is on each page of the approved sections indicating that the material on that page is AAC approved. The operator may submit the approved and accepted sections to the AAC as separate packages.
- (3) **Interspersed Material.** An operator may choose to intersperse AAC approved material and accepted material throughout the manual. When an operator chooses this method, the inspectors must ensure that the operator has clearly identified approved material each time it appears in the manual. This method of organisation allows for efficient manual use, but makes the operator's publication process and the approval process difficult.
- (4) **"Approval Document".** The operator may choose to place material in an "approval document" solely for the purpose of obtaining AAC approval of that material. An approval document is a document and therefore may not be used as a manual. After the document has been approved, the operator must develop user manuals, which incorporate the approved information from the document along with detailed, guidance and supplementary information. When this method is used, the user manuals are treated as "accepted" material and do not have to be individually approved. The inspector must, however, review the user manuals to ensure that the information in them is consistent with the approval document. When using this method, the operator may revise the information in user manuals without prior AAC approval, provided the revision is consistent with, and does not conflict with, the information in the approval document. If the operator or the inspector finds it necessary for the approval document to be revised, the operator must submit the proposed revision for review and approval. A revision to an approval document must be approved before the operator can incorporate the changed information into the user manuals. When an operator uses this method for submitting manual or checklist material for AAC approval, PMs must ensure that the operator has stated on the first page of the user manuals that the manual contains AAC approved material. The manuals or checklists provided to the user, however, do not have to be specifically identified as being AAC approved ones.

8.2.2 **Submission of Material.** During the Pre-application phase, the inspectors should advise the operator on how to submit the documents, manuals, checklists and subsequent revisions for approval or acceptance.

- (1) **AAC Approval Submission.** For material that requires AAC approval, the inspectors should advise the operator to submit the following:
  - (a) Two copies of the document, manual, manual section, checklist, or revision to be approved; one copy of the printed version of the electronic checklist (as applicable); one copy of a report indicating differences between the proposed and current versions of the electronic checklist (as applicable); or
  - (b) One copy of the document, manual, manual section, checklist, or revision, and two copies of the page control sheets for the material (the page control sheets, must show an appropriate revision number or original page number for each page, and the effective date of each page)
  - (c) A copy of any supporting documentation or analysis

- (2) AAC Acceptance Submission. For material that is to be evaluated for acceptance by the AAC, the inspectors should advise the operator to submit the following:
  - (a) A copy of the manual, manual section, checklist, or revision to be reviewed.
  - (b) A copy of the page control sheets for the material to be reviewed when appropriate.
- (3) The inspectors will perform a cursory review of submissions. This review is intended to ensure that the applicant's submission is clear and contains all required documentation. This review is performed before the in-depth review.

### **8.3 PHASE THREE: IN-DEPTH REVIEW**

- 8.3.1 A detailed analysis of the operator's submission is performed during the document evaluation phase. During this phase, a qualified inspector must review the operator's submission in detail to determine that the submission is complete and technically correct. The time to complete phase three depends on the scope and complexity of the submission. During the cursory review, the inspectors should determine how long the in-depth review will take. The inspectors shall give the operator an estimate of the time it should take to complete the review process at the formal application meeting.
- 8.3.2 The review and analysis should confirm that the operator's submission conforms to, or is consistent with, the following:
  - (1) Civil Aviation Regulations (CV-CARs).
  - (2) Criteria and guidance in this circular.
  - (3) The operator's Operations Specifications.
  - (4) Applicable aircraft flight manuals, manufacturer's operating bulletins, and airworthiness directives.
  - (5) Safe operating procedures.
  - (6) The operator's cockpit resource management policies.

NOTE: The direction and guidance in this chapter for reviewing procedures and checklists have been developed after consultation with knowledgeable and experienced personnel in the air transportation industry, aircraft manufacturers, and the AAC. The information presented is considered to be the best guidance currently available on the topic. PMs should realise, however, that circumstances vary widely. The best set of procedures for one circumstance may not work well in another circumstance. Two recommendations may be in conflict. In such cases, the appropriate resolution must be achieved through compromise. For example, it may be more important for an operator's checklist and procedures design policies to be internally consistent than for an individual procedure to be designed in a specific way.

- 8.3.3 The inspectors should thoroughly consider the operator's experience and history when evaluating procedures and checklists. When an operator has a history of successful operations, the inspectors should normally approve submissions consistent with the operator's existing procedures.

8.3.4 The inspectors may require verification tests of some procedures and checklists before grating approval.

- (1) These verification test may be conducted in either phase 3 or 4 of the certification process. For example, verification of an aeroplane checklist would occur in phase 3 of the process to permit the applicant to commence flight training.

8.3.5 Review of electronic checklist modifications, in applications with the ability to automatically detect the completion of an action, shall include verification that detection is based on monitored conditions that are consistent with the objective of the action (for example, a checklist action item for LANDING GEAR ... DOWN would show complete on the sensing of the gear handle being down and the gear indication being down). The review and verification should be accomplished using a paper copy of the electronic checklist annotated with the monitored condition for each action whose completion is automatically detected.

## **8.4 GRANTING AAC APPROVAL**

8.4.1 The inspectors grants AAC approval to manuals, manual sections, and checklists. During this phase the inspectors must formally notify the operator of the approval and also complete a specific record of the approval. For manuals and manual sections which are not required to have AAC approval, written notification of acceptance is not required and shall not be given.

8.4.2 Notification of Approval. When the inspectors decides to approve a document, manual, manual section, or checklist, the following procedures apply:

- (1) For a document, manual, or checklist that contains page control sheets, the inspectors shall annotate both copies of the page control sheets with the phrase "AAC Approved." Under the words "AAC Approved," PMs shall enter the effective date of approval and sign both copies. The operator may pre-print the words "AAC Approved" and blank lines for the date and signature on the page control sheets or the inspectors may use a stamp to add the approval annotation on each sheet.
- (2) For manuals, manual sections, or checklists that do not contain page control sheets, the approval annotation must be placed by the inspectors on each page of the material. In this case the approval annotation must be made on two copies of the material. The annotation shall be the same as discussed above. This procedure should be used only for very short manuals, manual sections, or checklists (usually fewer than 5 pages) or when the use of page control sheets are not practical or serve little purpose.
- (3) When page control sheets are used, the inspectors shall return one copy of the annotated page control sheets to the operator. In the remaining cases one copy of the approved material must be returned to the operator with a notification letter stating that the material is approved. The letter should also contain a statement advising the operator to maintain, for its records, the signed page control sheets or the material with the approval annotation. The inspectors shall retain the second copy of the signed page control sheets, or the annotated material, in the district office files.
- (4) When electronic checklists are submitted for approval, the operator will prepare a release/cover sheet for the printed version of the electronic checklist. The release/cover sheet will contain the pre-printed words and lines as discussed in 8.4.2 (1) above. The inspectors's annotation shall be the same as discussed in subparagraph 8.4.2 (1) above.

- 8.4.3 Notification of Disapproval. The co-ordination, revision, and editing activities that take place throughout all phases of the process should eventually result in approved products. Under certain circumstances, however, it may be appropriate for the inspectors to terminate the process. For example, the operator may not take any action on the material for 30 days. To terminate the approval process, the inspectors shall return the entire submission to the operator with a letter that states that the AAC is unable to grant approval, along with the reasons why it cannot be granted.
- 8.4.4 District Office Records. The inspectors shall maintain a record of approval for each operator-submitted document, manual, manual section, and checklist. Records of approval to revisions of this material must also be maintained. The records should consist of page control sheets, notification letters, and any other related correspondence. While superseded portions of documents, manuals, or checklists do not have to be retained, PMs may retain this type of material if they determine that it is appropriate. The inspectors should include with the material in the operator's file a brief memorandum containing the reasons for retaining the material.

