



# NIGERIAN CIVIL AVIATION AUTHORITY

AVIATION HOUSE

P. M. B. 21029, 21038, Ikeja, Lagos, Nigeria

## CL: O-OPS022A OPERATIONS MANAGEMENT AND SUPPORT

|                        |             |                            |                             |
|------------------------|-------------|----------------------------|-----------------------------|
| Record ID:             | Inspector   | Type of Operation          | Activity Number – Checklist |
| Date Accomplished:     | # Issues    | Operator                   | Tracking #                  |
| DIRECTOR OF OPERATIONS | CHIEF PILOT | DIRECTOR OF FLIGHT SAFETY: |                             |

**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 | ORGANIZATIONAL STRUCTURE   | S        | U        | NS        | NA        |
|-----|--|----------|----------|-----------|-----------|
| 1.  | Organization suitable with regard to the size and scope of the proposed Operation?   |          |          |           |           |
| 2.  | Management persons assigned to positions key to safety acceptable?   |          |          |           |           |
| 3.  | NCAA Management Acceptance documents issued for these persons?   |          |          |           |           |
| 4.  | NCAA Air Operator Management Database correct?   |          |          |           |           |
|     | <b>CHAIN OF COMMAND APPROPRIATE TO ENSURE SAFETY OF OPERATIONS?</b>  | <b>S</b> | <b>U</b> | <b>NS</b> | <b>NA</b> |
| 5.  | Numbers of management positions not excessive  |          |          |           |           |
| 6.  | Flying and administration balanced for flight crew managers?   |          |          |           |           |
|     | <b>SUFFICIENT QUALIFIED AND COMPETENT EMPLOYEES</b>  | <b>S</b> | <b>U</b> | <b>NS</b> | <b>NA</b> |
| 7.  | Flight crews?  |          |          |           |           |
| 8.  | Cabin crews?   |          |          |           |           |
| 9.  | Crew training and checking?  |          |          |           |           |
| 10. | Other technical trainers?  |          |          |           |           |
| 11. | Operations planning?   |          |          |           |           |
| 12. | Operations control?  |          |          |           |           |
| 13. | Crew scheduling?   |          |          |           |           |
| 14. | Load control?  |          |          |           |           |
| 15. | Passenger handling?  |          |          |           |           |
| 16. | Administration Support?  |          |          |           |           |
| 17. | NCAA Air Operator Employee Database correct?   |          |          |           |           |
|     | <b>ADMINISTRATIVE FACILITIES</b>   |          |          |           |           |
| 18. | Adequate bases and facilities?   |          |          |           |           |
| 19. | NCAA Air Operator Base, Sub base and Station Database correct?   |          |          |           |           |
| 20. | Office accommodation size?   |          |          |           |           |
| 21. | Equipment?   |          |          |           |           |
| 22. | Support staff?   |          |          |           |           |
|     | <b>COMMUNICATIONS AND PROVISION OF INFORMATION</b>   | <b>S</b> | <b>U</b> | <b>NS</b> | <b>NA</b> |
| 23. | Communication and information system that can communicate efficiently and rapidly with all crew, operational support staff and their managers? |          |          |           |           |

|     |  |          |          |           |           |
|-----|--|----------|----------|-----------|-----------|
| 24. | Printing and distribution facilities?                        |          |          |           |           |
|     | <b>SERVICES PROVIDED</b>                                     | <b>S</b> | <b>U</b> | <b>NS</b> | <b>NA</b> |
| 25. | Performance information                                      |          |          |           |           |
| 26. | Navigation information/route data cards                      |          |          |           |           |
| 27. | Instrument approach minima                                   |          |          |           |           |
| 28. | Computer flight planning                                     |          |          |           |           |
| 29. | Obstacle avoidance procedures                                |          |          |           |           |
| 30. | Operational control support                                  |          |          |           |           |
|     | <b>FOR EACH SERVICE PROVIDED - EVALUATE</b>                  | <b>S</b> | <b>U</b> | <b>NS</b> | <b>NA</b> |
| 31. | Staff qualifications   |          |          |           |           |
| 32. | Staff training   |          |          |           |           |
| 33. | Staff competence   |          |          |           |           |
| 34. | Suitability of accommodations                                |          |          |           |           |
| 35. | Availability of appropriate information                      |          |          |           |           |
| 36. | Reliability of system to convey current information to crews |          |          |           |           |
| 37. | Responsiveness to changed input                              |          |          |           |           |
|     | <b>RECORDS OF ISSUE OF OPERATIONAL DOCUMENTS TO:</b>         | <b>S</b> | <b>U</b> | <b>NS</b> | <b>NA</b> |
| 38. | Flight crew  |          |          |           |           |
| 39. | Cabin crew   |          |          |           |           |
| 40. | Load control   |          |          |           |           |
| 41. | Dispatch staff   |          |          |           |           |
| 42. | Appropriate amendment system of company documents?           |          |          |           |           |
| 43. | Responsibility for updating documents?                       |          |          |           |           |
|     | <b>OPERATIONS LIBRARY</b>                                    | <b>S</b> | <b>U</b> | <b>NS</b> | <b>NA</b> |
| 44. | Location accessible to operating crew                        |          |          |           |           |
| 45. | All required operational documents and materials available?  |          |          |           |           |
| 46. | Documents up-to-date and readily accessible form             |          |          |           |           |
| 47. | Current Operations Manual?                                   |          |          |           |           |
| 48. | Aviation regulations or Nig - CARs                           |          |          |           |           |
| 49. | Civil aviation guidance                                      |          |          |           |           |
| 50. | Aeronautical information publication                         |          |          |           |           |
| 51. | Aeronautical maps and charts                                 |          |          |           |           |
| 52. | Notams and other aeronautical info                           |          |          |           |           |

**REMARKS & OBSERVATIONS**

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**INSPECTOR SIGNATURE**

Additional comments attached  =>