

IATA Technical Reference Manual (ITRM)

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International Air Transport Association Montreal - Geneva

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Technical Abbreviations and Acronyms

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A	Annex		
AC	Advisory Circular	CASE	Coordinating Agency for Supplier Evaluation
A/C	Aircraft	CATI	Category I Approach
AAL	Altitude above Aerodrome Level		
ACAS	Airborne Collision Avoidance System Airworthiness Directive	CAT II	Category II Approach
		CAT III	Category III Approach
AD		CAT IIIA	Category IIIA Approach
AEA	Association of European Airlines	CAT IIIB	Category IIIB Approach
AED	Automatic External Defibrillator	CAT IIIC	Category IIIC Approach
AFE	Above Field Elevation	CBT	Computer-Based Training
AFM	Aeroplane Flight Manual	CDL	Configuration Deviation List
AFS	Auto-flight System	CFIT	Controlled Flight into Terrain
AGL	Altitude above Ground Level	CG	Centre of Gravity
AHM	IATA Airport Handling Manual	CMM	Component Maintenance Manual
AI	Active Implementation	CMR	Certification Maintenance
AIP	Aeronautical Information Publication		Requirements
AMO		COMAT	Company Material
	Approved Maintenance Organisation	CPCP	Corrosion Prevention and Control Programme
AMU	Areas of Magnetic Unreliability	CPR	Cardio-pulmonary Resuscitation
Anx	Annex	CPT	Cockpit Procedure Trainer
AOC	Air Operator Certificate	CRM	Crew Resource Management
AOM	Aircraft Operating Manual	CSD	Constant Speed Drive
APU	Auxiliary Power Unit	CVR	Cockpit Voice Recorder
AQP	Advanced Qualification Programme	DAR	Designated Airworthiness
ARFF	Airport Rescue Fire Fighting		Representative
ASD	Accelerated Stop Distance	DER	Designated Engineering Representative
ATA	Actual Time of Arrival	DG	
ATC	Air Traffic Control		Dangerous Goods
ATD	Actual Time of Departure	DGR	IATA Dangerous Goods Regulations
ATL	Aircraft Technical Log	DOD	Department of Defence
ATS	Air Traffic Services	DOT	Department of Transport
BP	Best Practice	DFDR	Digital Flight Data Recorder
CAA	Civil Aviation Authority	DFDAU	Digital Flight Data Acquisition Unit

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DVT	Deep Vein Thrombosis	GSE	Ground Support Equipment
e.g.	For Example, As an Example	HAA	Height Above Airport
ECL	Emergency Checklist	HAZMAT	Hazardous Materials
EGPWS	Enhanced Ground Proximity Warning System	HGS	Head-up Guidance System
		HOT	Hold-Over Time
ELT	Emergency Locator Transmitter	HUD	Head-Up Display
ER	Engineering Request	IAP	Implementation Action Plan
EROPS	Extended Range Operations	i.a.w.	In accordance with
ESD	Electrostatic Sensitive Device	ICAO	International Civil Aviation Organisation
ETA	Estimated/Expected Time of Arrival		
ETOPS	Refer to Glossary of Technical Terms	i.c.o.	In case of
EVAS	Enhanced Vision Augmentation System	IDG	Integrated Drive Generator
LV/10		i.e.	In other words
FAA	Federal Aviation Authority (USA)	ISAGO	IATA Safety Audit of Ground Operations
FAR	Federal Aviation Regulation	ISARPs	IOSA Standards and Recommended Practices
FCB	Flight Crew Bulletin		
F/O	First Officer	IFQP	IATA Fuel Quality Pool
FDAP	Flight Data Analysis Programme	IFR	Instrument Flight Rules
FDM	Flight Data Monitoring	IMC	Instrument Meteorological Conditions
FDR	Flight Data Recorder	IMP	Interchange Message Procedures
FFS	Full Flight Simulator	IOE	Initial Operating Experience
FL	Flight Level	IPM	IOSA Programme Manual
FMS	Flight Management System		5
FOB	Fuel on Board	ISM	IOSA Standards Manual
FOD	Foreign Object Damage	ISO	International Standards Organisation
FOO	Flight Operations Officer	JAA	Joint Aviation Authorities (Europe)
FOQA	Flight Operations Quality Assurance	JAR	Joint Aviation Requirements
FTD	Flight Training Device	LAHSO	Land and Hold Short Operations
GM	Guidance Material	LAR	IATA Live Animal Regulations
GOM	General Operations Manual	LEP	List of Effective Pages
GPS	Global Positioning System	LIR	Aircraft Loading Instruction/Report
GPU	Ground Power Unit	LLP	Limited Life Part
GPWS		LMC	Last Minute Changes
9119	Ground Proximity Warning System		



LOE	Line Operational Evaluation	OM	Operations Manual
LOFT	Line Operational Flight Training	PA	Public Address / Passenger
LOS	Line Operational Simulation		Address
LOSA	Line Operational Safety Audit	PBE	Personal Breathing Equipment
LRN	Long-Range Navigation	PCO	Parallel Conformity Option
LROPS	Long-Range Operations	PF	Pilot Flying
LVA	Low Visibility Approach	PIC	Pilot-in-Command
LVP	Low Visibility Procedures	PMA	Parts Manufacturer Approval
LVTO	Low Visibility Take-Off	PM	Pilot Monitoring
МСС	Multi-Crew Composition	PNF	Pilot Not-Flying
МСМ	Maintenance Control Manual	QA	Quality Assurance
MMM	Maintenance Management Manual	QAR	Quick Access Recorder
MNPS	Minimum Navigation Performance	QC	Quality Control
	Specification	QM	Quality Manager
MOM	Maintenance Organisation Manual	QNE	Altimeter setting
MPD	Maintenance Planning Document	QFE	Altimeter setting
MPM	Maintenance Procedures Manual	QMS	Quality Management System
MRB	Maintenance Review Board	QNH	Altimeter setting
MRO	Maintenance, Repair and Overhaul	QRG	Quick Reference Guide
MEL	Minimum Equipment List	QRH	Quick Reference Handbook
MMEL	Master Minimum Equipment List	QSR	Quality Safety Requirement
MNPS	Minimum Navigation Performance Specification	RFF	Rescue and Fire Fighting
MSA	·	RNAV	Area Navigation
	Minimum Safe Altitude	RNP	Required Navigation Performance
MSG3	Maintenance Steering Group 3	RTO	Rejected Take-Off
NAA	National Aviation Authority	RVR	Runway Visual Range
NDT	Non-destructive Testing	RVSM	Reduced Vertical Separation
NOTAM	Notice to Airmen	05140	Minima
NOTOC	Notification to Captain (dangerous goods)	SEMS	Security Management System
O ₂	Oxygen	SFAR	Special Federal Aviation Regulation
OE	Operating Experience	SIC	Second-in-Command
OEM	Original Equipment Manufacturer	SID	Standard Instrument Departure
OFP	Operational Flight Plan	SM	IATA Security Manual

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SMGS	Surface Movement Guidance System
SMS	Safety Management System
SOIR	Simultaneous Operations to Intersecting Runways
SOP	Standard Operating Procedure
SPOT	Special Purpose Operational Training
STAR	Standard Terminal Arrival Route
STC	Supplemental Type Certificate
T/O	Take-Off
TCAS	Traffic Collision Avoidance System
ТМ	Training Manual
ULD	Unit Load Device
UPU	Universal Postal Union
VFR	Visual (VMC) Flight Rules
VMC	Visual Meteorological Conditions
V _{mc}	Minimum Control Speed
W&B	Weight and Balance
WAGS	Windshear Detection System
WS	Windshear
X-wind	Cross Wind



Glossary of Technical Terms

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INTRODUCTION

General

The purpose of this Glossary is to provide common definitions of technical terms that are either contained in or closely associated with IOSA and ISAGO Standards and Recommended Practices (ISARPs and GOSARPs).

Each term is defined and, where applicable, one or more equivalent terms are presented. Where two or more terms have the same meaning, the definition is shown below the preferred term for ISARPs and GOSARPs.

Technical terms that are not unique to airline operations, and are defined in most dictionaries, are not included in this Glossary. Likewise, commonly used operational terms that would generally be understood by most airline industry personnel are not defined in this Glossary.

In preparing this Glossary, efforts were made to achieve consistency with terms used in various industry documents; however, inconsistencies exist and will continue to exist in some of these documents. Users should understand that, where such inconsistencies are noted, common sense will prevail in providing an interpretation.

Engineering and Maintenance Terms

Efficient management dictates the need to establish a common understanding of the words most generally used to transmit instructions between an operator or AMO and other organisations. Failure to transmit or understand instructions properly degrades efficiency, incurs unnecessary costs and causes delays.

In order to standardise terminology and avoid confusion arising from varying interpretations, explicit terminology and specific definitions have been established. Where possible, the EASA Part 145, FAR 145, the World Airlines Technical Operations Glossary, ATA Specification 100 and ICAO Annexes were used as a guide in the preparation of this listing.



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Α

Acceptable Level of Safety

The overall level of operational safety performance established by the State, and expressed as the safety expectation(s) of the Authority and/or the operator. From the perspective of the relationship between the Authority and the operator, the acceptable level of safety provides the minimum operational safety performance the Authority expects the operator to achieve while conducting core business functions. In practice, the acceptable level of safety is expressed in terms of operational safety performance indicators and operational safety performance objectives, and is a reference against which the oversight authority is able to measure the operational safety performance of an operator.

See Operational (Safety and Security) Performance Indicators, Operational (Safety and Security) Performance Objectives and Operational (Safety and Security) Requirements

Acceptance (State or Authority)

See State Acceptance.

Accident

An occurrence associated with the operation of an aircraft that takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked in which a person is fatally or seriously injured, the aircraft sustains substantial damage, or the aircraft is missing or is completely inaccessible.

Equivalent Terms: Aircraft Accident, Hull Loss

Accident Prevention and Flight Safety Programme

A staff management function that specialises in the collection and analysis of operational information and data for the purpose of preventing accidents or incidents associated with aircraft operations. Typical programme elements include:

- investigation of operational accidents, incidents and irregularities;
- liaison with regulatory and investigative authorities;
- collection and analysis of flight data and information;
- review and analysis of flight safety and confidential human factors reports;
- issuance of an operational safety publications;
- generation of operational safety statistics;
- maintenance of a flight safety database

Equivalent Terms: Flight Safety Programme, Accident Prevention Programme, Safety Programme

Accountable Executive

The senior management official designated by an operator as having overall accountability for the operational performance of the organisation.

Equivalent Terms: Accountable Manager

Action Document

An Engineering Instruction, Engineering Order, Engineering Request or a Special Instruction raised by Technical Service Department or Engineering to define the operator or AMO's requirements resulting from airworthiness service literature (i.e. ADs, SBs).

Equivalent Terms: Engineering Order (EO), Engineering Instruction (EI), Engineering Request (ER)



Advanced Qualification Programme (AQP)

An FAA programme that is an alternate method of qualifying and certifying, if required, flight crew members, cabin crew members, flight dispatchers/flight operations officers (FOOs), instructors, evaluators, and other operations personnel.

Advisory Circular (AC)

Information issued by an authority that describes a change (e.g. improvement) to aircraft operations and the means of accomplishment.

Aeronautical Information Publications (AIP)

A publication issued by or with the authority of a state and containing aeronautical information of a lasting character essential to air navigation. It is designed to be a manual containing thorough details of regulations, procedures and other information pertinent to flying aircraft in the particular country to which it relates. It is usually issued by or on behalf of the respective civil aviation administration.

Aeronautical Product

Any material, compound, fluid, component or part manufactured specifically for fitment to an aircraft, engine or component.

Equivalent Terms: Consumable, Aircraft Part, Aircraft Component

Aeroplane Flight Manual (AFM)

The operating manual for a type of aircraft produced by the aircraft manufacturer and approved by the applicable CAA that contains operational data, specifications, limitations, procedures and information specific to the aircraft type.

Equivalent Terms: Aircraft Flight Manual (AFM), Airplane Flight Manual (AFM), Approved Flight Manual (AFM), Aircraft Operating Manual (AOM), Flight Crew Operations Manual (FCOM)

The holder of an Air Operator Certificate (AOC) issued by the Authority.

Equivalent Terms: Airline, Air Carrier, Operator

Air Operator Certificate (AOC)

A certificate authorising an operator to carry out specified commercial air transport operations.

Airborne Collision Avoidance System (ACAS)

Equipment aboard an aircraft that provides an audible and visual warning when there is a threat of collision with another aircraft.

Equivalent Terms: Traffic Collision Avoidance System (TCAS)

Aircraft

Any machine that can derive support in the atmosphere from the actions of the air.

Equivalent Terms: Airplane, Aeroplane, Helicopter

Aircraft Access Doors

Doors that provide access to the passenger cabin or lower compartment(s), which may be actuated manually or by electrical, hydraulic or pneumatic means.

Aircraft Component

Any part or equipment for an aircraft that when fitted to, or provided in an aircraft may, if it is not sound or functioning correctly, affect the safety of the aircraft, its occupants or its cargo or cause the aircraft to become a danger to person or property; or flotation equipment, evacuation equipment, ration packs,



portable breathing apparatus, fire-fighting equipment or any other equipment or apparatus fitted to, or provided in, an aircraft for use in an emergency.

Equivalent Terms: Component, Aircraft Part, Part

Aircraft Ground Movement

Operations associated with moving of an aircraft on the ground, to include aircraft taxi, pushback, aircraft powerback, aircraft power-in), or aircraft towing.

See Aircraft Pushback, Aircraft Powerback, Aircraft Power-out (Power-in) and Aircraft Towing.

Aircraft Handling

Activities associated with servicing of an aircraft on the ground, including aircraft access, equipment attachment and removal, and operation of vehicles and equipment in the immediate vicinity of the aircraft.

Aircraft Interior Areas

Bay – A subdivision of a compartment for the carriage of ULDs (containers or pallets).

Cabin – The area of an aircraft where passenger seats are installed.

Cabin Section – A division of the cabin into zones for the purpose of balance.

Compartment – A space designated within a hold.

Deck – A structured floor level. For aircraft having only one structured floor level, this level is referred to as the *main deck*. For aircraft having more than one structural floor level, the different levels shall be referred to as *lower deck*, *main deck* and *upper deck*, starting from bottom to top.

Hold – The space confined by ceiling, floor, walls and bulkhead, used for carrying load.

Compartment section - A subdivision of a non-ULD compartment (i.e. net section).

Aircraft Maintenance Manual (AMM)

A Manual produced and continuously updated by the aircraft manufacturer that contains procedures relating to the maintenance of aircraft, engines and components.

Aircraft Marshalling

The detailed direction of an aircraft from outside by a marshaller who is in a position to see the aircraft exterior as well as areas on and adjacent to the path over which the aircraft is moving.

Aircraft Material

A material (including a fluid) for use in the manufacture, maintenance, servicing or operation of an aircraft or of an aircraft component, but does not include an aircraft component.

Equivalent Terms: Consumable

Aircraft On Ground (AOG)

The highest priority designation to process a requirement (AOG) for a spare part or many spare parts and/or maintenance action. Indicates that an aircraft is unable to continue or be returned to revenue service until the appropriate action is taken.

Aircraft Operating Manual (AOM)

A separate manual, or collection of manuals that may be part of the Operations Manual (OM), acceptable to the State of the Operator, containing normal, abnormal and emergency procedures, checklists, limitations, performance information, details of the aircraft systems and other material relevant to the operation of the aircraft. The AOM may include the MEL and CDL.

Equivalent Terms: Aeroplane Flight Manual (AFM); Aircraft Flight Manual (AFM); Company Flight Manual (CFM), Fight Crew Operating Manual (FCOM), Pilot Operating Manual



See Operations Manual

Aircraft Powerback

Rearward moving of an aircraft from a parking position to a taxi position by use of the aircraft engines.

Aircraft Power-out (Power-in)

Forward moving of an aircraft from (into) a parking position by use of the aircraft engines.

Aircraft Pushback

Rearward moving of an aircraft from a parking position to a taxi position by use of specialised ground support equipment.

- Nose gear-controlled pushback includes either the towbar method, where the rearward movement and steering of the aircraft is controlled by a tractor and towbar attached to the nose gear, or the towbarless method, where a tractor is attached directly to the nose gear.
- Main gear-controlled pushback utilises a tractor that grasps the aircraft main gear tyres to provide rearward movement, and directional control is provided from the flight deck through use of the nose wheel steering system.

Equivalent Terms: Pushback

Aircraft Security Check

An inspection of the interior of an aircraft to which passengers may have had access, and an inspection of the hold for the purposes of discovering suspicious objects, weapons, explosives or other dangerous devices.

Aircraft Security Search

A thorough inspection of the interior and exterior of the aircraft for the purpose of discovering suspicious objects, weapons or other dangerous devices, articles and substances.

Aircraft Stand

A designated area on an apron intended for parking an aircraft.

Equivalent Terms: Stand, Parking Stand

Aircraft Technical Log

The record of reported or observed malfunctions, failures, or defects in the airframe, powerplant, or appliances on an aircraft, including information concerning repairs, replacements, adjustments, or deferrals. The log normally resides in the aircraft.

Equivalent Terms: *Technical Log, Aircraft Log Book (Logbook)*

Aircraft Technical Records

Records associated with maintenance carried out on aircraft, aircraft engines and aircraft components.

Equivalent Terms: Technical Records, Quality Records

Aircraft Towing

Moving of an aircraft, other than aircraft pushback, by use of specialised ground support equipment.

See Aircraft Pushback for a description of the towbar and towbarless methods.

Aircraft Turnaround Coordinator

The appropriately qualified person that is assigned the authority and responsibility to coordinate the implementation of an aircraft turnaround plan.

See Aircraft Turnaround Plan



Aircraft Turnaround Plan

The detailed description of duties, responsibilities and tasks, and their relation in the chain of ground operations activities associated with the handling of an aircraft and passengers during the period of time from aircraft arrival to departure (i.e. aircraft "turnaround"), and to ensure the safety, security and efficiency of such operations, as well as compliance with the requirements of customer airlines and relevant authorities.

Aircraft Type

All aircraft of the same basic design, including all modifications except those modifications which result in a change of handling, flight characteristics or flight crew complement.

Aircraft Type Certificate

See Type Certificate

Aircraft Variant (within Type)

As used with respect to the licensing and operation of flight crew, means an aircraft of the same basic certificated type which contain modifications not resulting in significant changes of handling and/or flight characteristics, or flight crew complement, but causing significant changes to equipment and/or procedures.

Air Traffic Services (ATS)

A generic term collectively referring to flight information service, alerting service, air traffic advisory service, air traffic control service (area control service, approach control service and airport control service).

Airside

The movement area of an airport, adjacent terrain and building or portions thereof, access to which is controlled.

Airside Safety Training

Training designed to ensure an acceptable level of safety by personnel in the performance of duties in the airside areas of an airport.

Airport Operations Area (AOA)

All restricted ground areas of an airport, including taxiways, runways, loading ramps and parking areas.

Airworthiness

A quality that conforms to aircraft type design or properly altered condition for safe operations and:

- in the case of an aircraft, is fitness for flight;
- in the case of aircraft engines, components or parts, when fitted to an aircraft will maintain the aircraft's fitness for flight.

Airworthiness Certificate

See Certificate of Airworthiness.

Airworthiness Data

Data issued by the aircraft, engine or component original equipment manufacturer (OEM) or an NAA that is to be used during the maintenance of aircraft, engines and components.



Airworthiness Directive (AD)

A directive issued by an NAA that requires specific action within a specific time frame for specified aircraft, engines or components. ADs are usually issued to address a current or possible deficiency.

Airworthiness Release

A certification in accordance with the applicable authority as it applies to the completion of a particular check (e.g. Service Check, 'A' Check, 'C' Check, 'D' Check, 30K Check, Special Inspection, engine change, major repair, or major repair or major alteration).

Equivalent Terms: Certificated Release to Service, Release To Service

Airworthy

Meeting type design, and in condition for safe flight.

All-cargo Aircraft

An aircraft configured for only the transport of cargo (i.e. no passenger compartment).

Equivalent Terms: Cargo-only Aircraft

Alternate Airport

An airport to which an aircraft may proceed when it becomes either impossible or inadvisable to proceed to or to land at the airport of intended landing. Alternate airports include the following:

Take-off alternate – an alternate airport at which an aircraft can land, if necessary, shortly after take-off when it is not possible to return to the airport of departure.

En-route alternate – an airport at which an aircraft would be able to land after experiencing an abnormal or emergency condition while en route.

ETOPS en-route alternate – a suitable and appropriate alternate airport at which an aircraft would be able to land after experiencing an engine shutdown or other abnormal or emergency condition while en route in an ETOPS operation.

Destination alternate – an alternate airport to which an aircraft may proceed should it become either impossible or inadvisable to land at the airport of intended landing.

Altitude Bust

Any deviation from an assigned altitude or flight level.

Equivalent Terms: Altitude Deviation, Level Bust, Altitude Acquisition Error

Altimeter Reference Setting

The reference to which the barometric altimeter is set to indicate a defined altitude as required for the area of operations.

QNH – an altimeter setting derived from a station that will cause the barometric altimeter to indicate a height above mean sea level over that station.

QFE – an altimeter setting derived from a station that will cause the barometric altimeter to indicate the height above that station.

QNE – an altimeter setting at the ISA standard pressure of 1013.2 hPa or 29.92 in Hg.

Anti-Icing

A precautionary process for protecting clean aircraft surfaces against the formation of ice and frost, and the accumulation of snow and slush for a limited period of time.

Approval (State or Authority)

See State Approval.



Approved Agencies

Operators or AMOs that are approved by the applicable NAA and/or another operator to perform aircraft maintenance.

Approved Data

Approved Data consists of:

- directly applicable Manufacturer's Manuals and procedural information;
- airworthiness information from outside sources which has been cleared by an operator's Engineering Support for applicability and compatibility;
- data that has been approved by the applicable NAA.

Approved Maintenance Organisation (AMO)

A Maintenance Organisation that has been approved by the NAA of a State to perform specific maintenance on aircraft, engines and components.

Equivalent Terms: Maintenance organisation, Maintenance Provider, Principal Maintenance Provider, Repair Station

Approved Maintenance Programme

A programme approved by the Original Equipment Manufacturer and/or the applicable NAA that specifies required maintenance and maintenance intervals for aircraft, engines and components.

Equivalent Terms: Maintenance Programme, Aircraft Maintenance Programme, Maintenance Planning Document (MPD)

Approved Maintenance Schedule

See Approved Maintenance Programme.

Approved standard

A manufacturing, design, maintenance or quality standard approved by the Manufacturer and/or the applicable NAA.

Apron

A defined area on an airport intended to accommodate aircraft for loading or unloading of passengers, mail or cargo, or for fuelling, parking or maintenance.

Equivalent Terms: Ramp

Area Navigation (RNAV)

A method of navigation that permits aircraft operation on any desired flight path.

Areas of Magnetic Unreliability (AMU)

Airspace located near the north or south poles where, due to the polar magnetic fields and closeness of the meridians, rapid changes in true headings/courses are created with small changes in aircraft position. Operations in such areas generally require special equipment and flight crew training.

ATS Flight Plan

Specified information supplied to an Air Traffic Services (ATS) unit relative to an intended flight or portion of an intended flight.

Equivalent Terms: ATC Flight Plan,



Authorised Person

A person authorised by the operator, AMO or applicable authority to carry out specific work and, where required, to certify for conduct of such work within the terms of the approval. A person may also be authorised by the authority for a specific purpose by the issue of a Maintenance Authorisation.

Authority

The term "Authority" as used in this manual means the National Aviation Authority (NAA) of the State of the Operator.

See National Aviation Authority.

The term "authority" as used in this manual is generic and means any applicable or relevant authority.



В

Background Check

A check of a person's identity and previous experience, including, where legally permissible, any criminal history, as part of the assessment of an individual's suitability to implement a security control and/or for unescorted access to a security restricted area.

Baggage

The personal property or other articles of a passenger or crew member that is transported on an aircraft.

Equivalent Terms: Luggage

Baggage Reconciliation

A security process that matches a passenger with his or her checked baggage, and ensures the passenger and baggage travel together on the same aircraft.

Base Maintenance

Any maintenance task falling outside the criteria for Line Maintenance.

Note: Aircraft maintained in accordance with a "progressive" type programme need to be individually assessed in relation to this paragraph. In principle, the decision to allow some "progressive" checks to be carried out is determined by the assessment that all tasks within the particular check can be carried out safely to the required standards at the designated line maintenance station.

Note: Also read in conjunction with Line Maintenance.

Equivalent Terms: Heavy Maintenance



С

Cabin

See Passenger Cabin.

Cabin Access Door

Door in the aircraft fuselage utilised for gaining entry and exiting the passenger cabin.

Equivalent Terms: Cabin Entry Door

Cabin Crew Member

A crew member who performs, in the interest of safety of passengers, duties assigned by the Operator or the pilot-in-command of the aircraft, but who shall not act as a flight crew member.

Equivalent Terms: Flight Attendant, Cabin Attendant

Cabin Baggage

Baggage that is retained in the custody of a passenger to bring on an aircraft.

Equivalent Terms: Hand Baggage, Unchecked Baggage, Carry-on Baggage

Calibration

The application of specifically known and accurately measured input to ensure an item will produce specifically known output which is accurately measured or indicated. Calibration includes adjustment or recording of corrections, as appropriate.

Callout

See Standard Callout.

Captain

A person qualified to be the pilot-in-command of an aircraft.

See Pilot-in-command.

Cargo

Any property carried on an aircraft other than mail, stores and accompanied or mishandled baggage.

Note: IOSA specifications address mail and stores (which includes COMAT) the same as cargo for the purposes of handling, loading, securing and transporting.

See Known Cargo, Unknown Cargo, COMAT, Stores (Supplies).

Cargo Aircraft

See All-cargo Aircraft.

Cargo Attendant

Persons transported on board a cargo aircraft by an operator for commercial purposes to attend to specific types of cargo while the aircraft is in flight.

Cargo Compartment

The area of an aircraft that may be utilised or the transport of cargo, mail, stores, or baggage. There are different classifications of cargo compartments and, depending on aircraft type and/or configuration, some cargo compartments are accessible by the crew in flight, while others are not.

The cargo compartment located below the cabin or main deck of a passenger aircraft may be referred to as the *hold*.



Equivalent Terms: Cargo Hold, Cargo Area, Baggage Hold, Baggage Compartment

Cargo Compartment Fire Suppression System

A portable or built-in method for fire suppression that does not cause dangerous contamination of the air within the aircraft, and provides a means to contain, or to detect and extinguish, fires that might occur in such a way that no additional danger to the aircraft is caused. Such systems cannot affect the ability of the flight crew to maintain controlled flight and may also take into account a sudden and extensive fire such as could be caused by an explosive or incendiary device or dangerous goods.

In aircraft with cargo compartments accessible to the flight crew or from the passenger compartment (combi-aircraft), a crewmember with access to a fire extinguisher, approved or accepted for the purpose by the State, can satisfy the means for fire suppression. Such crew member action when used in combination with fixed fire detection systems and fire resistance materials, in the applicable areas, as approved or accepted by the State, meets the definition of a fire suppression system.

Cargo Flight

Any flight that transports cargo.

Cargo Operations Manual

See Operations Manual.

Cargo Restraint System

A system in the aircraft designed to keep cargo from moving within the aircraft as a result of loads exerted during normal and emergency aircraft ground and flight maneuvers; includes nets, seat tracks, pallet locks, side restraints, and roller trays; may also include a permanent or temporary rigid barrier and attachments stressed for a load of nine Gs of force.

Certificate of Airworthiness

A certificate applicable to a specific aircraft and issued by an NAA (or a delegate) on the basis of satisfactory evidence that the aircraft complies with the design aspects of the appropriate airworthiness requirements, and which allows such aircraft to commence or continue flight operations.

Equivalent Terms: Airworthiness Certificate

Certificate of Approval (COA)

A Certificate issued by the applicable NAA (or a delegate) to an operator or AMO, which allows the operator or AMO to perform aircraft, aircraft engine or aircraft component maintenance.

Certificated Release to Service (CRS)

See Airworthiness Release.

Equivalent Terms: Release To Service

Certification

The normal signed name of a person responsible for a certifying activity as specified in the signatory responsibilities section of the Maintenance Management Manual (MMM).

This signature must be accompanied by the date, the person's stamp, staff number, licence approval or authorisation if applicable and be identifiable with the aircraft registration or component serial number, if applicable. A certification made on a document specified in the MMM constitutes a certification pursuant to a regulation of the Authority.

Certification can also be the act of issuing an Aircraft Type Certificate to a manufacturer after successfully demonstrating compliance of the Type Design with the Airworthiness requirements.

Certification Maintenance Requirements (CMR)

Maintenance tasks identified by the MSG3 analysis as a mandatory maintenance regime imposed by the Maintenance Review Board (MRB) which is designed to alleviate identified component or system failure modes. Examples of tasks to be completed are:

- Iubrication/servicing;
- inspection/functional checks;
- restoration;
- operational checks;
- discarding.

Certifying Staff

The persons authorised by the Operator or AMO to certify by signature that maintenance has been done in accordance with the various requirements.

See Certifying Signatory.

Equivalent Terms: Certifying Signatory

Certifying Signatory

The person who has certified for maintenance as per "Signatory Responsibilities" in the "Signatory" block of Task Card fields identified as Licensed Aircraft Maintenance Engineer (LAME); Signatory; Certified; Approved Signatory; Quality Surveyor; or Inspector, as applicable.

All certifications are to be made by a Signatory who is either:

- an appropriately Licensed Aircraft Maintenance Engineer (LAME) for maintenance carried out on an aircraft, or
- an appropriately authorised Inspector for a Task Card carried out in any Workshop.

The term "Signatory" also includes certifications made by a LAME who hold a Maintenance or Transit Authority, Non-Destructive Testing (NDT) Authority, Welding Authority or Approved Signatories who certify for the work performed by them on applicable documentation.

Equivalent Terms: Certifying Staff, Certifying Person

Check

An examination to determine the functional capability or physical integrity of an item.

Checked Baggage

Passenger baggage that has been taken into custody by the Operator, and for which a baggage claim check has been issued to the passenger.

Equivalent Terms: Registered Baggage, Registered Luggage

Chemical Oxygen Generator

A device containing chemicals that, on activation, will release oxygen.

Equivalent Terms: Oxygen Generator, O₂ Generator

Chronic Items

Aircraft components that continually fail or cause problems.

Equivalent Terms: Rogue Components



Clean Aircraft Concept

The assurance that a takeoff is not attempted when ice, snow, slush or frost is present or adhering to the wings, propellers, control surfaces, engine inlets or other critical surfaces of the aircraft.

Cockpit

See Flight Deck.

Cockpit Voice Recorder (CVR)

A flight recorder that records audio information on the flight deck.

COMAT (Company Material)

See Stores (Supplies)

Combi (Combined Passenger and Cargo) Aircraft Operations

Designation given to air carrier operations where both cargo and passengers are transported on the same deck of an aircraft.

See Cargo Restraint System and Smoke Barrier.

Command Training

Training designed to prepare a flight crew member for the position of PIC; addresses the technical and non-technical aspects of commanding an aircraft relevant to the operations of a particular operator.

Commercial Air Transport

The carriage of passengers, cargo or mail for remuneration or hire.

Company Mail (COM)

Airline inter-office correspondence transported by air between airports, which is unmanifested and carried without the payment of postal charges.

Complete Overhaul

See Rebuilt.

Compliance

To fulfil, meet or be in accordance with requirements specified in standards or regulations.

Component Maintenance Manual (CMM)

A Manual produced and continuously updated by the manufacturer of a particular component for use during maintenance of that component.

Configuration Deviation List (CDL)

A list established by the organisation responsible for the aircraft type design, with the approval of the State of Design, which identifies any external parts of an aircraft type that may be missing at the commencement of a flight, and which contains, where necessary, any information on associated operating limitations and performance correction.

Equivalent Terms: MEL/CDL, DDM, DDG, List of Acceptable Malfunctions (Russian built aircraft)

Consignment

One or more packages of cargo accepted by an Operator from one shipper at one time and at one address, received in one lot and moving to one consignee at one destination address.

Equivalent Terms: Shipment



Contingency

An event that may but is not certain to occur in the future.

Equivalent Terms: Eventuality

Continuing Airworthiness Data

Information required to continually maintain an aircraft in a state of airworthiness. Such information includes, but is not limited to:

- Airworthiness Directives (AD);
- Manufacturers maintenance manuals;
- Repair Manuals;
- Supplementary Structures Inspection Documents, Service Bulletins (SB);
- Service Instructions;
- Service Information Letters (SIL);
- Modification Leaflets;
- Aircraft Maintenance Programme;
- Non-destructive Testing (NDT) Manual;
- others.

Equivalent Terms: Continuing Airworthiness Information

Continuing Airworthiness Management Exposition (CAME)

See Maintenance Management Manual (MMM).

Continuing Structural Integrity Programme

A programme or schedule to assure the robustness and integrity of an Operator's aircraft structure through continuous inspections and evaluations.

Continuous Surveillance

See Surveillance.

Equivalent Terms: Surveillance, Audit

Contracting

See Outsourcing.

Contracting State

A state that is party to the Convention on International Civil Aviation (Chicago Convention).

Equivalent Terms: Member State

Co-pilot

See Second-in-command.

Controlled Document

A document that is subject to processes that provide for the positive control of content, revision, publication, distribution, availability and retention

Corrective Action

Action to eliminate the cause(s) and prevent recurrence of an existing (detected) non-conformance or an existing (detected) undesirable condition or situation.



Equivalent Terms: Permanent Fix

See Preventive Action

Country of Registry

See State of Registry.

Courier Baggage

Shipments tendered by one or more shippers that are transported as the baggage of a courier passenger on board the aircraft under normal passenger hold baggage documentation.

Crew Member

A member of either the flight crew or the cabin crew; when used in the plural, refers to both flight and cabin crew members.

See Flight Crew Member, Cabin Crew Member.

Crew Resource Management (CRM)

The effective use of all the resources available to a flight crew, including each other, to achieve a safe and efficient flight.

Crisis

An unstable or crucial situation that has reached a critical phase and presents the distinct possibility of an undesirable outcome.

Critical Phases of Flight

The phases of flight, typically excluding cruise flight, but including all ground operations involving taxi, takeoff and landing, and all other flight operations conducted below a specified altitude (typically 10,000 feet) or under specified flight conditions as defined by the operator or state. During such phases of flight the flight crew is restricted from performing:

- duties other than those duties required for the safe operation of the aircraft;
- any activity that could distract any flight crew member from the performance of his or her duties, or which could interfere in any way with the proper conduct of those duties.

See Sterile Flight Deck

Cruise Relief Pilot

A flight crew member that possesses a type rating limiting the privileges to act as a pilot only during the cruise phase of flight or any pilot flight crew member who is assigned to perform pilot tasks during cruise flight, to allow the pilot-in-command or a co-pilot to obtain planned rest.

Equivalent Terms: Cruise Relief Officer (CRO), Relief Pilot, Relief Flight Officer (RFO)

Customer Airline

An airline or air operator that for which services (e.g. maintenance, ground handling, training) are provided by an external organisation (e.g. service provider) on a contractual basis.

Equivalent Terms: Client Airline.

Cycle, Aircraft Operating

A completed take-off and landing sequence.

Cycle, Engine Operating

A completed engine thermal cycle including the application of take off power.

Cycles Since Installation (CSI)

Engine cycles accumulated since the engine was last installed.

Cycles Since New (CSN)

Engine cycles the engine has accumulated since new.

Cycles Since Overhaul (CSO)

Engine cycles accumulated since the engine was last overhauled.



D

Dangerous Goods (DG)

Articles or substances capable of posing a risk to health, safety, property or the environment when transported by air, and which are classified as such in the IATA Dangerous Goods Regulations (DGR).

Accessible Dangerous Goods – shipments required to be loaded onto an aircraft in/on a special dangerous goods container or pallet in a manner that permits access by a crew member in flight

Inaccessible Dangerous Goods – shipments loaded onto an aircraft with non-dangerous goods shipments; not required to be accessible by a crew member in flight.

Equivalent Terms: Hazardous Materials

Dangerous Goods Regulations (DGR)

A document (manual) published by IATA in order to provide procedures for the shipper and the operator by which articles and substances with hazardous properties can be safely transported by air on commercial flights. Information in the DGR is derived from the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (ICAO Technical Instructions).

Damage, Foreign Object (FOD)

Damage to any portion of the aircraft caused by impact or ingestion of birds, stones, hail or other debris.

Equivalent Terms: Foreign Object Debris, Foreign Debris Damage

DDG

Dispatch Deviation Guide Equivalent Terms: *CDL*, *DDM*

DDM

Dispatch Deviation Manual Equivalent Terms: *CDL, DDG*

Declaration of Dangerous Goods

See Shipper's Declaration of Dangerous Goods

Defect

Any confirmed abnormal condition of an item whether or not this could eventually result in a failure.

Defect, Major

A defect in relation to an aircraft that may affect the safety of the aircraft or cause the aircraft to become a danger to person or property.

Deferred

A condition whereby required maintenance action has not been accomplished and is scheduled to be completed at a specific time in the future.

Equivalent Terms: MEL, Hold Item

De-Icing

A process for removal of ice, snow, slush or frost from the aircraft surfaces.

De-icing/Anti-icing

A process that combines both de-icing and anti-icing, which can be performed in one or two steps.



De-/Anti-icing Programme

A programme approved by the Authority that requires an Operator to comply with the Clean Aircraft Concept. A typical programme includes a management plan, de-icing/anti-icing procedures; holdover times, aircraft inspection and reporting procedures, and training and testing.

Equivalent Terms: De-icing/Anti-icing Programme

Defect Reporting

The official reporting of significant aircraft, aircraft engine and aircraft component defects to the Authority, the Type Certificate Holder and the engine or component manufacturer.

Equivalent Terms: Major Defect Reporting (MDR), Significant Defect Reporting (SDR)

Departure Control System (DCS)

An automated method of performing check-in, capacity and load control, and dispatch of flights.

Deportee

A person who had legally been admitted to a state by its authorities or who had entered a state illegally, and who at some time later is formally ordered by the competent authorities to leave that state.

Designated Airworthiness Representative (DAR)

A person specifically approved by the FAA to act on its behalf for the approval of Airworthiness matters.

Designated Engineering Representative (DER)

A person specifically approved by the FAA to act on its behalf for the approval of Engineering matters.

Designated Land Areas

Land areas that have been designated by the State concerned as areas in which search and rescue would be especially difficult.

Designated Representative

A person specifically approved by an authority to act on its behalf for specific approval purposes.

Discrepancy

(To be read in conjunction with Quality Assurance) An item discovered during an audit that appears to be contrary to applicable regulations and/or company procedures.

Equivalent Terms: Non-conformance, Non-compliance, Finding, Observation, Non-Conformity

Disruptive passenger

A passenger who fails to respect the rules of conduct on board aircraft or to follow the instructions of crew members, and who thereby disturbs the good order and discipline on board aircraft.

Distance Learning

Training or evaluation that is not conducted in a classroom or face-to-face with an instructor/evaluator, but rather is conducted through the use of material that is distributed to the student in either a printed or electronic format (e.g. Internet, compact disc).

Distributor

Brokers, dealers, resellers, or other persons and agencies engaged in the sale of parts for installation in type-certificated aircraft, aircraft engines, propellers and in appliances.

Equivalent Terms: Supplier



Distributor Accreditation

The recognition of the distributor's quality system, by a recognised industry group.

Ditching

See Safe Forced Landing

Document and Data Control

The control, such as compilation, distribution, amendment and revision of all data used in the performance of aircraft, engine and component maintenance.

Document, Maintenance

Maintenance documents, in relation to an aircraft, means any of the following:

- documents issued by the applicable authority for the purposes of the maintenance of the aircraft; and
- documents issued by an organisation other than the applicable authority, and approved by the authority or by an authorised person, for the purpose of maintenance of the aircraft.

Domestic Operations

Flights conducted between airports within the territories of one state.

Equivalent Terms: Domestic Flights

Driftdown

The descent of a multi-engine aircraft to a planned (or predetermined) altitude after an en-route failure of one engine.

Driftdown (Altitude)

The highest altitude, based on a planned aircraft weight, that can be maintained by a two engine aircraft after an en-route engine failure.

Driftdown (Performance)

The minimum level of aircraft performance, achieved by limiting the takeoff weight as a means to limit the en-route weight, which maximises the driftdown altitude in critical terrain areas. For critical terrain areas, driftdown performance is maximised in order to clear all terrain along the intended route by a margin acceptable to the Operator or Authority.

Dual Inspection

See Independent Inspection. Equivalent Terms: Independent Inspection

Dye Penetrant Inspection

Non-Destructive Testing method involving Liquid Dyes and Ultraviolet Light media.

Equivalent Terms: DPI, FPI



Е

Eddy Current Inspection

Non-Destructive Testing method involving Eddy-Currents techniques.

Electrostatic Discharge (ESD) Programme

Procedures that outline the precautions necessary for handling of ESD categorised aircraft parts.

Equivalent Terms: ESDS, ESD, ESD Programme

Emergency Equipment

Aircraft equipment specifically used on aircraft for emergency situations.

Emergency Airport

Off-line airports not typically used by an operator for normal operations, which may be available for use in the event of an emergency. Emergency airports are typically categorized by the level of support, facilities and risk to be expected, and are only used when a flight cannot continue either to its destination or to a suitable alternate due to a specific emergency.

Emergency Escape Path Lighting System

An aircraft cabin emergency lighting system designed to provide passengers with a visual indication of the path to the emergency exits in the case of smoke or fire.

Equivalent Terms: Emergency Exit Path Lighting System, Emergency Exit Path Illumination System

Emergency Lighting System

A system of lighting designed for use during emergency situations that is independent from the aircraft main electrical supply and activates automatically upon loss of normal power.

Emergency Locator Transmitter (ELT)

A generic term describing equipment that broadcasts distinctive signals on designated frequencies and, depending on application, may be automatically activated by impact or be manually activated. The *types* of ELT are defined as follows:

Automatic Fixed ELT – permanently attached to the aircraft and automatically activated.

Automatic Portable ELT – rigidly attached to an aircraft and automatically activated, but may be readily removed from the aircraft.

Automatic Deployable ELT – rigidly attached to the aircraft and automatically deployed and activated by impact; in some cases, also by hydrostatic sensors. Manual deployment is also provided.

Survival ELT – removable from the aircraft, stowed so as to facilitate its ready use in an emergency, and manually activated by survivors.

Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods

A document published by ICAO that provides guidance to operators and states for developing procedures and policies for dealing with dangerous goods incidents on board an aircraft in the air.

Engine

The basic engine assembly plus its essential accessories as supplied by the engine manufacturer.

Engineer, Aircraft Maintenance (AME)

A person employed to carry out the duties normally associated with the maintenance of aircraft and not holding an aircraft maintenance engineer's licence.

Equivalent Terms: Mechanic, Technician



Engineer, Licensed Aircraft Maintenance (LAME)

A person employed to carry out the duties normally associated with the maintenance of aircraft, who holds an aircraft engineer's licence. Such person may be issued a maintenance authority for the purpose of certifying maintenance on an aircraft type and category for which the LAME is not rated.

Equivalent Terms: Aircraft Maintenance Technician (AMT), A and P Mechanic

Engineering Authorisation (EA)

The document issued by the design organisation from (or contracted by) the Operator that indicates (on behalf of the Operator) how compliance is shown with applicable airworthiness requirements in order to certify modifications or repairs on type designs under the responsibility of the Operator.

Engineering Instruction (EI)

The documents produced by Operator's Technical Service or Engineering Department specifying instructions to comply with:

- Airworthiness Directives (AD) and Service Bulletins (SB);
- aircraft modifications and/or repairs;
- component modifications and/or repairs;
- time Limits involving design considerations;
- inspections in lieu of modifications; or
- inspections which may be terminated by repair or modification action;
- advice or authority to the Supply Department, and/or Production Department to cover provisioning, warranty or manufacturing criteria.

Equivalent Terms: Engineering Order (EO), Maintenance Instructions, Engineering Request (ER)

Engineering Order (EO)

See Engineering Instruction. Equivalent Terms: EO, ER, EI

Engineering Request (ER)

See Engineering Instruction. Equivalent Terms: EO, EI

Enhanced Ground Proximity Warning System (EGPWS)

See Ground Proximity Warning System with a Forward Looking Terrain Avoidance Function.

Equipment Restraint Area

An area delineated by an equipment restraint line that surrounds and is immediately adjacent to an aircraft, where vehicles and equipment are required to be operated in a highly controlled manner in order to prevent damage to the aircraft.

Equivalent Terms: Equipment Safety Area

Extended Range Operations (EROPS)

An approval granted by the Authority to operate an aircraft type within a certain distance in flying time to an alternate airport.



ETOPS

The operation of multiengine aircraft on routes that are, at some point, more than the flying time from a landing airport as specified by the State; ETOPS requires regulatory approval.

Note: the acronym ETOPS has multiple definitions, including Extended Operations of Turbine-engined Aircraft (ICAO), Extended Twin Engine Operations, Extended-range Twin-engine Operations, Extended Operations of Multiengine Airplanes (FAA) and Extended-range Twin-engine Operation Performance Standards, Extended Diversion Time Operations (CASA Australia).

Evaluation

The process of determining whether an item, individual or activity meets specified criteria; when used in conjunction with training, refers to the process by which an evaluator or instructor determines how well a student's performance fulfils the course competencies; processes may include a demonstration of knowledge, proficiency and/or competency as appropriate.

Equivalent Terms: Examination, Testing, Checking, Assessment

Evaluation Programme

A continuous programme that the distributor applies to evaluate its own compliance with its quality system.

Equivalent Terms: Self-Audit, Self-Evaluation, Audit Programme, Audit Schedule, Audit Plan

Evaluator

A person who assesses, examines or judges the performance of crewmembers, instructors, other evaluators, or other operations personnel.

Equivalent Terms: Examiner

Expedited Baggage

Baggage that is being transported to its original destination station in an expedited manner because, due to mishandling, flight misconnection or other reasons, such baggage did not arrive at the original destination on the originally intended flight for claim by the passenger.



F

FOD (Foreign Object Damage)

Damage to any part of an aircraft caused by impact, collision or contact with, or ingestion of, debris or other items.

Equivalent Terms: Foreign Object Debris, Foreign Debris Damage

Ferry Flight

A non-revenue flight to position an aircraft for any reason.

Equivalent Terms: Positioning Flight

First Officer

See Second-in-command.

Flight Crew

The flight crew members essential to the operation of an aircraft, the number and composition of which shall not be less than that specified in the operations manual and shall include flight crew members in addition to the minimum numbers specified in the flight manual or other documents associated with the certificate of airworthiness, when necessitated by considerations related to the type of aircraft used, the type of operation involved and the duration of flight between points where flight crews are changed.

For each flight, the flight crew members shall include the Pilot-in-Command and may include, as appropriate:

- one or more Co-Pilots
- when a separate flight engineer's station is incorporated in the design of an aircraft, one flight
 engineer especially assigned to that station, unless the duties associated with that station can be
 satisfactorily performed by another flight crew member, holding a flight engineer licence, without
 interference with regular duties
- one member who holds a flight navigator licence in all operations where, as determined by the State
 of the Operator, navigation necessary for the safe conduct of the flight cannot be adequately
 accomplished by the pilots from the pilot station
- one member who holds a valid licence, issued or rendered valid by the State of Registry, authorising
 operation of the type of radio transmitting equipment to be used.

Flight Crew Bulletin

A temporary or permanent document or directive, which may not be part of the Operations Manual, that contains operational information, guidance and/or instructions for flight crew members.

Equivalent Terms: Flight Operations Bulletin

Flight Crew Member

Any member of a Flight Crew.

Flight Data Analysis (FDA) Programme

A non-punitive programme for gathering and analysing data recorded during routine flights to improve flight crew performance, operating procedures, flight training, air traffic control procedures, air navigation services, or aircraft maintenance and design.

Equivalent Terms: Flight Data Monitoring (FDM) Programme, Flight Operations Quality Assurance (FOQA) Programme



Flight Data Recorder (FDR)

A flight recorder used to record specific aircraft performance parameters.

Flight Deck

The area of an aircraft designed to enable the pilot(s) to operate the aircraft, which contains the required instrumentation, controls, systems and equipment, and is separated from other areas of the aircraft.

Equivalent Terms: Flight Crew Compartment, Cockpit

Flight Dispatch

See Operational Control.

Flight Dispatcher

See Flight Operations Officer (FOO).

Flight Duty Period

The total time from the moment a flight crew member commences duty, immediately subsequent to a rest period and prior to making a flight or a series of flights, to the moment the flight crew member is relieved of all duties having completed such flight or series of flights.

Equivalent Terms: Flight Duty Time

Flight Engineer

A member of the flight crew who, when a separate flight engineer's station is incorporated in the design of an aircraft, is especially assigned to that station, unless the duties associated with that station can be satisfactorily performed by another flight crew member, holding a flight engineer licence, without interference with regular duties.

Equivalent Terms: Second Officer

Flight Management System (FMS)

A computerised aircraft navigation system that uses positional data from inertial navigation systems or GPS to locate the position of the aircraft and display data and information to the flight crew for the purpose of navigation.

Flight Operations Assistant (FOA)

A suitably qualified person or specialist designated by an Operator with specific responsibilities relevant to the control and supervision of flight operations who supports, briefs and/or assists the FOO and/or pilot-in-command.

Equivalent Terms: Weather Analyst, Navigation Analysts/Flight Planning Specialist, Load Agent, Operations Coordinators/Planner, Maintenance Controller, Air Traffic Specialist and Ground to Air Radio Operator.

Flight Operations Officer (FOO)

A person designated by an Operator to engage in the control and supervision of flight operations that is, whether licensed or not, competent in all areas of operational control and suitably qualified in accordance with applicable state requirements and/or industry standards, and who supports, briefs and/or assists the pilot-in-command in the safe conduct of the flight.

Equivalent Terms: Flight Dispatcher

Flight Navigator

A member of the flight crew who holds a flight navigator licence in all operations when, as determined by the State of the Operator, navigation necessary for the safe conduct of the flight cannot be adequately accomplished by the pilots from the pilot station.



Flight Simulator

A device that replicates the flight deck of a specific type or make, model and series of aircraft and simulates the experience of operating the aircraft; includes the assemblage of equipment and computer programs necessary to represent the aircraft in ground and flight operations, a visual system providing an out-of-the-cockpit view, and a force cuing system that provides motion cues at least equivalent to that of a three degrees-of-freedom motion system.

Equivalent Terms: Synthetic Training Device; Full Motion Simulator, Full Flight Simulator

Flight simulators are evaluated and qualified to Levels, A - D (or equivalent) based on the device meeting various technical criteria, which include, inter alia, fidelity of aircraft and visual simulation, flight deck equipment and motion capability. A simulator qualification level is generally suitable for an associated level of fight crew qualification training based on the flight training programme of the operator and the appoval or acceptance by the Authority.

Level A – the lowest simulator qualification level available for flight crew training; suitable for procedures training, instrument flight training, testing/checking (except for takeoff and landing manoeuvres), recurrent training, type and instrument rating renewal or revalidation testing/checking.

Level B – increased training capability above Level A; suitable for recency-of-experience training (takeoff and landing), transition or conversion training for take-off and landing manoeuvres, transition or conversion testing and checking (except for takeoffs and landing manoeuvres).

Level C – the next to highest simulator qualification level; suitable for limited zero flight time training (ZFTT) based on flight crew experience levels specified in the training programme of the operator;

Level D – the highest level of simulator qualification level; suitable for all ZFTT without restriction.

An equivalent level will possess the same or substantially similar characteristics as the defined Level A – D devices.

See Zero Flight Time Training (ZFTT).

Flight Time (Aircraft)

The total time from the moment an aircraft first moves for the purpose of taking off until the moment it finally comes to rest at the end of the flight.

Out Time – the time a flight commences (aircraft first movement).

Off Time - the time of takeoff.

On Time - the time of landing.

In Time – the time the flight is terminated (aircraft comes to rest).

Equivalent Terms: Block Time

Flight Training Device (FTD)

A device that replicates an aircraft flight deck instruments, equipment, panels, and controls in an open or enclosed area; includes the assemblage of equipment and computer software programs necessary to represent the aircraft in ground and flight conditions to the extent of the systems installed in the device; does not require a force (motion) cueing or visual system. An FTD meets the criteria outlined in the regulatory requirements of a state for specific flight training or checking that may be accomplished in that device.

Equivalent Terms: Synthetic Training Device

Fluorescent Penetrant Inspection

See Dye Penetrant Inspection. Equivalent Terms: FPI, DPI

Freight Container (Radioactive Materials Only)

An article of transport equipment designed to facilitate the transport of goods without intermediate reloading, which must be:

- of a permanent enclosed character;
- rigid and strong enough for repeated use;
- fitted with devices for facilitating its handling.

Fuel Farms

Establishments that hold and distribute aircraft grade fuel to airline operators.

Equivalent Terms: Joint Holder User Installation (JUHI)

Fuel (Flight Planning)

The following terms refer to fuel values used during the flight planning process.

Taxi fuel – the fuel required from engine start to the start of take-off roll.

Trip Fuel – the aggregate fuel required for a planned flight calculated from engine start at the point of departure and including as a minimum the fuel necessary for: taxi out, takeoff, climb, en-route, descent, approach, landing and taxi in. Trip fuel takes into consideration an appropriately planned ATC routing (considering weather avoidance requirements if necessary) at an optimum altitude and speed schedule for the winds, temperatures and weight of the aircraft. Trip fuel does not include alternate, holding, contingency, reserve, additional, and/or tanker fuel.

Takeoff Alternate Fuel – the fuel required for diversion after takeoff to an approach and landing at a designated takeoff alternate whenever the weather conditions at the airport of departure are at or below the applicable airport operating landing minima or other operational conditions exist that would preclude a return to the departure airport.

En-route Alternate Fuel – the fuel required for a diversion to an approach and landing at a designated en-route alternate after an aircraft experiences an abnormal or emergency condition while en-route.

ETOPS En-route Alternate Fuel – the fuel required for a diversion to an approach and landing at a designated ETOPS en-route alternate at which an aircraft would be able to land after experiencing an engine shutdown or other abnormal or emergency condition while en route in an ETOPS operation.

Destination Alternate Fuel – the fuel required for a missed approach at the destination and diversion to an approach and landing at a designated alternate airport via an appropriate ATC routing and under conditions of altitude and fuel consumption designated by the Authority.

Holding Fuel – the fuel that is required for anticipated and/or possible air traffic, weather, low visibility/instrument landing conditions, or other in-flight delays. Fuel that is planned for anticipated possible air traffic, weather, or other inflight delay;

Contingency fuel – the fuel, in addition to trip fuel, that is required for contingencies such as un-forecast en-route variations in winds, temperatures and flight routing.

Reserve fuel – the required fuel, in addition to trip fuel, that is not planned for normal use but remains available for unplanned events in the case where all other useable fuel beyond trip, contingency, holding and alternate fuel has been consumed. This fuel is to be used only when there is no other safer alternative and is often defined by the Authority.

Additional Fuel – the fuel that is transported for operational purposes such as fuel carried to meet MEL requirements or as ballast for weight and balance purposes (also referred to as unusable fuel).

Tanker Fuel – the fuel transported for economic reasons or for Operator convenience (e.g. due to price/availability at destination).



Fuelling Safety Zone

An area with associated restrictions that is established on the ramp around the aircraft fuelling receptacles, tank vents, and around the fuelling equipment, during aircraft fuelling operations.

Equivalent Terms: Refuelling Safety Zone

G

General Maintenance Manual (GMM)

See Maintenance Management Manual (MMM).

General Operations Manual (GOM)

A separate manual or the general section of the Operations Manual (OM) that contains flight crew policies and procedures, not related to a specific type of aircraft, relevant to the following operations personnel as applicable:

- flight crew;
- cabin crew;
- flight operations officer/flight dispatcher;
- other operational personnel as determined by the operator or required by the State.

See Operations Manual

General Procedures Manual (GPM)

See Maintenance Management Manual (MMM).

Equivalent Terms: Flight Operations Manual (FOM), Cabin Operations Manual (COM), General Maintenance Manual (GMM)

Ground Handling

Services necessary for an aircraft's arrival at, and departure from, an airport, other than air traffic services.

Ground Proximity Warning System (GPWS)

An aircraft system that automatically provides a timely and distinctive warning to the flight crew when the aircraft is in potentially hazardous proximity to the earth's surface.

Ground Proximity Warning System (GPWS) with a Forward Looking Terrain Avoidance (FLTA) Function

A GPWS that provides a forward looking capability and terrain clearance floor, and automatically provides the flight crew with an alerting time necessary to prevent a potentially hazardous proximity to the earth's surface and controlled flight into terrain (CFIT) events.

Equivalent Terms: TAWS, EGPWS

Ground Support Equipment (GSE)

Any motor vehicle or piece of equipment, fixed, mobile or towed, that's use is exclusively for aircraft ground handling operations. Equivalent Terms: *Aircraft Ground Support Equipment (AGSE)*



Н

Hazard

A condition or situation that could result in or contribute to an undesirable outcome.

Heavy Maintenance

See Base Maintenance.

Equivalent Terms: Base Maintenance

Hold

See Cargo Compartment.

Hold Baggage

Any baggage that is carried in the hold of passenger aircraft.

Holdover Time

Estimated time for which an anti-icing fluid will prevent the formation of frost or ice and the accumulation of snow on the protected surfaces of an aircraft on the ground under icing conditions.

Housing and Facilities

Those buildings, offices, hangars and workshops that constitute an Operator or AMO.

Equivalent Terms: Place of Business, Maintenance Base, Maintenance Facility(ies)

Housekeeping

The general care and management of work areas, including those routine tasks that have to be done in order for the system to function properly (e.g. cleanliness, tidiness).

Human Factors Principles

Principles applied to the design of equipment, systems, processes and/or procedures, which take into account human capabilities and limitations, for the purpose of optimizing human performance and reducing human error.

Human Performance

Human capabilities and limitations that have an effect on the safety and efficiency of aeronautical operations.

Humane Killer

A tool utilised for the humane destruction of large animals (e.g. livestock).

Equivalent Terms: Free-bullet Pistol



I

ICAO Annexes

Additional sections to the ICAO Convention, which are guidelines provided for the various national aviation authorities for use in developing the civil aviation rules and regulations that govern flight operations in their respective states.

Equivalent Terms: Annexes

Illustrated Parts Catalogue (IPC)

Parts list produced by the manufacturer of an aircraft, engine or component.

Equivalent Terms: Illustrated Parts List (IPL)

Illustrated Parts List (IPL)

See Illustrated Parts Catalogue (IPC). Equivalent Terms: Illustrated Parts Catalogue (IPC)

Inadmissible Passenger

A passenger who is refused admission to a country or is refused onward carriage (e.g. lack of a visa or expired passport).

Incident

An occurrence other than an aircraft accident, associated with the operation of an aircraft, which affects or could affect the safety of operations.

Equivalent Terms: Safety Related Event

Incompatible (Dangerous Goods)

Description of dangerous goods which, if mixed, would be liable to cause a dangerous evolution of heat or gas or produce a corrosive substance.

Independent Inspection

Inspection of an aircraft system by a person other than the person who performed the maintenance. Usually relates to the inspection of Flight Controls.

Equivalent Terms: Dual Inspection

Independent Quality Assurance System

See Quality Assurance.

Inspect

To look upon, to view closely and critically, to scrutinise, to determine the condition, accuracy and efficiency of a part or unit, all to the end that equipment shall not be used unless it is in the best of condition and complies with an approved standard.

Equivalent Terms: Inspection, Examination

Inspection Procedures Manual (IPM)

See Maintenance Management Manual (MMM) and Maintenance Procedures Manual (MPM).

Inspection System

A system that requires the examination of an aircraft or aircraft component to establish conformity with an approved standard.

Equivalent Terms: Quality Control, QC



Instructor

A person who imparts knowledge or teaches practical skills through demonstration, direction, tutoring, training, drills, and/or exercises. Instructors may utilise testing, checking, assessment or evaluation of activities as a means for determining proficiency or competency.

Equivalent Terms: Trainer, Teacher

Instrument Meteorological Conditions (IMC)

Meteorological conditions expressed in terms of visibility, distance from cloud, and ceiling, less than the minima specified for visual meteorological conditions.

Integral Airstairs

Stairway contained within or built into the aircraft fuselage, which may be deployed on the ground to provide a means for persons to enter or exit the aircraft.

Equivalent Terms: Integral Stairway

International Operations

Flights conducted from an airport in the territory of one state to an airport in the territory of another state.

Equivalent Terms: International Flights



J

Job Card

See Task Card. Equivalent Terms: Task Card, Work Card

Jump Seat

A seat located at the rear of the flight deck and/or in the cabin or cargo compartment for use by crew members, supernumeraries, cargo attendants, observers or other approved persons.

Jump Seat Occupant

A person that is transported on an aircraft jump seat. Equivalent Terms: Jump Seat Rider, Jump Seat Observer, Jumpseater



Κ

Known Cargo

A consignment of cargo accepted by a regulated agent or operator directly from a regulated agent, operator or known shipper/consignor, to which appropriate security controls have already been applied, and which is thereafter protected from unlawful interference, **or**

A consignment of unknown cargo that has been subjected to appropriate security controls, made "known," and which is thereafter protected from unlawful interference.

See Cargo.

Known Shipper

An originator of shipments for transportation by air who has established business with a regulated agent or an Operator on the basis of having demonstrated satisfaction of specific requirements for safe transportation of cargo.

Equivalent Terms: Known Consignor



L

Land and Hold Short Operations (LAHSO)

A situation whereby a landing aircraft, after landing, is required to stop short of a specified point on the runway to avoid a collision with another aircraft, an object, or to avoid hazardous conditions on the runway.

Equivalent Terms: Simultaneous Operations on Intersecting Runways (SOIR)

Licensing Authority

The authority designated by a state as responsible for the licensing of personnel.

Life Status

The accumulated cycles, hours, or any other mandatory replacement limit of a life-limited part.

Life-Limited Part (LLP)

Any part for which a mandatory replacement limit is specified in the type design, the Instructions for Continued Airworthiness, or the maintenance manual.

Line Maintenance

Any maintenance that must be carried out before flight to ensure the aircraft is fit for the intended flight. It may include:

- troubleshooting;
- defect rectification;
- component replacement with use of external test equipment if required;
- component replacement (may include components such as engines and Propellers);
- scheduled maintenance and/or checks including visual inspections that will detect obvious unsatisfactory conditions or discrepancies but do not require extensive in depth inspection.

It may also include internal structure, systems and powerplant items, which are visible through quick opening access panels/doors, and minor repairs and modifications, which do not require extensive disassembly and can be done by simple means. For temporary or occasional cases (ADs, SBs) the Quality Manager may accept base maintenance tasks to be performed by a line maintenance organisation provided all requirements are fulfilled. The Authority will prescribe the conditions under which these tasks may be performed.

Note: Also read in conjunction with Base Maintenance Definition.

Line Operational Evaluation (LOE)

An evaluation of individual and crew performance in a flight simulation device conducted as a real-time Line Operational Simulation (LOS) scenario.

Line Operational Flight Training (LOFT)

A Line Operational Simulation (LOS) training session conducted during flight crew initial qualification and/or recurrent training. LOFT is conducted in real time as a line operation with no interruption by the instructor during the session except for a non-disruptive acceleration of uneventful en-route segments.



Line Operational Simulation (LOS)

A training or evaluation session conducted in a "line environment" setting. Under LOS, instruction and training is based on CRM learning objectives, and includes behavioral observation and assessment of crew performance. Specific training activities under LOS include:

- Line Oriented Flight Training (LOFT);
- Special Purpose Operational Training (SPOT);
- Line Operational Evaluation (LOE).

Line Station (LS)

A location where specified aircraft maintenance is carried out.

Equivalent Terms: Line Maintenance Facility

Line Training

The training or examination of flight or cabin crew members conducted during actual line operations under the supervision of a pilot authorised for the purpose by the operator and/or State.

See Supervised Operating Experience (SOE)

List of Acceptable Malfunctions

A part of the Aircraft Flight Manual of some Russian built aircraft types that contains a list of particular equipment that is permitted to be unserviceable at the commencement of a flight, and specified operating conditions, limitations or procedures. The List of Acceptable Malfunctions is established for a particular aircraft type by the organisation responsible for the type design with the type approval of the Russian CAA.

Equivalent Terms: Master Minimum Equipment List (MMEL)

List of Effective Pages (LEP)

Detailed list of manual pages and their current revision status.

Load

Everything, including persons and items, that is carried in an aircraft and is not included in the basic operating weight of the aircraft.

Load Control

A system to ensure the optimum utilisation of aircraft capacity and distribution of the load as dictated by safety and operational requirements.

Load Planning

The part of the load control system that ensures a load is carried safely onboard the aircraft.

Loading Instruction

Instructions for loading of the aircraft produced by Load Control for the person responsible for aircraft loading.

Loading Instruction/Report (LIR)

The Loading Instruction, signed by the person responsible for aircraft loading and reflecting any deviations that occurred during actual aircraft loading, for action as necessary by Load Control.



Loadsheet

A document that contains the weight data for a particular flight, including (1) weight of the aircraft, crew, pantry, fuel, passengers, baggage, cargo and mail, and (2) details of the distribution of the load in the aircraft.

Location (Maintenance)

A place, approved by the applicable authority, from which an operator or AMO carries out aircraft maintenance activities.

Log Book

The record of reported or observed malfunctions, failures, or defects in the airframe, powerplant, or appliances on an aircraft, including information concerning repairs, replacements, adjustments, or deferrals. The log Book normally resides in the aircraft.

Equivalent Terms: Aircraft Technical Log, Technical Log

Long-range Navigation

The specialised method(s) of navigation that permit aircraft operation in defined areas or airspace (e.g. extended over-water navigation, polar navigation, North Pacific navigation and/or Minimum Navigation Performance Specifications).

Equivalent Terms: Specialised Navigation

Long-range Over-water Flights

Flights on routes where the aircraft may be over water and at more than a distance from land suitable for making an emergency landing corresponding to:

- 120 minutes at cruising speed or 740 km (400 nm), whichever is the lesser, applicable to aircraft able to fly to and land at a suitable aerodrome, without flying below minimum flight altitude at any point, in case one engine becomes inoperative at any point along the route;
- 120 minutes at cruising speed or 740 km (400 nm), whichever is the lesser, applicable to aircraft with more than two engines able to comply with i) above and to fly to and land at a suitable aerodrome, without flying below minimum flight altitude at any point, after the simultaneous failure of any two engines at any point along the route that is more than 90 minutes at cruise speed from a suitable aerodrome;
- 35 minutes at cruise speed or 185 km (100 nm), whichever is the lesser, applicable to aircraft unable to comply with the engine inoperative requirements outlined in i) and ii) above.

Low Visibility Operations

The conduct of Category II or Category III approach operations and takeoffs in low visibility conditions.



Μ

MRB

See Maintenance Review Board.

Mail

Dispatches of correspondence and other items tendered by and intended for delivery to postal services in accordance with the rules of the Universal Postal Union (UPU).

Magnetic Chip Detector (MCD)

A small screw in plug with magnet that is installed on an engine or accessory that collects iron-based metal particles from the oil within the engine or accessory.

Magnetic Particle Inspection (MPI)

Specific Non-Destructive Testing (NDT) method using magnetic particles as the medium.

Magnetic Unreliability

See Areas of Magnetic Unreliability.

Maintenance

Those actions required for restoring or maintaining an aircraft, aircraft engine or aircraft component in an airworthy and serviceable condition, including repair, modification, overhaul, inspection, replacement, defect rectification and determination of condition.

Equivalent Terms: Aircraft Maintenance, Engine Maintenance, Component Maintenance

Maintenance Control Centre (MCC)

Organisation's department established to be the focal point for all maintenance related communications.

Equivalent Terms: Maintenance Watch, Maintenance Scheduling

Maintenance Control Manual (MCM)

See Maintenance Management Manual (MMM) and Maintenance Procedures Manual (MPM).

Maintenance Controller

The person (or persons) approved by the applicable authority to ensure maintenance of aircraft, engines and components is performed in a compliant manner.

Equivalent Terms: Postholder

Maintenance Data

Means any information necessary to ensure the aircraft, aircraft engine or aircraft component can be maintained in a condition such that airworthiness of the aircraft, or serviceability of operational and emergency equipment as appropriate, is assured.

Maintenance Inspection Manual (MIM)

See Maintenance Management Manual (MMM).

Maintenance Instruction

See Engineering Instruction. Equivalent Terms: EI, EO, ER

Maintenance Management Exposition (MME)

See Maintenance Management Manual (MMM).



Equivalent Terms: MMM, MOE, MPM, QPM, QM, MCM, IPM

Maintenance Management Manual (MMM)

A generic document that defines how an Operator and its Engineering and Maintenance Organisation and/or a separate Approved Maintenance Organisation accomplishes and controls its aircraft maintenance activities. The MMM may comprise one manual or a 'suite' of manuals. This document contains the procedures by which Engineering and Maintenance is managed, and also sets out a description of each location where maintenance is carried out, including the type of maintenance, those that can perform the maintenance and certification requirements, the Approved Data for accomplishing aircraft maintenance, and a description of the Maintenance Organisation and its Senior Staff. The purpose of the MMM is to give all Engineering and Maintenance personnel the necessary information to enable them to accomplish their duties and to allow the Authority to substantiate how the Operator and its AMO complies with the applicable Airworthiness Requirements.

If the MMM is produced as a 'suite' of manuals, then the 'Lead Document' should have a brief statement in the introduction stating that the 'MMM' comprises several manuals whose collective content constitute the MMM.

The MMM may have specific 'sections' extracted to form a 'customised' manual for distribution to maintenance contractors, line stations and others as needed.

Equivalent Terms: CAME, GMM, GPM, MIM, MME, MOM, MPM, PM, IPM, MCM, MOE, QM, QPM

Maintenance Manual (MM)

See Maintenance Management Manual (MMM).

Note: This manual should not be confused with the Aircraft Maintenance Manual (AMM).

Maintenance Organisation

Are Organisations that perform specific maintenance on aircraft, engines and components. Equivalent Terms: *Approved Maintenance Organisation (AMO)*

Maintenance Organisation Exposition (MOE)

See Maintenance Management Manual (MMM) and Maintenance Procedures Manual (MPM).

Maintenance Organisation Manual (MOM)

See Maintenance Management Manual (MMM).

Maintenance Personnel

Personnel specifically utilised to carry out maintenance on aircraft, engines and components.

Equivalent Terms: AME, AMT, LAME, Mechanic, A and P Mechanic, Technician

Maintenance Planning Document (MPD)

A document developed by the aircraft manufacturer containing all required maintenance checks and inspections necessary to maintain continued airworthiness of the aircraft.

Equivalent Terms: Maintenance Programme, Maintenance System, Approved Maintenance Programme

Maintenance Procedures Manual (MPM)

Means a document containing procedures that defines how an Approved Maintenance Organisation carries out its aircraft maintenance activities.

See Maintenance Management Manual (MMM).

Equivalent Terms: IPM, MCM, MOE, QM, QPM



Maintenance Programme

A document which describes the specific scheduled maintenance tasks and their frequency of completion and related procedures, such as a reliability programme, necessary for the safe operation of those aircraft to which it applies.

Maintenance Records

See Aircraft Technical Records.

Equivalent Terms: *Technical Records*

Maintenance Release

A document which contains a certification confirming that the maintenance work to which it relates has been completed in a satisfactory manner, either in accordance with the approved data and the procedures described in the Operator or AMO's procedures manual or under an equivalent system.

Maintenance Review Board (MRB)

Board of the Original Equipment Manufacturer that determines the maintenance requirements of aircraft, aircraft engines and aircraft components.

Maintenance Schedule

See Maintenance Programme.

Maintenance Task

An action or set of actions required to achieve a desired outcome which restores or maintains an item in a serviceable condition, including inspection and determination of condition. Maintenance tasks include but are not limited to inspections, functional checks, item changes, lubrications, calibration, adjustment and cleaning.

Maintenance Technician

Individuals certificated by the Authority to maintain aircraft structures, systems and equipment to ensure an aircraft is airworthy.

Maintenance, Deferred

Maintenance associated with minor defects not having any bearing on flight safety, which is deferred to a convenient time and/or location for accomplishment.

Equivalent Terms: Hold Item

Maintenance Planning

A general maintenance function, which as applicable an particular operator, might include in maintenance production sub-functions such as planning and support, production planning, production support, aircraft planning, and/or planning support, and in line maintenance sub-functions such as maintenance scheduling, aircraft allocation and/or maintenance watch.

Major Alteration

An alteration that is not listed in the aircraft or engine specifications, that: can affect weight, balance, structural strength, performance powerplant operations, flight characteristics, or other qualities affecting airworthiness; or is not done according to accepted practices; or cannot be done by Elementary Operations.

Equivalent Terms: Major Modification



Major Repair

A repair that: if incorrectly done, can affect weight, balance, structural strength, performance powerplant operations, flight characteristics, or other qualities affecting airworthiness; or is not done according to accepted practices; or cannot be done by Elementary Operations.

Management System

The collective body of managers and other associated managerial elements that provide for direction, oversight and control of an organisation

Mandatory Modification

A modification classified as compulsory by the applicable authority.

See Modification (Maintenance).

Manoeuvre Tolerances (Flight)

The published and defined permissible range of deviation from published targets when conducting training manoeuvres in an aircraft or flight simulator, which incorporate an allowance for the specific characteristics of an aircraft or fidelity of a simulator

Marshaller

The person that performs aircraft marshalling during aircraft ground movement operations.

See Aircraft Marshalling

Equivalent Terms: Signalman

Master Minimum Equipment List (MMEL)

A list established for a particular aircraft type by the organisation responsible for the type design with the type approval of the State of Design containing items, one or more of which is permitted to be unserviceable at the commencement of a flight. The MMEL may be associated with special operating conditions, limitations or procedures.

Equivalent Terms: List of Acceptable Malfunctions (Russian built aircraft)

Minimum Equipment List (MEL)

A list that provides for the operation of an aircraft, subject to specified conditions, with particular equipment inoperative, prepared by an Operator, and approved by the Authority, in conformity with, or more restrictive than, the MMEL established for the aircraft type.

Equivalent Terms: List of Acceptable Malfunctions (Russian built aircraft)

Minimum En-route Altitude (MEA)

The altitude for an en-route segment of flight that provides adequate reception of relevant navigation facilities and ATS communications, complies with the airspace structure and provides the required obstacle clearance.

Minimum Obstacle Clearance Altitude (MOCA)

The minimum altitude for a defined segment of flight that provides the required obstacle clearance.

Minimum Navigation Performance Specifications (MNPS)

Procedural and equipment requirements specified for the conduct of flight operations in certain defined airspace.

Minor Alteration

Any alteration that is not classified as a Major Alteration.



Equivalent Terms: Minor Modification

Minor Modification

Any modification that is not classified as a Major Modification.

Equivalent Terms: Minor Alteration

Minor Repair

Any repair that is not classified as a Major Repair.

Mishandled Baggage

Checked baggage that has been involuntarily or inadvertently separated from passengers or crew members.

Modification (Maintenance)

The alteration of an aircraft or aircraft component in conformity with an approved standard.

Equivalent Terms: Mod

Mutilation (Maintenance)

Permanent deformation of an aircraft part or material meant to deter its installation in a type certificated product. The mutilation must render the part beyond repair and incapable of being reworked to appear to be airworthy.

Equivalent Terms: Permanent Deformation, Deformation, Destruction



Ν

NDT Association

An Association specifically for organisations having Non-Destructive Testing capability. Equivalent Terms: *AINDT*, *ASNDT*, *CSWIP*

National Aviation Authority (NAA)

The regulatory authority that governs civil aviation within a state

See Regulatory Authority.

Equivalent Terms: Civil Aviation Authority (CAA)

Examples: CAA, FAA, DGAC, CASA

Note: within this manual, use of the term "Authority" has the same meaning as National Aviation Authority of the State of the Operator.

National Civil Aviation Security Programme

The documented programme of a State for safeguarding civil aviation operations against acts of unlawful interference through regulations practices and procedures that take into account the safety, regularity and efficiency of flights.

Navigation Data Integrity

The degree of assurance that an aeronautical data element retrieved from a storage system has not been corrupted or lost while residing in a specified aeronautical data processing chain.

New (Maintenance Reference)

A product, accessory, component, part or material that has no operating time or cycles.

Equivalent Terms: Unused

Nominated Post Holder

An individual, acceptable to the Authority, who is responsible for the management and supervision of a specified area of operations, which may include:

- flight operations;
- maintenance;
- crew training;
- ground operations.

Non-Destructive Testing (NDT)

Testing applications or methods used to examine aircraft or engine parts or components, which do not destroy or render the item or material unusable. Examples of such testing include Radiography, Eddy Current, Dye Penetrant, Ultrasonic, Thermal Imaging, Magnetic Particle Inspection.

Equivalent Terms: Non-Destructive Inspection (NDI)

NOTAM (Notice to Airmen)

An official notice or communication issued by an NAA to inform pilots of hazardous conditions that could affect flight operations, or temporary or permanent changes associated with aeronautical facilities, services, or procedures.

NOTOC (Notification to Captain)

Accurate and legible written or printed information provided to the pilot-in-command concerning dangerous goods shipments or other special cargo that is to be carried on board the aircraft.

Equivalent Terms: NOTAC (Notification to Aircraft Commander), NOPIC (Notification to Pilot-incommand)



0

Occupational Safety and Health

The promotion and maintenance of safety and health in the workplace, which includes, inter alia, controlling workplace risk, setting occupational health and safety regulations, providing medical and health services, and generally ensuring the well-being of workers.

Onboard Library

The collection of documents required to be available on board an aircraft and accessible for use by the flight crew during flight preparation and in flight.

One-stop Security

A concept whereby a passenger and accompanied baggage are subjected to only one security check during departure, even if the journey involves multiple transfers. The concept requires mutual acceptance of key security procedures used to verify that passengers, baggage, cargo consignments, the aircraft and any other item loaded on an aircraft for transport are free of dangerous items, thus not requiring duplication of such security procedures at transfer, transit and destination points.

One-stop security is normally achieved through harmonised or mutually accepted:

- technical requirements for equipment used in key security measures;
- vetting and training requirements for security personnel engaged in the implementation of key security measures;
- methods of implementation of key security measures;
- procedures for assessing compliance.

Operational Control

The exercise of authority over the initiation, continuation, diversion or termination of a flight in the interest of the safety and security of the aircraft and its occupants. There are two predominant systems of operational control:

Non-shared – operational control authority over a flight is delegated only to the pilot-in-command (PIC);

Shared – operational control authority over a flight is delegated to both the PIC and a flight operations officer/flight dispatcher (FOO).

Note: Within the context of operational control, **authority** is defined as the power or right to give orders, make decisions, grant permission and/or provide approval.

Note: The term "operational control" is interchangeable with "control and supervision of flight operations."

Equivalent Terms: Flight Dispatch

Operations Control Centre (OCC)

An office or department within the organisational structure of an operator that is assigned responsibility for operational control of ongoing operations with authority to originate, delay, divert and cancel flights. Functions located within an OCC typically include management representatives, flight dispatch, flight planning, crew scheduling, maintenance experts, meteorology personnel, ATS specialists, and customer service specialists.

An OCC is equipped with communications equipment, technology tools and support materials necessary to accomplish required functions; serves as a "nerve centre" for an operator, with multiple communications links (e.g. to en-route flights, system stations, government agencies, as well as load control, security, technical and medical functions).

The size and location of an OCC is commensurate with the type and magnitude of operations; may consist of few or many personnel and may have one or more locations; all functions located in one central location is desirable for better communication and coordination.



Equivalent Terms: System Operations Centre (SOC), Flight Control, CCO (French or Spanish)

Operational Flight Plan (OFP)

The operator's plan for the safe conduct of the flight based on considerations of aircraft performance, other operating limitations and relevant expected conditions on the route to be followed and at the aerodromes concerned.

An OFP is completed for every intended flight, approved and signed by the pilot-in-command and, where applicable, signed by the flight operations officer/flight dispatcher. A copy of the OFP is typically filed with the operator or a designated agent, left with the aerodrome authority or left on record in a suitable place at the point of departure.

Operational Performance

Actual operational outcomes of operations, typically in terms of safety and security, as measured against pre-defined or expected outcomes (e.g. operational performance objectives).

See Acceptable Level of Safety, Performance Measures

Operational Security Personnel

Employees of an operator or other personnel under the control of an operator trained and/or certified by the appropriate authority for security and authorised to perform the application of security controls on goods and persons, the application of preventive security measures and the management of a response to acts of unlawful interference, to include:

- personnel who implement security controls;
- crew members and front line ground handling personnel;
- other applicable operational personnel.

Operations

The recurring activities of an organisation directed toward delivering a product or rendering a service. In this manual, the term "operations" refers to activities that affect safety and security conducted under the disciplines of flight operations, operational control, engineering and maintenance, cabin operations, ground handling, cargo operations and operational security.

Operations Engineering

A function within an airline with responsibility for analysis, application and/or customisation of:

- aircraft performance data;
- infrastructure (routes and airports) issues, including FMS data base customisation and NOTAMs;
- equipment specifications and requirements..

Operations Manual (OM)

A manual, or collection of manuals, containing procedures, instructions and guidance for use by operational personnel in the execution of their duties. The operations manual, which may be issued in separate parts, is typically organized with the following structure:

- General
- Aircraft Operating Information
- Areas, routes and aerodrome;
- Training

See Aircraft Operating Manual, General Operations Manual, Route Manual, and Training Manual



Operator

An organisation that holds an Air Operator Certificate (AOC) and engages in commercial passenger and/or cargo air transport operations.

The term "Operator" as used in this manual means the Operator being audited.

The term "operator" as used in this manual is generic and means any operator.

Original Equipment Manufacturer (OEM)

The original manufacturer of any hardware component or sub-component, including aircraft, aircraft engines, aircraft components and other equipment used in operations.

Equivalent Terms: Manufacturer

Outsourcing

The business practice of an operator voluntarily transferring, usually under the terms of a formal contract or agreement, the conduct of a process or function to an external (third party) service provider selected by the operator. Under outsourcing, the operator retains responsibility for the output or results of such process or function conducted by the external service provider.

Equivalent Terms: Contracting, Sub-Contracting

Overhaul (Maintenance)

The restoration of an item to zero time with respect to the level specified and in accordance with the instructions defined in the relevant manual.

The process applies to an airframe, aircraft engine, propeller, appliance, or component part using methods, techniques, and practices acceptable to the Authority, which has:

- been disassembled, cleaned, inspected, repaired when necessary, and reassembled to the extent possible per the Approved Data;
- been tested in accordance with approved standards and technical data, or current standards and technical data acceptable to the Authority (i.e. manufacturer's data), which have been developed and documented by the Type Certificate Holder, the Supplemental Type Certificate (STC) Holder or the Parts Manufacture Approval Holder.

Equivalent Terms: Renewed, Reconditioned

Overpack

An enclosure used by a single shipper to contain one or more packages and to form one handling unit for convenience of handling and stowage.

Note: A unit load device is not included in this definition.

Over-water Flights

Flights where the aircraft may be:

- over water and at a distance of more than 93 km (50 nm) away from the shore or en-route over water and beyond gliding distance from the shore, whichever is the lesser;
- taking off or landing at an airport where, in the opinion of the State of the Operator, the takeoff or approach path is so disposed over water that in the event of a mishap there would be a likelihood of a ditching.

Oxygen Generator

A device containing chemicals that, on activation, releases oxygen.

Equivalent Terms: Chemical Oxygen Generator, 02 Generator



Ρ

Part

Is an aeronautical product intended for use on an aircraft, aircraft engine or aircraft component.

Parts Manufacturer Approval (PMA)

An Approval given to a manufacturer to produce an aircraft part.

Passengers

Persons that are transported on board an aircraft by an operator, mostly for commercial purposes, who are not:

- operating crew members;
- supernumeraries;
- cargo attendants.

Passenger Boarding Bridge

A telescoping corridor that extends from an airport terminal to an aircraft for the boarding and disembarkation of passengers.

Equivalent Terms: Jetway, Air Bridge, Boarding Bridge, Loading Bridge, Loading gate, Boarding Gate

Passenger Cabin

An area of an aircraft designed primarily for the transport of passengers, which is configured with seats and/or berths, and other systems and equipment required for passenger operations.

Equivalent Terms: Cabin

Passenger Flight

Any flight that transports passengers.

Passenger with Reduced Mobility

A passenger whose mobility is reduced due to physical incapacity, an intellectual deficiency, age, illness or any other disability when using transport and whose situation needs special attention and the adaptation to the person's needs of the services made available to all passengers.

Equivalent Terms: Incapacitated Passenger

Performance Measure

Metrics or measurable indicator(s) used to determine if the desired level of operational safety and security performance is being or has been achieved.

Personal Protective Equipment (PPE)

Equipment or clothing worn by personnel to protect against operational injury and health hazards.

Pilot Flying (PF)

The pilot flight crew member who is operating or commanding the operation of the flight controls during flight.

Pilot-in-Command (PIC)

The pilot designated by the Operator as being in command of the aircraft and charged with responsibility for the operational control and safe conduct of a flight.

Equivalent Terms: Captain, Aircraft Commander



Pilot Not Flying (PNF)

The pilot crew member who is monitoring and supporting the pilot flying (PF),

Equivalent Terms: Pilot Monitoring (PM)

Plane Mate

A vehicle, the body of which may be raised and lowered, or otherwise manoeuvred to attach to an aircraft or boarding gate, that is utilised to enplane and deplane passengers, as well as transport passengers between the aircraft and terminal.

Planned Flight Re-dispatch (Flight Plan)

A two-part international flight plan designed to save fuel by reducing the required fuel to be carried on board the aircraft. This fuel reduction is accomplished by introducing an intermediate airport that may be utilised for landing should a flight arrive at a planned re-dispatch point with insufficient fuel, including reserve fuel, to continue to the planned destination. Re-dispatch flight plans are typically subdivided into two parts for the purposes of completing two independent required fuel calculations as follows:

- part one considers the fuel required from the departure airport to a designated intermediate airport;
- part two considers the fuel required from a designated or planned re-dispatch point to the planned destination.

A landing at the intermediate airport must be accomplished if the flight arrives at the redispatch point with inadequate fuel to complete the flight to the planned destination while maintaining the required fuel including reserve.

Postholder

The person(s) approved by the Authority to ensure all maintenance of aircraft, engines and components is performed in a compliant manner.

Equivalent Terms: Maintenance Controller

Practical Manual

A condensed version of the Operations Manual designed for use by personnel in conducting front line operations; contains selected reference information, policies, procedures, illustrations, memory aids, checklists and/or other material necessary from the OM to ensure standardisation in performing normal duties and addressing non-normal, abnormal and/or emergency situations.

Equivalent Terms: Quick Reference Manual (QRM), Quick Reference Handbook (QRH)

Preventive Action

Action to eliminate the cause(s) and prevent occurrence of a potential non-conformance or potential undesirable condition or situation.

See Corrective Action

Problematic Use of Substances

The use of one or more psychoactive substances by aviation personnel in a way that:

- constitutes a direct hazard to the user or endangers the lives, health or welfare of others, and/or
- causes or worsens an occupational, social, mental or physical problem or disorder.

Procedure Manual (PM)

A document containing various procedures that comply with requirements of the manufacturers, applicable authorities and the operator.

See Maintenance Management Manual (MMM).

Equivalent Terms: GPM, MIM, MME, PM, MMM



Protection Processes

See Workplace Safety.

Equivalent Terms: Workplace Safety

Protective Breathing Equipment (PBE)

Portable or non-portable equipment that protects the eyes, nose and mouth, and supplies breathing gas for a defined period of time for use by crew members in the event of in-flight smoke, fire or harmful fumes or gasses.

Provider

An organisation that delivers services (e.g. maintenance, ground handling, training) to an airline or air operator on a contractual basis.

Equivalent Terms: Service Provider, Service Vendor

Psychoactive Substances

Substances that can produce mood changes or distorted perceptions in humans, to include, but not limited to, alcohol, opioids, cannabinoids, sedatives and hypnotics, cocaine, other psychostimulants, hallucinogens and volatile solvents; coffee and tobacco are excluded.

Equivalent Terms: Psychoactive Drugs



Q

Quality

The degree to which a system consistently meets specified requirements, satisfies stated needs, or produces desired outcomes.

Quality Assurance (QA)

The formal and systematic process of auditing and evaluation of management system and operational functions of an operator to ensure:

- compliance with regulatory and internal requirements;
- satisfaction of stated operational needs;
- identification of hazards, undesirable conditions and areas requiring improvement.

Equivalent Terms: Internal Evaluation, Safety Assurance

Quality Control (QC)

The audit, inspection or testing of the output of a process, which may be a product, service or function, to determine an operator's compliance with technical, performance and/or quality standards.

Quality control activities are typically sponsored by operations, maintenance or security managers, who have the direct responsibility for the safety and security of operations.

Equivalent Terms: Product Inspection, Product Audit

Quality Manager (QM)

The individual assigned by an operator with the duties and responsibilities for management of the quality assurance function within a management system.

Equivalent Terms: Quality Assurance Manager (QAM), Manager Quality (MQ), Manager Quality Assurance (MQA), QAM

Quality Manual (QM)

The document that states the quality policy of an organisation (e.g. operator, AMO, service provider) and describes the quality management system of such organisation, to include the scope of the system, established procedures for the system and the interaction between processes within the system.

See Maintenance Management Manual (MMM) and Maintenance Procedures Manual (MPM).

Quality Policy

Means the overall intentions and direction of an organisation (operator, AMO, service provider) related to Quality, as approved by those managers that direct and control the organisation (e.g. Accountable Manager).

Quality Policy Manual (QPM)

See Quality Manual, Maintenance Management Manual (MMM) and Maintenance Procedures Manual (MPM).

Quality Records

See Technical Records.

Equivalent Terms: Technical Records, Aircraft Technical Records

Quality System Standards

The criteria developed by the organisation that will provide means to ensure all maintenance and aircraft components reflect the appropriate standards.



Quality Systems

The total network of administrative and detailed procedures, which is implemented to ensure all operations and maintenance activities satisfy the customer's requirement and the documentation accurately reflects the criteria used to perform the maintenance.

Quarantine

Quarantine indicates that a part or material has not been declared serviceable and is subject to investigation or further action.

Quarantine Area

An area set aside for holding parts or materials pending investigation or further action.

The area must be clearly defined and secured, preventing the removal of parts or materials until the investigation or further action has been completed.



R

RNAV

See Area Navigation (RNAV).

RVSM

Reduced Vertical Separation Minima. Approval for a 'specific' vertical separation between flying aircraft.

Equivalent Terms: Separation

Radio Operator

A member of the flight crew who holds a valid licence, issued or rendered valid by the State of Registry, authorising operation of the type of radio transmitting equipment to be used.

Radiography Inspection

A non-destructive testing method involving Radiography (Xray) techniques.

Equivalent Terms: Xray

Ramp

See Apron

Ramp Operations

All aircraft activities that occur on an airport ramp area.

Equivalent Terms: Tarmac Operations

Rebuilt

Describes an aircraft, airframe, aircraft engine, propeller, or appliance, using new or used parts that conform to new part tolerances and limits or to approved oversized or undersized dimensions that:

- has been disassembled, cleaned, inspected, repaired as necessary, and reassembled to the extent possible per the relevant Approved Data;
- has been tested to the same tolerances and limits as a new item.

Equivalent Terms: Complete Overhaul

Receiving Inspection

The area of an organisation that is responsible for receiving, checking, testing, evaluating and releasing to service all new and repaired and/or overhauled aircraft parts.

Equivalent Terms: Receipt Inspection, Stores Inspection

Reduced Vertical Separation Minima (RVSM)

The minimum vertical separation of 300 m (1000 feet) applied by ATC to aircraft operating in specially defined airspace between flight levels 290 and 410 inclusive.

Regulated Agent

A designation of an agent, freight forwarder or any other entity who conducts business with an operator, and who subjects cargo or mail to security controls that are accepted or required by the appropriate authority.

Regulatory Authority

An organisation designated or otherwise recognised by the government of a state for regulatory purposes, which issues rules and regulations in connection with protection and safety.



Reliability

The probability that an item will perform a required function, under specified conditions, without failure, for a specified period of time.

Reliability Programme

A programme for aircraft, aircraft engine and aircraft component reliability based on maintenance statistics.

Repair

Means the restoration of an aircraft, aircraft engine or aircraft component to a serviceable condition and in conformity with an approved standard.

Repair Station Certificate

Certificate issued by an NAA.

Equivalent Terms: Approved Maintenance Organisation, AMO

Required Navigation Performance (RNP)

A statement of the navigation performance necessary for operation of an aircraft within a defined airspace.

Note: Navigation performance and requirements are defined for a particular RNP type and/or application.

Resource Management

The effective use of all the resources available to personnel, including each other, to achieve a safe and efficient outcome.

See Crew Resource Management.

Rest Period

Any period of time on the ground during which a crew member is relieved of all duties by the Operator.

Equivalent Terms: Crew Rest

Risk

The possibility of danger, loss, injury, or other adverse outcome(s) associated with a hazard, typically expressed in terms of the severity of such outcome, and the likelihood it could occur.

Route and Aerodrome Manual

A separate manual or a part of the operations manual, acceptable to the State, containing, for each route segment, the relevant information relating to communication facilities, navigation aids, aerodromes, instrument approaches, instrument arrivals and instrument departures as applicable for the operation, and such other information as the operator may deem necessary or the State may require for the proper conduct of flight operations.

Equivalent Terms: Route Guide, Airway Manual

See Operations Manual

Runway Incursion

Any occurrence in the airport runway environment involving an aircraft, vehicle, person, or object that creates a collision hazard on the ground or results in a loss of required separation with an aircraft taking off, intending to take off, landing, or intending to land.



Runway Visual Range (RVR)

A visibility value, reported in hundreds of feet or meters, determined by transmissometers located alongside the runway that measure the horizontal visibility down the runway based on the transmission of lights from high intensity runway lights or the visual contrast of other targets. RVR, in contrast to prevailing or runway visibility, represents the visibility seen from an aircraft moving down the centerline of the runway, and not from an aircraft on final approach.

Equivalent Terms: Runway Visual Value (RVV)



S

Safe Forced Landing

An unavoidable landing or ditching with a reasonable expectancy of no injuries to persons in the aircraft or on the surface.

Safety (Operational)

A condition in which the risk of injury or damage occurring during operations is limited to an acceptable level.

Safety Assurance

The component of a safety management system that comprises processes for:

- safety performance monitoring and measurement;
- the management of change;
- continual improvement of the SMS.

See Safety Management System (SMS)

Safety Culture

The shared values, beliefs, assumptions and norms that govern decision making, and that may affect individual and group attitudes about danger, safety and the proper conduct of operations.

Safety Management System (SMS)

A systematic approach to managing safety within an organisation, including the necessary organisational structures, accountabilities, policies and procedures. As a minimum, an SMS:

- identifies safety hazards;
- ensures that remedial action necessary to maintain an acceptable level of safety is implemented;
- provides for continuous monitoring and regular assessment of the safety level achieved; and
- aims to make continuous improvement to the overall level of safety.

Safety Policy and Objectives

The component of a safety management system that provides the frame of reference for the processes associated with safety risk management and safety assurance, and defines:

- management commitment and responsibility;
- safety accountabilities of managers;
- appointment of key safety personnel;
- SMS implementation plan;
- coordination of emergency response planning;
- documentation.

See Safety Assurance, Safety Management System (SMS) and Safety Risk Management

Safety Promotion

The component of a safety management system that provides support for the processes associated with safety risk management and safety assurance, and defines:

- training and education;
- safety communication.



See Safety Assurance, Safety Management System (SMS and Safety Risk Management

Safety Risk Management

The component of a safety management system that comprises:

- hazard identification processes;
- risk assessment and mitigation processes.

See Safety Management System (SMS)

Sampling

Assessment of characteristics of parts of a whole quantity, usually selected at random, to assess the state of the whole quantity.

Product Sample - the part inspection of a representative sample of the aircraft fleet;

Defect Sample - the monitoring of defect rectification performance;

Concession Sampling - the monitoring of any concession to 'not carry out maintenance on time';

On-Time Maintenance Sampling – the monitoring of when aircraft, aircraft engines and/or their components are brought in for maintenance based on flying hours, calendar, time/flight cycles or other timed conditions.

Sampling Reports – reports of un-airworthy conditions and maintenance errors.

Equivalent Terms: Product Sampling, Defect Sampling, Concession Sampling, On-Time Maintenance Sampling, Representative Sampling, Statistical Sample

Screening.

The application of technical or other means intended and designed to identify and/or detect weapons, explosives or other dangerous devices, articles or substances, which may be used to commit an act of unlawful interference.

Second-in-command (SIC)

A licensed and qualified pilot that assists or relieves the pilot-in-command, not to include a pilot that is on board the aircraft for the sole purpose of receiving flight instruction.

Equivalent Terms: Co-pilot, First Officer

Security (Aviation)

The safeguarding of civil aviation against acts of unlawful interference, achieved by a combination of measures and human and material resources.

Security Audit

An in-depth compliance examination of all aspects of the implementation of the national civil aviation security programme.

Security Control

A means by which the introduction of weapons, explosives or other dangerous devices, articles or substances which may be utilised to commit an act of unlawful interference can be prevented.

Security Equipment

Devices of a specialised nature for use, individually or as part of a system, in the prevention or detection of acts of unlawful interference with civil aviation and its facilities.

Security Inspection

An examination of the implementation of relevant national civil aviation security programme requirements by an Operator, airport, or other provider entity involved in security.



Security Management System (SEMS)

The documented system of an Operator based on threat assessment to ensure security operations consistently fulfill all requirements mandated in the national civil aviation security programme of the State of the Operator in the most efficient and cost effective manner considering the operational environment of the airline.

Security Manual

A manual or series of separate manuals containing policies, procedures, instructions and other guidance relevant to the implementation of the Security Programme, which is intended for use by operational personnel in the execution of their duties.

Security Programme

A programme consisting of requirements and/or standards adopted for the purpose of safeguarding international civil aviation against acts of unlawful interference.

The Security Programme of an operator is compliant with the requirements of applicable civil aviation security authorities in the State of the Operator and states where operations are conducted.

Security Restricted Area

Those airside areas of an airport that are identified as priority risk areas where, in addition to access control, other security controls are applied. Such areas will normally include, inter alia, all commercial aviation passenger departure areas between the screening checkpoint and the aircraft, the ramp, baggage make-up areas, including those where aircraft are being brought into service and screened baggage and cargo are present, cargo sheds, mail centers, airside catering and aircraft cleaning premises.

Security Survey

An evaluation of security needs including the identification of vulnerabilities that could be exploited to carry out an act of unlawful interference, and the recommendation of corrective actions.

Security Test

A covert or overt trial of an aviation security measure that simulates an attempt to commit an unlawful act.

Security Threat

A measure of the probability of an act of unlawful interference being committed against civil aviation.

Base Threat Level – low security threat condition where verifiable intelligence information does not indicate any probability that an operator or airport has been targeted for attack; the possibility exists for unlawful interference by individuals or groups due to civil unrest, labor disputes and/or local anti-government activities.

Intermediate Threat Level – security threat condition where verifiable intelligence information indicates a probability that one or more operators and/or airports have been targeted for attack.

High Threat Level – security threat condition where verifiable intelligence information indicates one or more operators and/or airports have *specifically* been targeted for attack.

Segregation

The state of separation or division that must be maintained between aircraft and commercial components, materials or consumables as well as aircraft serviceable and unserviceable components, materials or consumables.

Self-Evaluation

A continuous programme that the distributor applies to evaluate its own compliance with its quality system.



Equivalent Terms: Self Audit, Evaluation Programme

Senior Management

The highest level of management within an organisation that has the authority and responsibility for setting policy, demonstrating commitment, meeting requirements, approving resources, setting objectives, implementing processes and achieving desired outcomes.

Serious Incident

An incident involving circumstances indicating that an accident nearly occurred.

Serious Injury

An injury which is sustained by a person in an accident and which:

- requires hospitalisation for more than 48 hours, commencing within seven days from the date the injury was received, or
- results in a fracture of any bone (except simple fractures of fingers, toes or nose), or
- involves lacerations which cause severe hemorrhage, nerve, muscle or tendon damage; or
- involves injury to any internal organ, or
- involves second or third degree burns, or any burns affecting more than 5 per cent of the body surface, or
- involves verified exposure to infectious substances or injurious radiation.

Service Bulletin (SB)

Document issued by the manufacturer of a particular aircraft, aircraft engine or aircraft component to detail a product improvement.

Service Information Letter (SIL)

Letter sent by an aircraft, aircraft engine or aircraft component manufacturer detailing a maintenance improvement programme.

Service Level Agreement

A formal agreement, usually as part of a contract, between an operator and an external service provider, or in some cases, and internal service provider, that:

- specifies, in measurable terms, the services the external provider is expected to perform;
- becomes the basis for monitoring of the performance of the external service provider by the operator..

Service Literature

Service Literature includes all source documents (other than manufacturers' manuals and amendments thereto) detailing aircraft, engine, component and equipment modifications and/or inspections, and revisions thereto requiring review by engineering. They include;

- Service Bulletins (SB) and other documentation from manufacturers and vendors;
- company Engineering Requests (ER);
- correspondence or other information requiring consideration for maintenance or modification cables (e.g. alert information from vendors);
- NAA Orders and/or regulations detailing mandatory requirements;
- data from any other sources (e.g. other airlines, foreign airworthiness authorities, country of manufacturer, customers)



Servicing

Maintenance carried out on an aircraft, aircraft engine or aircraft component.

Equivalent Terms: Maintenance

Shift-Handover (Maintenance)

The handing over of the status of aircraft maintenance from one 'finishing' maintenance crew to the 'starting' crew to ensure continuity of maintenance. This usually accomplished by the use of a suitable Shift-handover Log Book or sheets with a system of acknowledgment.

Shipper's Declaration of Dangerous Goods

A prescribed form signed by the person (shipper) who offers a shipment of dangerous goods for transport on an aircraft; such declaration indicates that the dangerous goods are fully and accurately described by their proper shipping names and that they are classified, packed, marked, labelled, and in proper condition for transport by air in accordance with the relevant regulations.

Signature/Sign

When a person signs a maintenance document for having performed work which is to be subsequently certified by a licensed or appropriately licensed aircraft maintenance engineer or a person specifically approved or authorised by the applicable authority, then sign means the person's normal signed name and staff number is to be shown in the applicable column or space provided on the document.

Refer to Certification for the use of a signature for the purpose of certification.

Equivalent Terms: Certification

Simultaneous Maintenance

In relation to ER/ETOPS/LROPS, maintenance performed on like systems (i.e. magnetic chip detectors, engines) by the same person.

Simulator

See Flight Simulator

Smoke Barrier

A structure or other material installed on an aircraft between the cargo and the flight crew, passengers and/or supernumeraries for the purpose of protecting such personnel from smoke that might emanate from the cargo.

Special Airports

Airports designated by an operator or state that, due to factors such as surrounding terrain, obstructions, or complex approach or departure procedures, require special flight crew qualifications.

Special Purpose Operational Training (SPOT)

A simulator training session under Line Operational Simulation (LOS) designed to address specific training objectives based on technical and CRM requirements. A SPOT scenario may consist of full or partial flight segments depending on the training objectives for the flight.

See Line Operational Simulation (LOS)

Standard Callout

A required uniform verbal statement made by crew members during operations that identifies conditions, actions, instrument settings, switch positions, visual sightings or other operational items specified by procedure.



Standard Part

Is a part manufactured in complete compliance with an established Government or industry-accepted specification, which includes design, manufacturing, and uniform identification requirements. The specification must include all information necessary to produce and confirm the part. The specification must be published so that any party may manufacture the part. Examples include, but are not limited to:

- National Aerospace Standards (NAS);
- Air Force-Navy Aeronautical Standard (AN);
- Society of Automotive Engineers (SAE);
- Aerospace Standard (AS);
- Military Standard (MS).

State

The term "State" as used in this manual means the State of the Operator.

See State of the Operator.

The term "state" as used in this manual is generic and means any relevant state.

State Acceptance

The method whereby a state addresses a matter submitted for its review with a response that is not formal or necessarily active. A state may accept a matter submitted to it for review as being in compliance with the applicable standards if the state does not specifically reject all or a portion of the matter under review, usually after some defined period of time after submission.

Where there is no method for acceptance, or where acceptance is not required by the State for a specific matter, then State acceptance of the matter is considered implicit.

State Approval

The method whereby a state addresses a matter submitted for its review with an active and formal response, which constitutes a finding or determination of compliance with the applicable standards. An approval will be evidenced by the signature of the approving official, the issuance of a document or certificate, or some other formal action taken by the State.

State Approval Authority

The authority within a state or country that is responsible for issuing a state approval document or certificate.

See State Approval.

Equivalent Terms: Authority, National Aviation Authority

State of Registry

The state where an aircraft is registered for operation.

State of Flight Arrival

The territory of a state in which a commercial flight arrives.

State of Flight Departure

The territory of a state from which a commercial flight departs.

State of the Operator

The state in which the operator's principal place of business is located or, if there is no such place of business, the operator's permanent residence.

Note: within this manual, use of the term "State" has the same meaning as State of the Operator.



State of Origin

The territory of a state in which the cargo was first loaded on an aircraft.

State of Registry

The state where an aircraft is registered.

Equivalent Terms: Country of Registry

Sterile Area

That area between any passenger inspection or screening station and the aircraft, into which access is strictly controlled.

Note: In some states, sterile areas and security restricted areas are the same; in others states different levels of security exist.

Equivalent Terms: Security Restricted Area

Sterile Flight Deck

The operational state on the flight deck during critical phases of flight that prohibits the flight crew from performing any:

- duties other than those duties required for the safe operation of the aircraft;
- activity that could distract any flight crew member from the performance of his or her duties, or which could interfere in any way with the proper conduct of those duties.

Equivalent Terms: Sterile Cockpit, Silent Cockpit

See Critical Phases of Flight

Stores (Supplies)

Stores for Consumption – Goods, whether or not sold, intended for consumption by the passengers and/or crew on board an aircraft, or goods necessary for the operation and maintenance of aircraft.

Note: Stores for consumption includes COMAT, which are goods necessary for the operation and maintenance of aircraft .

Stores to be Taken Away – Goods for sale to the passengers and/or crew of the aircraft with a view to being landed.

Note: the word "landed" in this context generally means duty free or tax free goods that will be declared to Customs by passengers and/or crew, and which may be subject to excise duty.

Note: IOSA specifications address stores the same as cargo for the purposes of handling, loading, securing and transporting.

See Cargo.

Structural Repair Manual (SRM)

Manual issued by the Original Equipment Manufacturer of an aircraft outlining Structural Repair Limitations and Repair details.

Sub-Contracting

See Outsourcing.

Substantial Damage

Damage or structural failure that negatively affects the structural strength, performance, or flying characteristics of an aircraft, and which would require significant repair or replacement of the affected component or system. Damage to landing gear, wheels, tires, and flaps is excluded, as well as bent



aerodynamic fairings, dents in the aircraft skin, small punctures in the aircraft skin, ground damage to propeller blades, or damage to only a single engine.

Supernumeraries

Persons, in addition to the flight crew, that are not passengers but are on board an all-cargo aircraft because they either:

- are necessary for the safety of operations, or
- have a relationship with the operator (e.g. employee, employee family members), or
- have certain knowledge and abilities gained through selection and mandatory training (e.g. nonoperating crew members).

Supernumeraries may also be utilised in the cabin of passenger aircraft to conduct certain service activities (e.g. serving beverages, conducting customer relations, selling tickets); such persons are not assigned to perform safety duties.

Supervised Operating Experience (SOE)

Crew member operating experience on a specific aircraft type that is required in conjunction with flight or cabin crew member qualification training and evaluation. SOE is a form of line training conducted under the supervision of a current and qualified flight or cabin crew member authorised for the purpose by the Operator and/or State.

Equivalent Terms: Initial Operating Experience (IOE), Operating Experience (OE), Supervised Operating Experience (SOE), Transoceanic Operating Experience (TOE)

See Line Training

Supplemental Type Certificate (STC) Holder

The organisation that has approval by the applicable NAA to modify a specific aircraft type.

Supplemental Oxygen

The additional oxygen required on an aircraft to protect each occupant against the adverse effects of excessive cabin altitude and to maintain acceptable physiological conditions.

Supplier

An organisation that sells products or services for use by the air transport industry. The products may include maintenance, spare parts and information.

Surplus

Describes a product, assembly, part, or material that has been released as surplus by the military, manufacturers, owners/operators, repair facilities, or any other parts supplier. These products should show traceability to a manufacturing procedure approved by the applicable authority.

Surveillance

A continuing, but intermittent, inspection or audit of a system or combination of systems and procedures.

Equivalent Terms: Continuous Surveillance

System of Non-Shared Responsibility (Operational Control)

A system whereby the PIC has sole responsibility for all aspects of operational control, assisted and/or supported by a Flight Dispatchers/Flight Operations Officer (FOO) or other operational control personnel.

System of Shared Responsibility (Operational Control)

A system whereby the pilot-in-command and a Flight Dispatcher/Flight Operations Officer (FOO) have joint responsibility for all aspects of operational control.**T**



Task

See Maintenance Task.

Task Card

These include all maintenance or workshop tasks approved by an Instrument of Appointment Authorised Person as part of the System of Maintenance. Task Cards are computer or manually produced Sign-Off Sheets or Cards and include but are not limited to; Travellers; Tasks in Check Sheets; Survey Sheets; Maintenance Routines; Job Cards; Work Orders; Modification Cards; Scheduled Rectification Cards; Approved Repair Schemes; Operation Sheets.

They may detail all requirements or may refer to Amplification details in a particular manual or document. They are used to issue technical instructions and require certification for the accomplishment of that task. Task Cards are either Permanent or Inspection tasks and may be produced in either base, workshop or line maintenance locations for inspections, modifications or component changes.

Equivalent Terms: Job Card, Work Card

Technical Log

The record of reported or observed malfunctions, failures, or defects in the airframe, powerplant, or appliances on an aircraft, including information concerning repairs, replacements, adjustments, or deferrals. The log normally resides in the aircraft.

Equivalent Terms: Aircraft Technical Log, Log Book, Technical Records

Technical Records

Specific records, such as Aircraft Maintenance, Component Maintenance and Engine Maintenance, that contain the details of the maintenance carried out, the approved data that was used and the certification for such maintenance. The technical records also contain the names and signatures of the persons who carried out and/or Certified for the work carried out and the dates, which the work was carried out.

Equivalent Terms: Quality Records

Terrain Awareness and Warning System (TAWS)

See Ground Proximity Warning System (GPWS) with a Forward Looking Terrain Avoidance Function.

Thermal Imaging Inspection

Non-Destructive Testing method involving Thermal Imaging techniques.

Threat and Error Management

The actions taken by the flight crew to reduce threats or manage errors.

Threats – factors that increase the likelihood of an error being committed – these may be environmental, pilot related and/or flight crew related.

Errors – deviations from the right course or standard; irregularity; mistake; inaccuracy; something made wrong or left wrong. Errors on the flight deck are normally related to communication, procedures, flight crew member proficiency, and/or decision making.

Time Since Installation (TSI)

Time accumulated since a given item was last installed.

Time Since New (TSN)

The operating time an item has accumulated since new.



Time Since Overhaul (TSO)

The time accumulated since a given item was last overhauled.

Tooling and Calibration System

A system that records the holding and Calibration Details of calibration Tooling and Equipment used during aircraft, aircraft engine and aircraft component maintenance.

Equivalent Terms: Tooling and Equipment System, Calibrated Tooling System

Traceability

The ability via documentation or electronic means to track maintenance performed, parts, processes, and materials, by such means as Task Number, Inspection Reference Number, or Serial number to the person who performed or certified the maintenance, the original manufacturer or other source.

Traffic Collision Avoidance System TCAS)

See Airborne Collision Avoidance System (ACAS).

Training

Formal instruction given to operational and maintenance personnel to ensure each person has the requisite awareness, knowledge and competence to meet job responsibilities and perform assigned duties or functions. Training may also include testing, checking, assessment, or evaluation activities as a means for demonstrating proficiency or competency.

Additional Training – training provided when deemed necessary based upon operational outcomes, performance assessments, quality audit, regulatory changes or changes in standards or procedures.

Basic Familiarisation Training – ground training provided by an Operator to newly hired crew members to ensure familiarity with:

- flight and cabin crew member duties and responsibilities, as applicable;
- relevant state regulations;
- authorised operations (not required for cabin crew members);
- relevant sections of the OM.

Equivalent Terms: Basic Indoctrination

Conversion Training – training for flight crew members that hold a type rating in an aircraft and wish to serve in the same capacity on another aircraft of the same group or in the same capacity for another Operator in an aircraft for which a type or class rating is required.

Differences Training – training for flight or cabin crew members currently qualified on an aircraft who are to serve in the same capacity on another variant within the same type of aircraft, or are on another type within the same class of aircraft, where it has been determined by the State that basic aircraft similarities require only familiarisation and knowledge of the differences between variants or types in lieu of a complete transition training course for the new aircraft.

Initial Training – formal training provided to operational and maintenance personnel prior to being assigned to new duties, functions, positions and/or aircraft.

Recurrent Training – ongoing training provided to operational and maintenance personnel on a frequency in accordance with requirements of the State and/or the Operator.

Equivalent Terms: Refresher Training, Continuation Training, Continuing Qualification

Re-qualification Training – training required for operational and maintenance personnel who have been previously trained and qualified to perform certain duties or functions, but who have subsequently become unqualified.

IATA Technical Reference Manual

Type Rating Training – training for flight crew members to satisfy requirements applicable to the issuance of a Flight Crew Licence for a type or class of aircraft for which a new type or class rating is required.

Transition Training – training for flight and cabin crew members who are changing to another aircraft type or class and who have qualified and served in the same capacity on another aircraft of the same group. Transition training may also be required for flight operations officers/flight dispatchers for familiarisation with a new type of aircraft under a shared system of operational control.

Equivalent Terms: Conversion Training

Update Training – training provided to ensure personnel remain competent and are made aware of any changes to duties or areas of responsibility

Upgrade Training – training for operational or maintenance personnel, particularly flight crew members, prior to being assigned to new duties or functions that have a higher level of authority and responsibility.

Training Course

A series of classes, lessons or meetings for the purpose of achieving specific training objectives.

Training Curriculum

An organised programme of study or courses offered by an organisation that conducts training.

Training Manual

A separate manual or part of the operations manual, acceptable to the State of the Operator, containing the relevant details of operational personnel training programmes to address as applicable:

- flight crew;
- cabin crew;
- flight operations officers/flight dispatchers;
- other operational personnel as determined by the operator or required by the state.

See Operations Manual

Training Flight

A training operation conducted in an aircraft in flight without passengers or cargo under the supervision of an instructor or evaluator authorised for the purpose by the Operator and/or State. Training flights are typically conducted due to the absence of a representative flight simulator that is approved for the purpose of establishing or maintaining the qualification of flight crew members in accordance with the Operator's training programme.

Training Syllabus

A summary outline of a course curriculum that delineates course requirements, grading criteria, course content, trainer expectations, deadlines, examination requirements, grading policies, and other relevant course information.

Training to Proficiency

A method of training and evaluation employed when an evaluator determines that an event is unsatisfactory and subsequently conducts training and repeats the testing of that event. This provision is typically made in the interest of fairness and to avoid undue hardship and expense for airmen and operators. Training is not conducted, however, without recording the failure of these events.

Training to proficiency typically contains the following elements:

 training and checking is not conducted simultaneously. When training is required, the evaluation is temporarily suspended, training conducted, and then the check resumed;



- when training to proficiency is required, the evaluator records the events which were initially failed and in which training was given;
- when training to proficiency is conducted and the check is subsequently completed within the original training and evaluation session, the overall grade for the check may be recorded as satisfactory.
- when the training required to reach proficiency cannot be completed in the original checking session, the check is recorded as unsatisfactory and the crewmember entered into re-qualification training.

Transmissometer

An apparatus, normally consisting of a projector and receiver, used to determine visibility by measuring the transmission of light through the atmosphere; it is the measurement source for determining runway visual range (RVR) and runway visibility value (RVV)

Transfer Baggage

Baggage that has been transported on a flight to a certain location, and then is offloaded and transferred to another flight within a defined time period for transportation to another location.

Transportation Index (TI)

A unit of measure used in the calculation of the level of radioactivity associated with a radioactive shipment.

Type Certificate

The certificate issued by an NAA of a state that defines the design of an aircraft type and certifies that this design meets the appropriate airworthiness requirements of that state.

Equivalent Terms: Aircraft Type Certificate

Type Certificate Holder

The organisation that has approval by the applicable NAA to design, manufacture, test, and produce a specific aircraft type.

Type Design Organisation

The organisation that has approval from the NAA to design a specific aircraft type.



U

Ultrasonic Inspection

Non-Destructive Testing method involving Ultrasonic techniques.

Unaccompanied Baggage

Checked baggage that has been loaded into an aircraft that does not have the owner/passenger also on board.

Un-airworthy

A condition of an aircraft that precludes it from being released to service and flown.

Unauthorised Interference

Interference that occurs when any item for transport on an aircraft (e.g. baggage, cargo, mail, stores, catering equipment) that has been accepted for transport by an operator and subjected to security controls subsequently is in contact with a person who has not been screened and/or does not have authorised access to security restricted/sterile areas where such items are stored and handled.

Also, interference related to unauthorised access to passengers, the aircraft and/or property of the operator that are in security restricted/sterile areas by a person who has not been screened and/or does not have authorised access to such restricted/sterile areas.

Unclaimed Baggage

Baggage that arrives at an airport on a flight and is not picked up or claimed by a passenger or crew member.

Unidentified Baggage

Baggage at an airport, with or without a baggage tag, which has not been picked up by or identified with a passenger or crew member.

Unit Load Device (ULD)

Any type of freight container, aircraft container or aircraft pallet with a net that is capable of being locked into the aircraft cargo restraint system.

A ULD may or may not be certified by government airworthiness authorities.

Certified ULD – considered as a removable aircraft hold, structurally capable of fully restraining the load contained within and/or providing adequate protection to the aircraft systems and structure.

Non-certified ULD – not considered as a removable aircraft hold, can only be loaded into aircraft holds that are compartment restraint certified and pursuant to the instructions of the aircraft manufacturer's weight and balance manual designated to that aircraft. For containers, the base plate must be structurally attached to and an integral part of the assembly, and the ULD must be capable of fully containing or restraining the cargo or baggage contained within.

Note: An overpack is not included in this definition.

Unknown Cargo

A consignment of cargo tendered to a regulated agent or operator that has not been submitted to appropriate security controls, **or**

A consignment of cargo subjected to appropriate security controls that may have or is confirmed to have been subjected to unlawful interference.

See Cargo.



Unlawful Interference

Any act or attempted act that may jeopardise the safety and security of international civil aviation, to include:

- unlawful seizure of an aircraft in flight or on the ground;
- hostage-taking on board an aircraft or at an airport;
- forcible intrusion on board an aircraft, at an airport or on the premises of a related civil aviation facility;
- introduction of a weapon, a hazardous device or material intended for criminal purposes on board an aircraft or at an airport;
- communication of false information that jeopardises the safety of an aircraft in flight or on the ground, or of passengers, crew, ground personnel or the general public at an airport or on the premises of a related civil aviation facility.

Unserviceable (U/S)

The state of an aircraft, engine, component, or any piece of equipment as being in a condition that does not permit usage in operations.



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Valuable Cargo

A cargo consignment that contains one or more valuable articles (specified in the IATA Cargo Services Conference Resolutions Manual, Resolution 012 or the IATA Security Manual 3.11.2).

Vendor

See Supplier.

Visual Inspection

A visual inspection either directly or by the assistance of a suitable apparatus to determine the state of an area or part.

Visual Meteorological Conditions (VMC)

Meteorological conditions expressed in terms of visibility, distance from cloud, and ceiling, equal to or better than specified minima.



W

Wake Turbulence

Turbulence that forms behind an aircraft as it passes through the air, resulting from vortices formed as the wings produce lift.

Equivalent Terms: Wingtip Vortices, Jet Wash

Weapon

An instrument of attack or defense in combat that is normally prohibited from being carried on board an aircraft by a passenger.

Wet Drill

A practical training exercise whereby crew members get into a life raft that is in the water, either by climbing into the raft from the water or boarding the raft directly from an aircraft exit.

Wet-lease (Operational)

The practice whereby an operator (the "lessee") satisfies its own operational needs by utilising aircraft that is acquired from an external operator (the "lessor") through a commercial lease agreement; the lessor exercises operational control of such aircraft in operations conducted for the lessee.

Equivalent Terms: Capacity Purchase Agreement

Windshear

A difference in wind speed or direction between two points in the atmosphere; a difference between two points are at different altitudes is vertical shear; a difference at two points geographically is horizontal shear.

Predictive alert – an indication by onboard equipment that potential windshear is ahead of the aircraft.

Reactive alert – an indication by onboard equipment that the aircraft is encountering windshear.

Wing Walker

A member of the ground crew whose primary job function is to walk alongside an aircraft's wing tip during aircraft ground movement (e.g. pushback, towing) to ensure the aircraft does not collide with any objects.

Work Card

See Task Card.

Work Package

Work Cards printed for an aircraft lay-up, or workshop lay-up on a component, and used by staff to perform and certify for the required maintenance, modification or repair.

Workplace Safety

Process and Procedures in place with an Operator or AMO that protect people and aircraft from inadvertent injury/damage (i.e. safety of maintenance operations, environment, fire prevention or protection, identification of Safety First Equipment, safety guarding of machinery, FOD protection, housekeeping and proper identification of "maintenance vital" greases and fluids.

Equivalent Terms: Protection Systems

Χ

XRAY See *Radiography Inspection.* Equivalent Terms: *Radiography*



Ζ

Zero Flight Time Training (ZFTT)

A flight crew qualification concept whereby:

- flight training and evaluation is conducted solely in advanced simulation devices without the need for flight time in an aircraft;
- a final demonstration of competency is completed in an aircraft during actual line operations under the supervision of an instructor, evaluator or current and qualified Pilot-in-Command (PIC) designated for the purpose by the Operator and/or State..

Zonal Inspection

Visual inspections or checks in specified aircraft zones and areas for security and general condition of installations, components and structure. The zone has to be inspected as far as visible according to the required access opening. Some tasks have been selected for areas sensitive to potential corrosion and to damages not connected with the design (e.g. FOD).



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