



NOTICE TO OPERATORS 24-01

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| Subject : | BCAA F-OPS Audit Report Explanation and Applicable Time Frames |
| Date : | 03/06/2024 |
| Reference : | OPSQRY:28922 |
| Amends : | N/A |
| Applicability : | CAT operators, NCC operators, SPO operators, NCO operators |

This Information Notice contains information that is for guidance and/or awareness.

Recipients are asked to ensure that this Information Notice is copied to all members of their staff who may have an interest in the information (including any 'in-house' or relevant outside contractors).

Description :

PURPOSE

This Notice to Operators explains :

- the content of an audit report established by the Air Operations Department of the Flight Standards Directorate of the Belgian Civil Aviation Authority (further called BCAA/F-OPS), and
- the way the operator shall proceed with the management of each finding or observation.

This document is applicable to all operators certified (CAT) or declared (NCC/SPO) in accordance with Part-ORO, and to all persons holding a licence, certificate, rating, or attestation issued by BCAA/F-OPS (NCO).

CONTENT OF AN AUDIT REPORT

Summary of Audit Report

The section "Details" on the front page lists, among others :

- the Audit Number of the audit (BCAA.OPS.XXX.zzz), and
- other relevant information (Organisation, Status, Audit type, Start and End Date, Subject, ...)

The section "Findings" on page 1 of the audit report lists :

- the number of findings,
- their respective References, Status, Classifications and Target Dates, ...

Reference : BCAA.OPS.NC.zzz

(Reference of the Q-Pulse finding)

Status : Open or Closed

Classification : Level 1, Level 2 or Observation

Target Date : "Due Date" or "Deadline"

(Date by which the Corrective Action Plan (CAP), accepted by BCAA/F-OPS, shall be implemented.)

Details for each finding

The "Findings raised during audit" pages detail each of these findings.



WAY TO PROCEED

As soon as the operator receives notification of finding(s), he shall apply the process below.

The goal is to have the final step completed no later than on the Target Date, which has been granted appropriate to the nature of the finding and that in any case initially shall not be more than 3 months. In order to achieve this, the following process, including intermediate communication with BCAA/F-OPS, shall be implemented for each individual finding.

Step 1 : Immediate Action

For **level 1 findings**, the concerned activities must **immediately be stopped** until satisfactory corrective actions have been implemented.

Step 2 : Root Cause Analysis (RCA)

For **level 1 and level 2 findings**, the operator shall identify the root cause of each non-compliance (finding). The method for RCA is left to the choice of the operator. Guidance on RCA is given in Notice to Operators (NTO) 23-01 of 18/07/2023 "Operator guidance for root cause analysis".

Step 3 : Definition of the Corrective Action Plan (CAP)

The operator shall define a Corrective Action Plan (CAP) for each non-compliance (finding), that identifies the action(s), the responsible department(s) and (a) date(s) for implementation.

The action(s) described in the CAP shall address the effects of the non-compliance (finding), as well as the Root Cause identified in Step 2 above and also define action(s) to prevent reoccurrence of the non-compliance (finding) or other undesirable condition or situation. Guidance can be found in GM1 ORO.GEN.150.

Step 4 : Communication of the Corrective Action Plan (CAP)

The operator shall communicate to BCAA/F-OPS for each non-compliance (finding) the result of the RCA (Step 2) and a CAP (Step 3) as soon as possible but **no later than 4 weeks after receipt of the audit report**, to allow BCAA/F-OPS sufficient time to examine the RCA and CAP and accept or reject these.

However, if the Target Date for a non-compliance (finding) is **2 months or less**, the RCA and CAP shall be communicated to BCAA/F-OPS **no later than 2 weeks after receipt of the audit report**.

Step 5 : Corrective Action Plan (CAP) Implementation

The operator shall implement the corrective actions foreseen in the CAP within the agreed time frame.

The operator shall communicate to BCAA/F-OPS evidence of the implementation of the accepted CAP sufficiently in advance but **no later than 2 weeks before Target Date**, to enable BCAA/F-OPS to assess this evidence within the agreed time frame.

Should the operator not be able to implement the CAP within the agreed time frame, an extension of the Target Date may be requested to BCAA/F-OPS, subject to a satisfactory CAP accepted by BCAA/F-OPS. A well-motivated request shall be sent **no later than 2 weeks before Target Date**, to BCAA/F-OPS, who will decide, subject to the nature of the finding, whether the extension can be granted or not.

Where an operator fails to submit an acceptable CAP, or to implement the CAP within the time period agreed or extended by BCAA/F-OPS, the **level 2 finding will be upgraded to level 1**. This means that an immediate and appropriate action shall be taken to prohibit or limit activities related to the finding. If appropriate, BCAA/F-OPS shall take action to revoke the certificate, specialised operations authorisation or specific approval or to limit or suspend it in whole or in part, depending upon the extent of the level 1 finding, until successful corrective action has been taken by the operator.



For observations, the operator should analyse the related issues and determine when actions are needed. The analysis and the outputs, such as the actions taken or the reasons for not taking actions should be recorded internally.

REGULATORY REFERENCES

Part-ORO : ORO.GEN.150, AMC1 ORO.GEN.150(b)

Queries :

Any queries or requests for further guidance as a result of this communication should be addressed at one or more of the following appropriate e-mail addresses :

- For CAT : ops.queries@mobilit.fgov.be,
- For NCC : ncc.ops@mobilit.fgov.be,
- For SPO : spo.ops@mobilit.fgov.be,
- For NCO : nco.ops@mobilit.fgov.be,
- For DG : bcaa.dangerousgoods@mobilit.fgov.be.

Withdrawal :

This Information Notice shall remain in force until withdrawn or amended.

For the BCAA,

Remko DARDENNE

Head of Air Operations Department