



NIGERIA CIVIL AVIATION AUTHORITY
CORPORATE HEADQUARTERS
 Nnamdi Azikiwe International Airport
 Domestic Wing, Abuja, Nigeria

CL: O-OPS 028
ALLIED SERVICES PROVIDERS MANAGEMENT AND
SUPPORT INSPECTION CHECKLIST

Record ID:	Inspectors:	Type of Operation:
Date Accomplished:	Operator / Organisation:	Tracking No.:
Location:	Certificate. No.:	
Company Representative:	Designation:	

Instructions for Use:

1. Check `S` column if you reviewed the record, procedure or event and it is `Satisfactory`.
2. Check `U` column if you reviewed the record, procedure or event and it is `Unsatisfactory`.
3. Check **NS (not seen)** column if you did not review the record, procedure or event or you do not have adequate information to make a valid comment.
4. Check **NA (not applicable)** column, if the line item is not required in this particular situation.
5. Enter any notes on reverse side regarding a 'U' answer for transfer to the Safety Issues Resolution Report.
6. For later reference, precede any notes with the appropriate question number.

S/N	Organization Structure	S	U	NS	NA
1.	Is the organization structure suitable for the size and scope of the proposed operation?				
2.	Is the chain of command appropriate to satisfy safety and security of operations?				
3.	Are there Managers responsible for Operations/Cargo, Quality Assurance and Security?				
	Qualified and Competent Employees	S	U	NS	NA
4.	Does the Organization have sufficient number of suitably qualified and competent employees in the following areas:				
	a) Operations / Cargo Functions.				
	b) Load Control.				
	c) Passenger Handling.				
	d) Quality Assurance / Internal Audit.				
	e) Security and Safety.				
	f) Operations / Logistics Support.				
	g) Training.				
	h) General Administration and Financial control.				
5.	Do the employees have Letters of Employment and Company IDs?				
	Administrative & Operations Facilities - Office	S	U	NS	NA
6.	Are offices accommodation and size conducive and adequate?				
7.	Are operations / cargo offices and storage areas appropriately demarcated and equipped?				
8.	Are regular and emergency exits properly marked?				
9.	Are Fire Extinguishers available and in ready to use state?				
10.	Are the support equipment adequate?				
11.	Are the administrative support staff adequate?				
12.	Are computer systems, printing and distribution facilities adequate?				

	Communications	<i>S</i>	<i>U</i>	<i>NS</i>	<i>NA</i>
13.	Is the communication/information system adequate to allow efficient and rapid communications with staff and their managers?				
14.	Are there processes and procedures for communicating incidents, accidents and occurrences?				
15.	Are communication records properly retained?				
	Manuals and Documents	<i>S</i>	<i>U</i>	<i>NS</i>	<i>NA</i>
16.	Are the following Manuals and documents available and approved by the Authority, where applicable?				
	a) Operations Manual or Standard Operating Procedures (SOP).				
	b) Dangerous Goods Manual (DGM).				
	c) Aviation Security Manual.				
	d) Aviation Fuel Handling Manual.				
	e) Quality Management Manual.				
	f) Health, Safety and Environment Manual.				
	g) Emergency Response Manual.				
	h) Training Manual.				
	i) ICAO TI or IATA DGR (Current Edition).				
	j) NCAA Regulations.				
	k) Civil Aviation Act.				
	l) CAC Certificate.				
	m) Other Manuals and documents as may be required by the Authority.				
	Training	<i>S</i>	<i>U</i>	<i>NS</i>	<i>NA</i>
17.	Is there a Training Programme and Plan/Schedule for the employees?				
18.	Are the personnel given training in the following areas, as applicable?				
	a) Induction / Indoctrination.				
	b) Dangerous Goods Regulations.				
	c) Safety Management System.				
	d) Aviation Security.				
	e) Cargo / Baggage / Passenger Handling.				
	f) Aircraft Specific (Performance / Weight & Balance).				
	g) Loading and Load Control.				
	h) Ramp Safety and Supervision.				
	i) Emergency Response and Drills.				
	j) Health, Safety & Environment.				
	k) Fire Fighting Awareness and Drills.				
	l) Other trainings as may be required by the Authority.				
	Occurrence Reporting & Audits	<i>S</i>	<i>U</i>	<i>NS</i>	<i>NA</i>
19.	Are incidents/accidents/occurrences reported and documented?				
20.	Is there an Audit Plan / Schedule?				
21.	Are internal audits conducted at stated intervals?				
22.	Are external audits of service providers conducted as required?				
23.	Are audit follow-up actions done for effective closure of audit findings?				
	Retention of Records	<i>S</i>	<i>U</i>	<i>NS</i>	<i>NA</i>
24.	Are all operations / cargo documents and records properly retained?				
25.	Are all Training records properly retained?				
26.	Are all incident / accident / occurrences' records retained?				
27.	Are audit records retained?				

REMARKS & OBSERVATIONS

INSPECTOR'S SIGNATURE

Additional comments attached =>