



Seattle
Aircraft Certification Office



“Aviation safety begins with safe aircraft”



SACO REORGANIZATION PLAN

FULL INTEGRATION OF
ANM-190S – 12 MONTH PLAN
FINAL STATUS



OBJECTIVES

- Demonstrate to GA community that we can provide improved service prior to the reassignment of the 190S “core” engineers
- Develop familiarity and relationships between SACO management and new GA engineers with GA customers
- Demonstrate that we will make adjustments to the plan based on experience and feedback



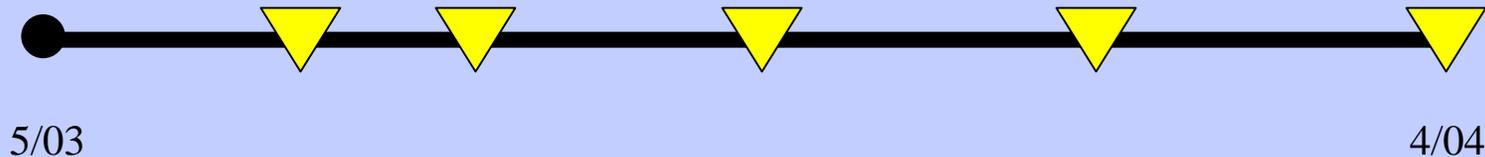
SACO REORGANIZATION

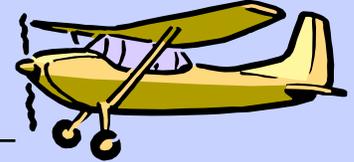
- Phase I: Communication & Data Gathering
- Phase II: Initial Efforts & Changes
- Phase III: Implement Process Improvements
- Phase IV: Implement Reassignments

Metrics

Feedback

Project Plan





***Phase I: Communication & Data
Gathering (May – August 2003)
Status: Complete***

a) **Inventory concerns expressed to date**

Make sure that we have addressed the concerns as we proceed with the plan

b) **Understand capabilities and service metrics for other offices supporting GA work**

Work with the SAD and ACOMT to determine what data (metrics) are available to compare current ANM-190S services with other offices

c) **Communication**

Communicate in advance of initiating change. Seek input from staff and industry.



Phase II: Initial Efforts and Changes (June – August 2003) Status: Complete

- a) **Reassignment of ANM-190S Program Managers**
Reassign the Rotorcraft and Small Airplane Program Managers
- b) **Engage additional GA engineers to the closure/response to existing project submittals**
Utilize additional GA engineers to clear backlog of existing projects
- c) **Identify areas for improving our processes**
Conduct a customer survey that would enable our GA customers to identify process improvements that could help them.
- d) **Communication**
Communicate progress reports to GA industry. Hold at least one meeting with GA industry to discuss progress and get feedback



Phase III: Implement Process Improvements

(August 2003 – April 2004)

Status: Underway

a) Engage additional GA engineers in new projects

Involve our new SACO GA engineers in new project work

b) Improvement process changes and other process improvements

Implement process changes identified in Phase II as being necessary to complete the reorganization and those that have been identified by the GA customers as beneficial

c) Communication

Hold at least 2 progress/feedback meetings with GA industry. We will share our overall service metrics and seek and input from industry.



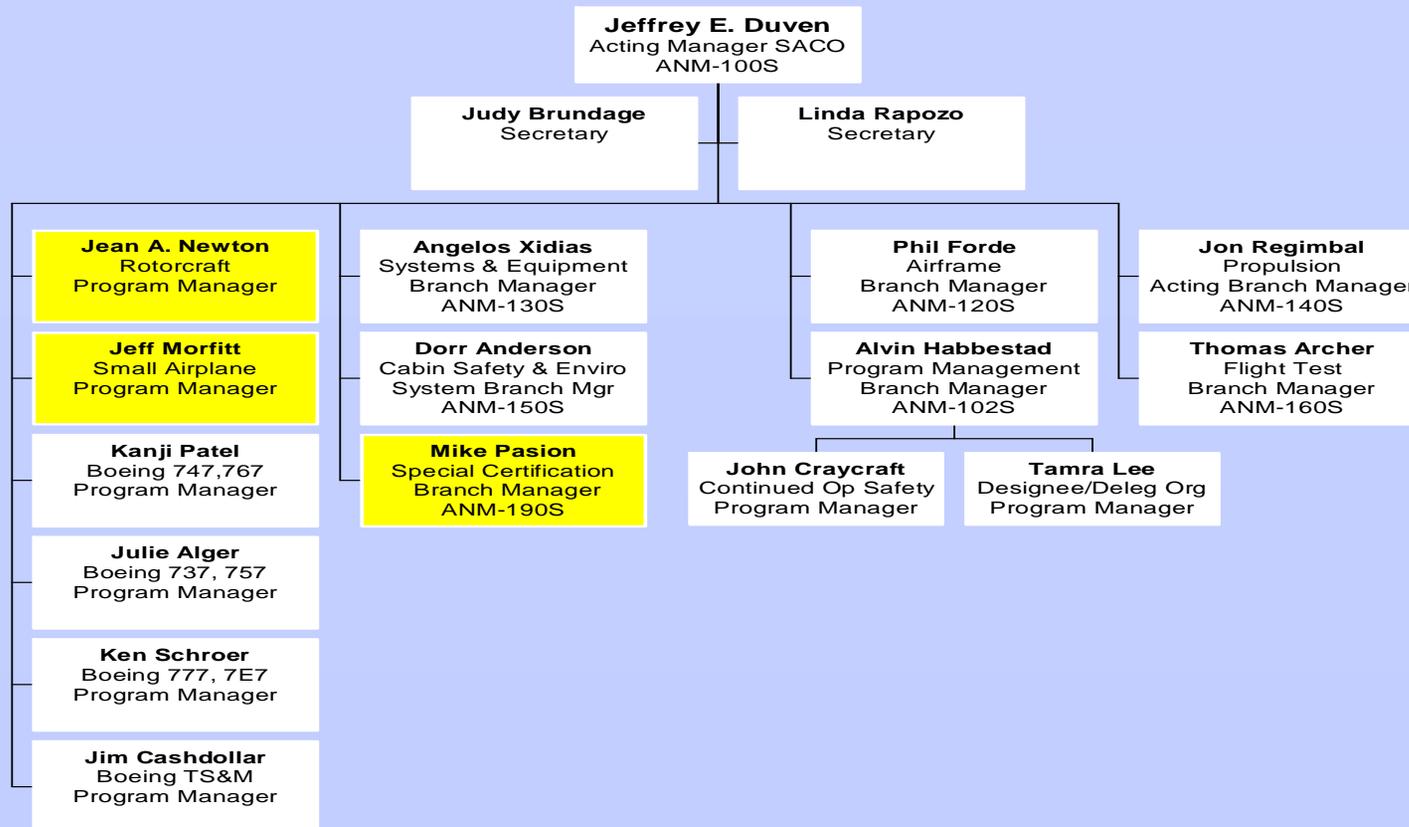
Phase IV: Implement ANM-190S Reassignments (April 2004)

- a) Check and adjust plan as necessary before proceeding to Phase IV



SEATTLE AIRCRAFT CERTIFICATION OFFICE

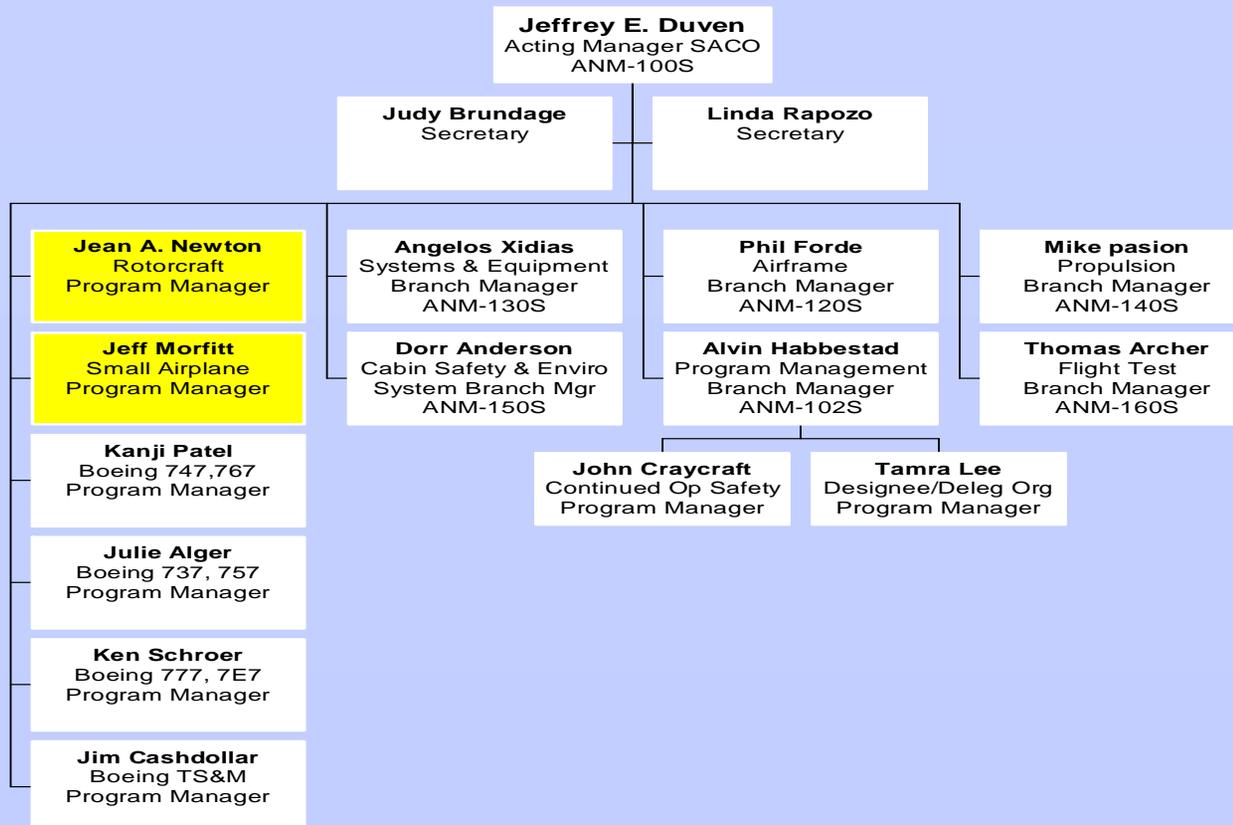
ANM-100S-Present





SEATTLE AIRCRAFT CERTIFICATION OFFICE

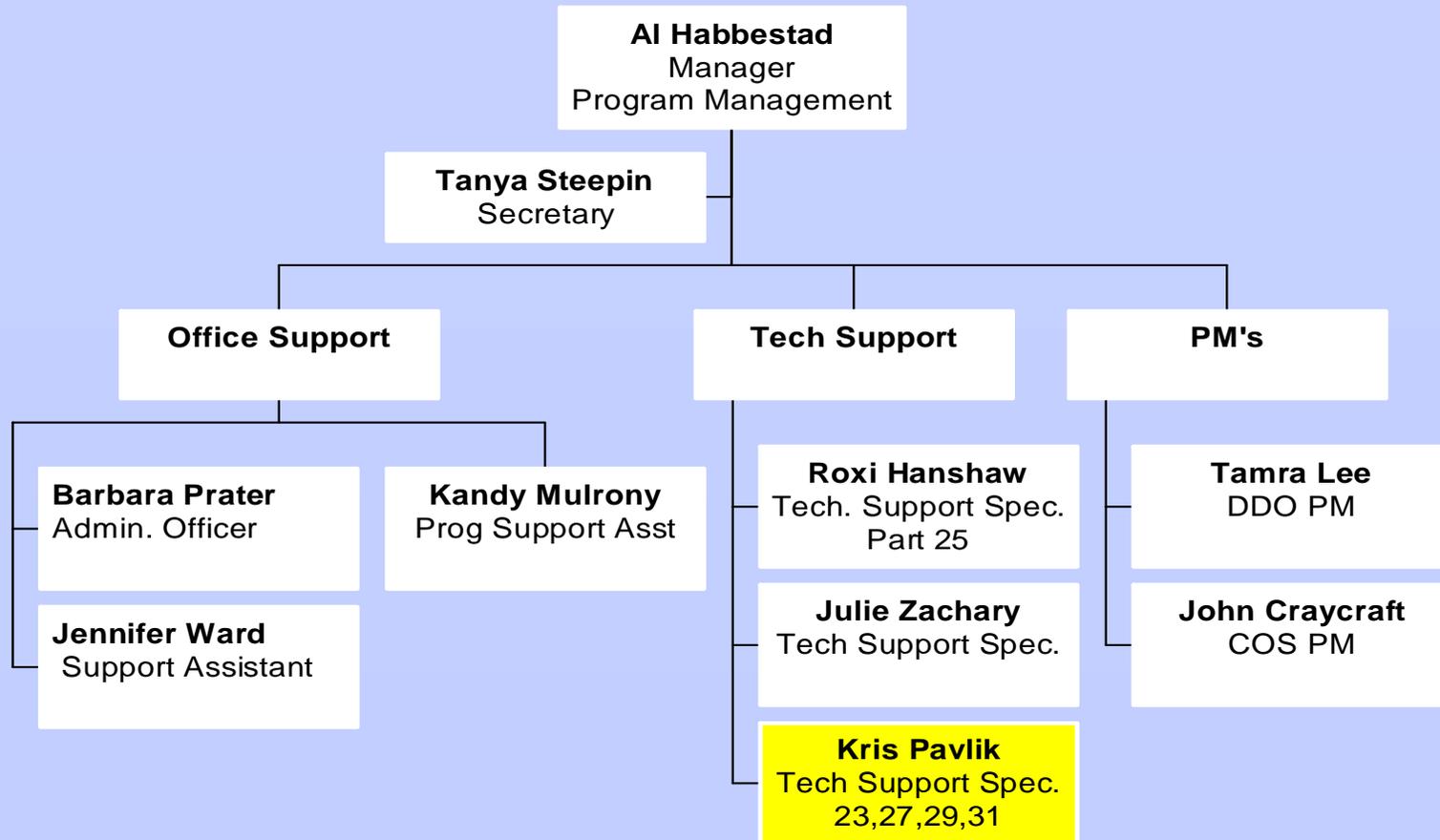
ANM-100S (April 2004)





PROGRAM MANAGEMENT BRANCH

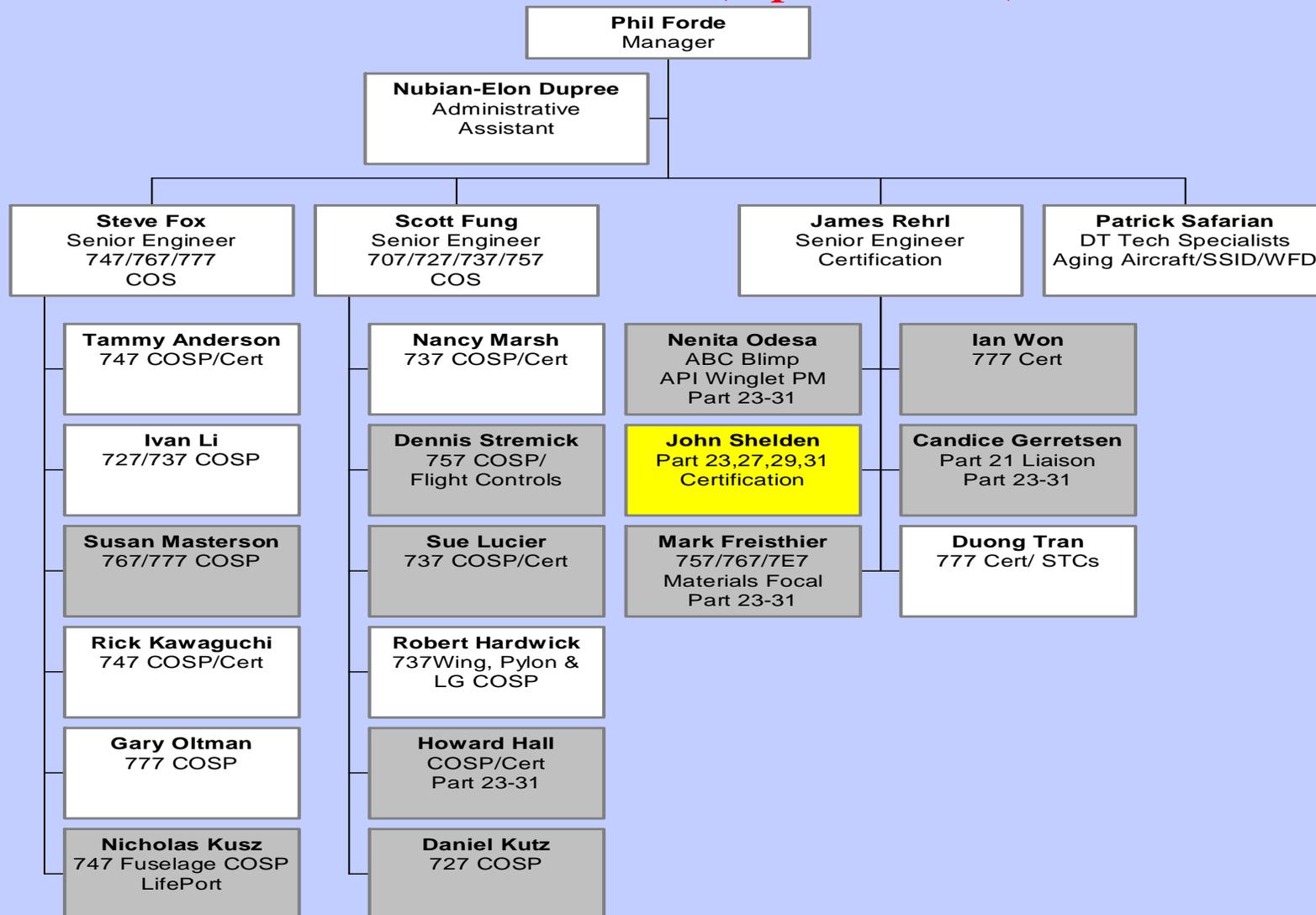
ANM-102S (April 2004)



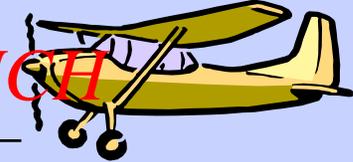
AIRFRAME BRANCH



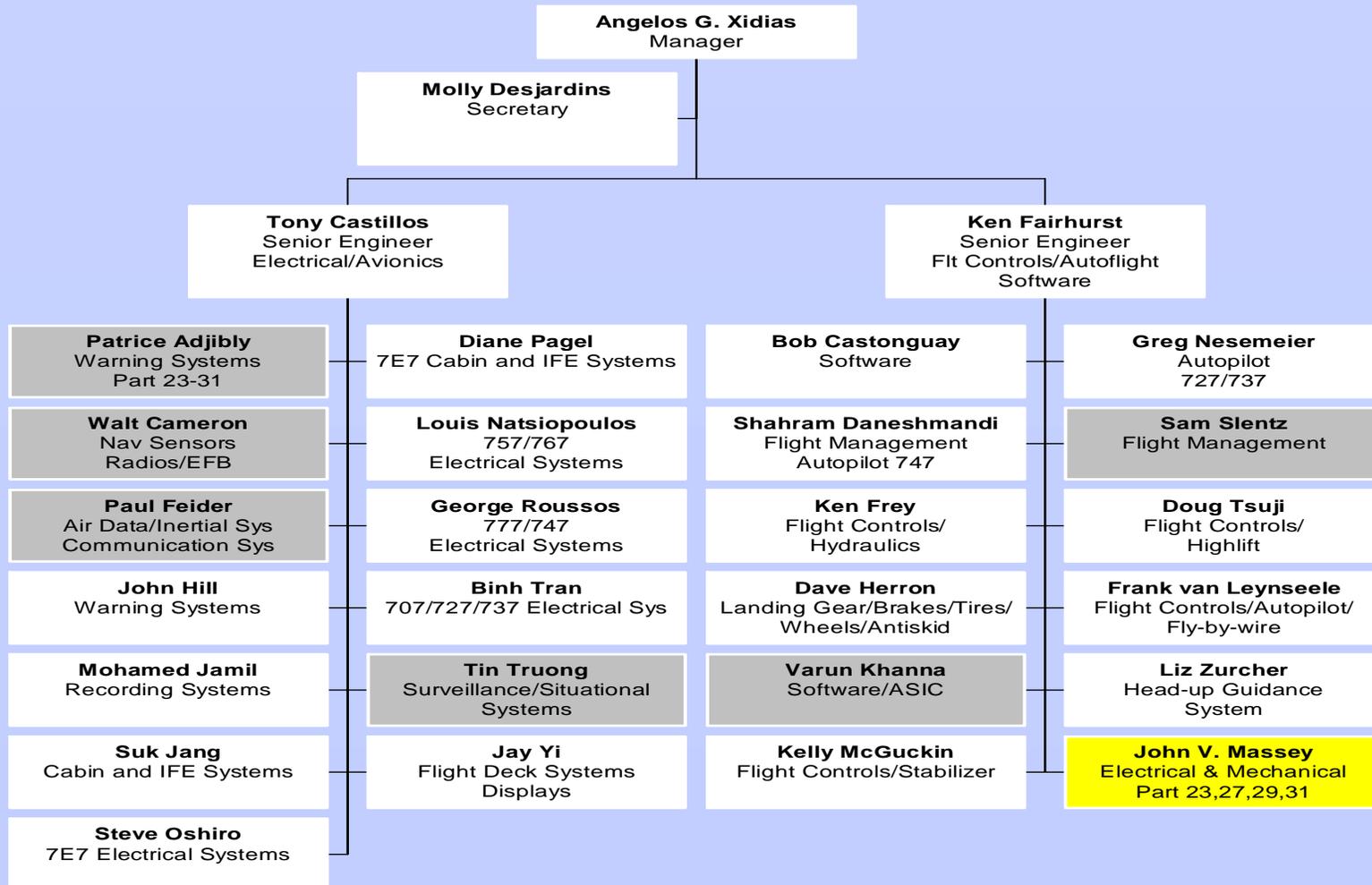
ANM-120S – (April 2004)

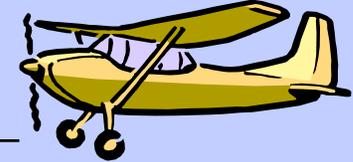


SYSTEMS & EQUIPMENT BRANCH



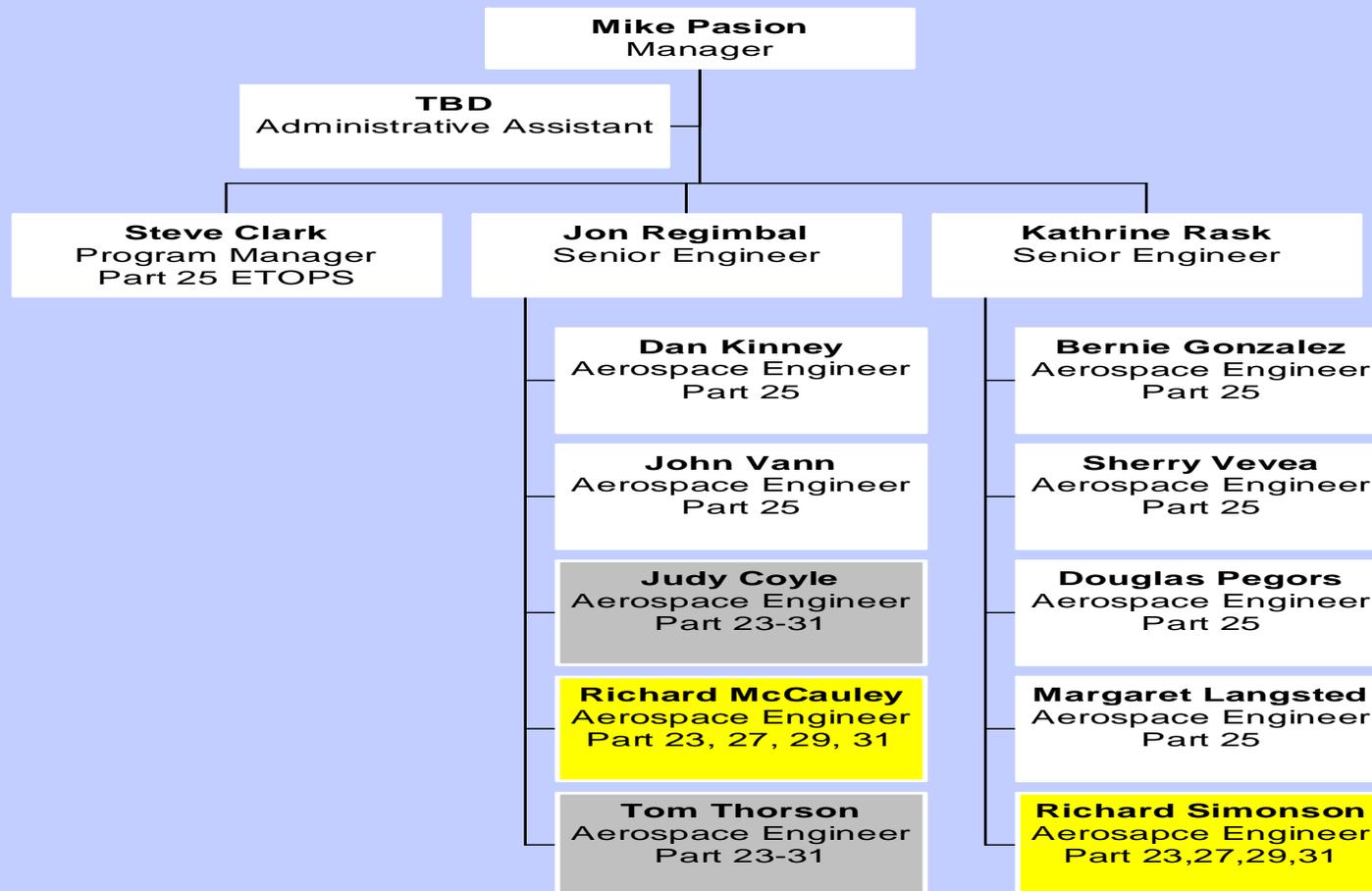
ANM-130S (April 2004)





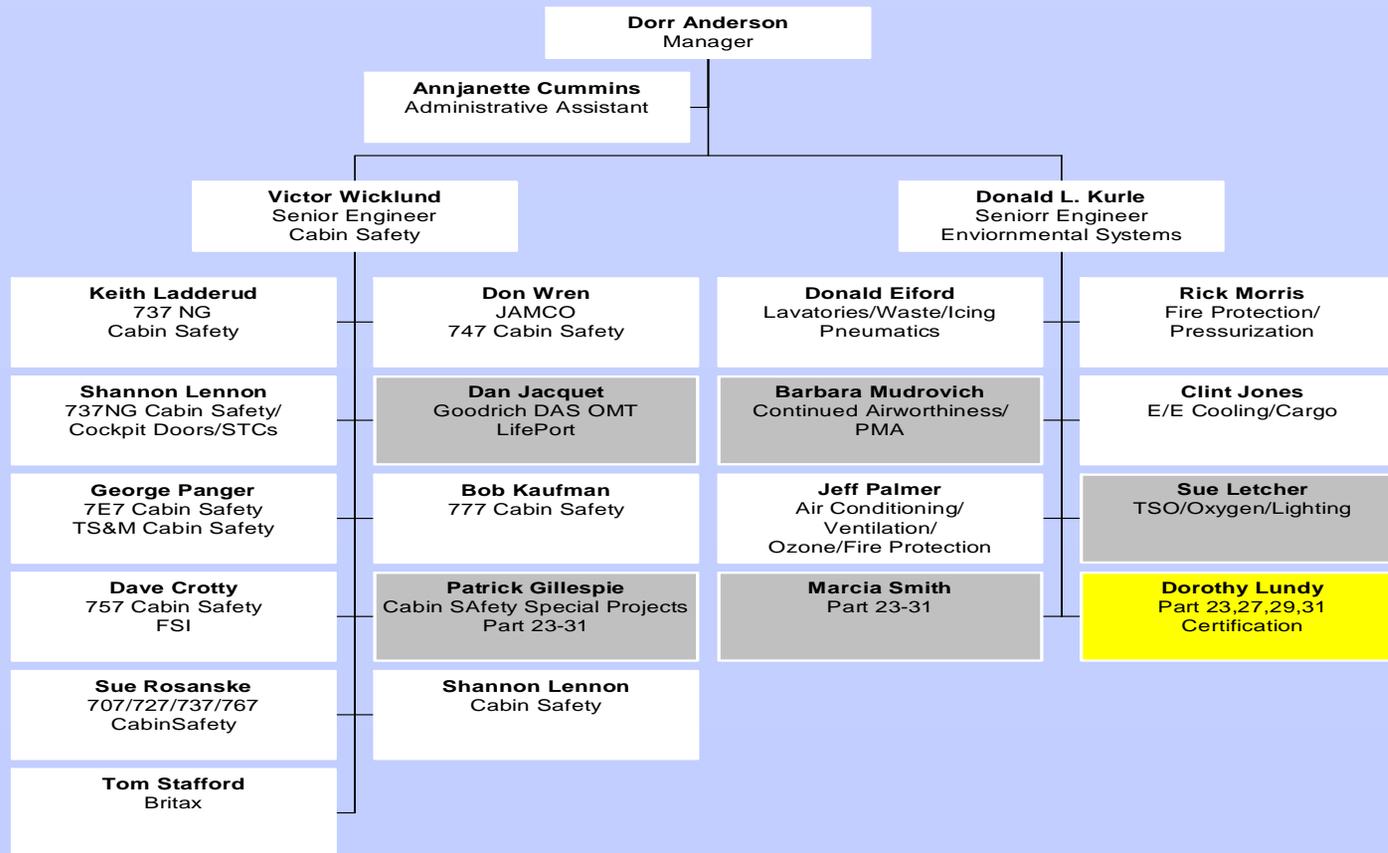
PROPULSION BRANCH

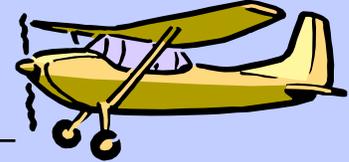
ANM-140S (April 2004)





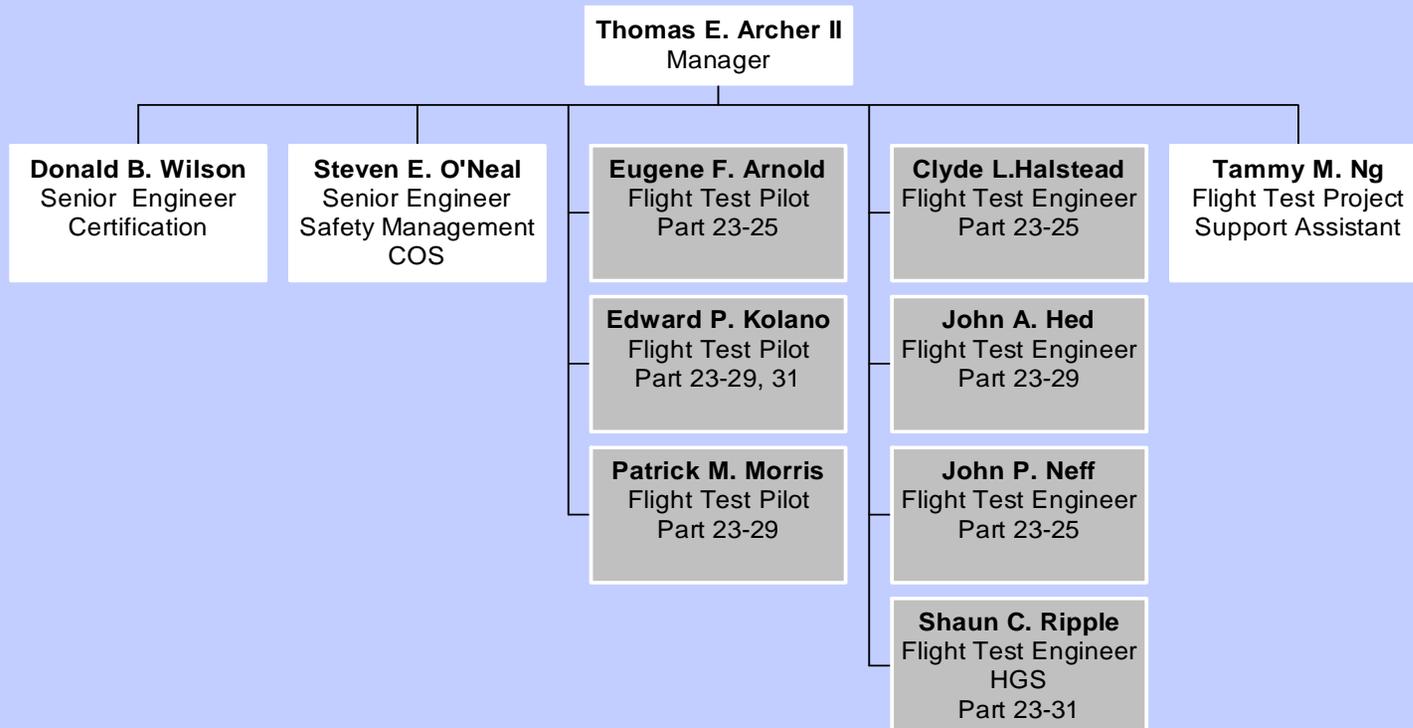
CABIN SAFETY & ENVIRONMENTAL SYSTEMS BRANCH, ANM-150S (April 2004)





FLIGHT TEST BRANCH

ANM-160S





Service Metrics without PSP

- Response to project initiation 7 c-days
- PSCP/Cert Plan review 21 c-days
- Test Plan review/approval
not delegated 14 c-days
- Compliance documents approval
not delegated 28 c-days
- TIA issuance after applicable
document approvals 14 c-days



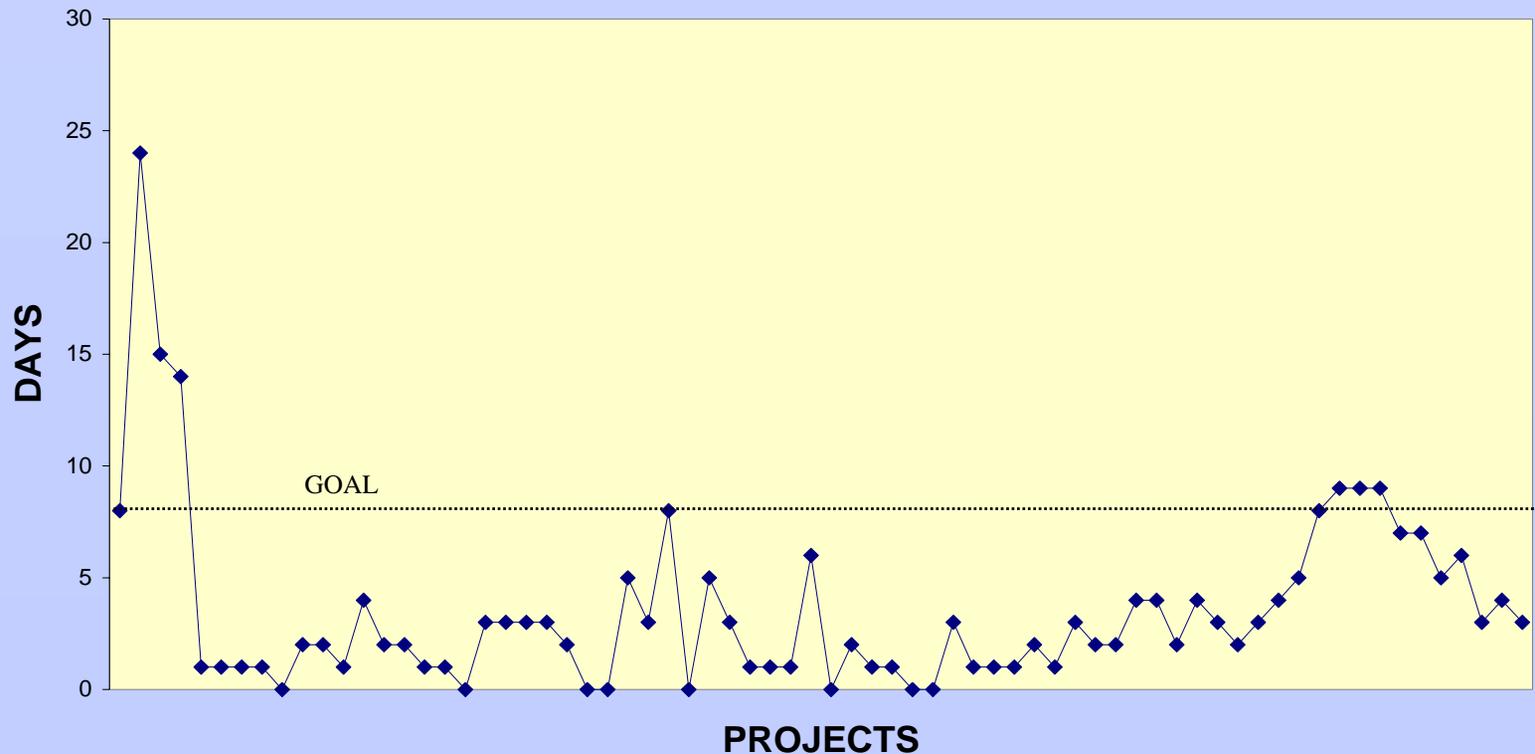
Service Metrics without PSP

(cont.)

- STC issuance (after all compliance documents are approved) 10 c-days
- Minor changes to MDL revision 21 c-days

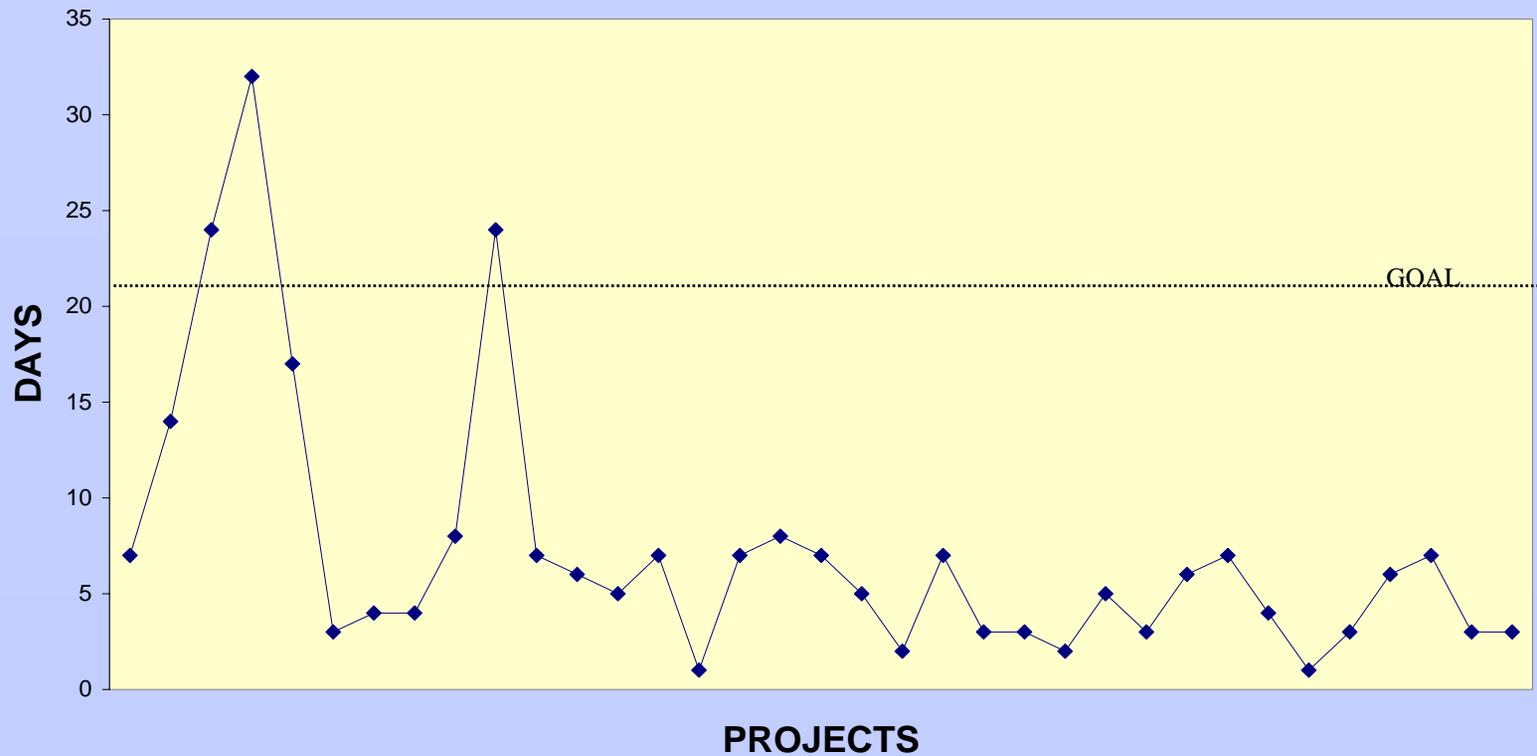


PROJECT INITIATION RESPONSE TIME (June 1-Feb 6)



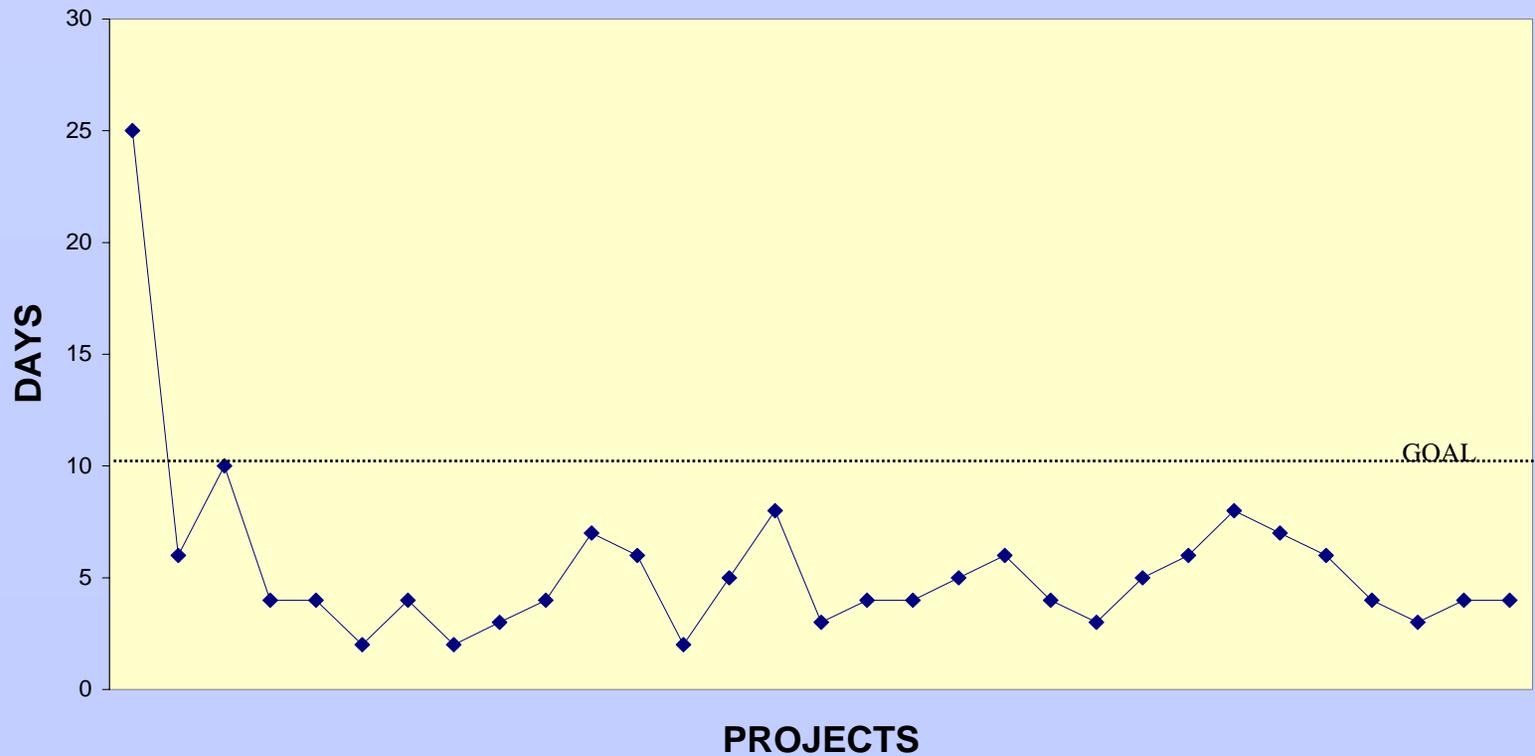


Cert Plan Review (June 1 – Feb 6)





APPROVAL ISSUANCE (June 1- Feb 6)





Feedback Forms

- Sent with self addressed stamped envelopes
- Envelopes addressed to SACO Manager
 - Comments will receive SACO Manager's full attention
 - Confidential

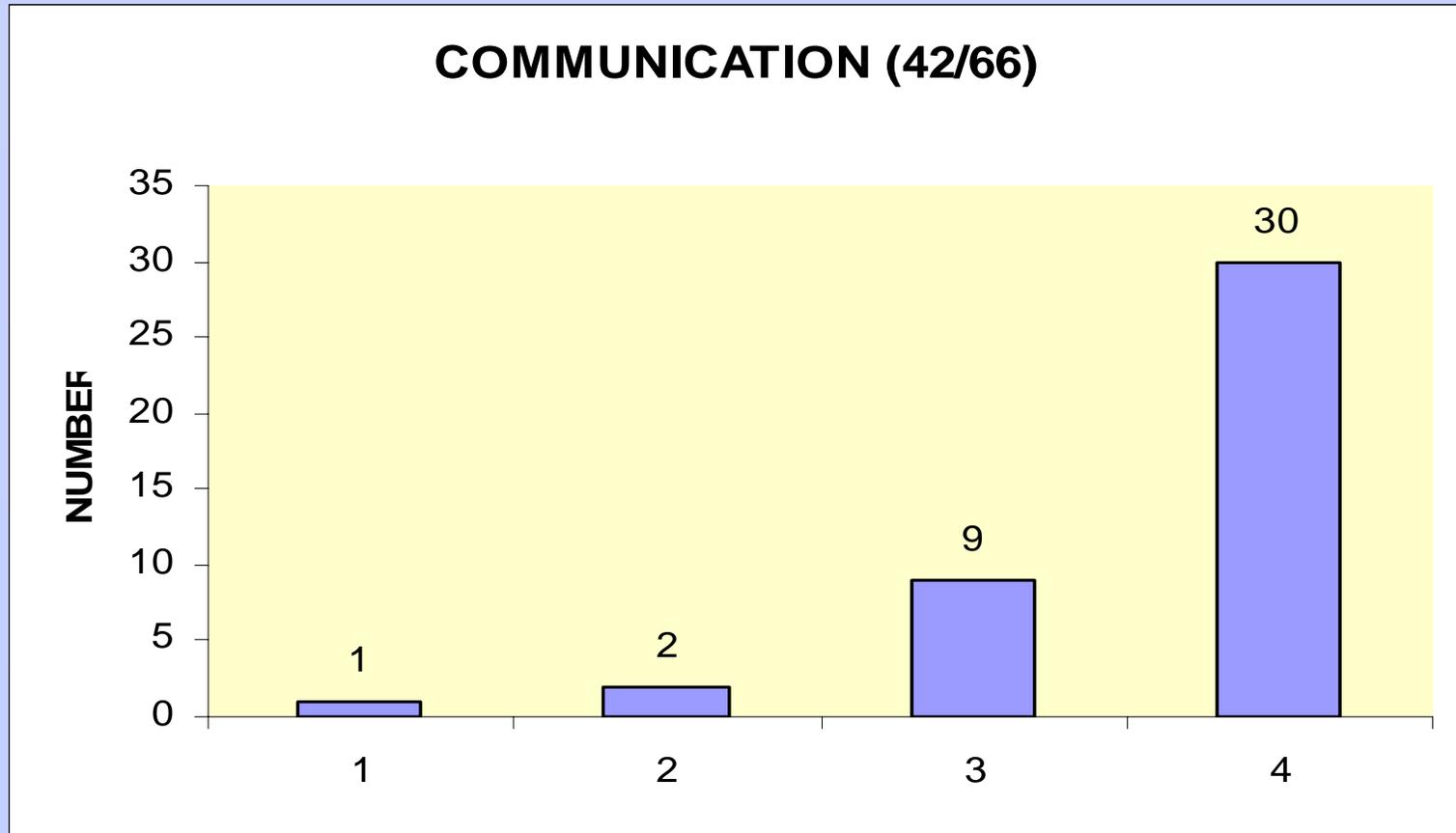


Feedback Form Questions

- Communication concerning project: Clear, concise understandable?
- Was the information you requested provided to you in a timely manner?
- How effective were we in providing guidance to assist you in solving your problems?
- Were we consistent in the application and interpretation of the regulations?
- Did we meet your scheduling requirements?
- Overall Service?



COMMUNICATION (42/66)

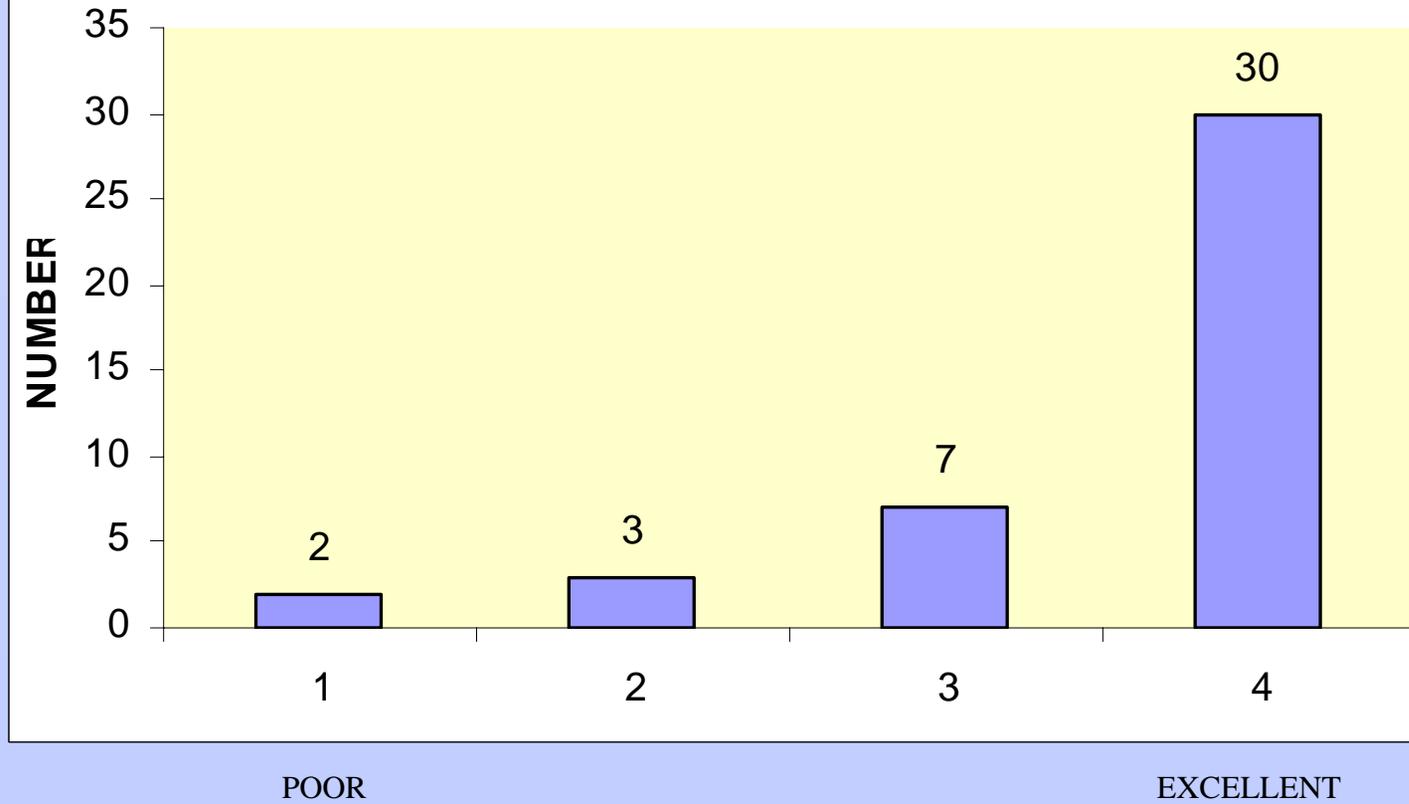


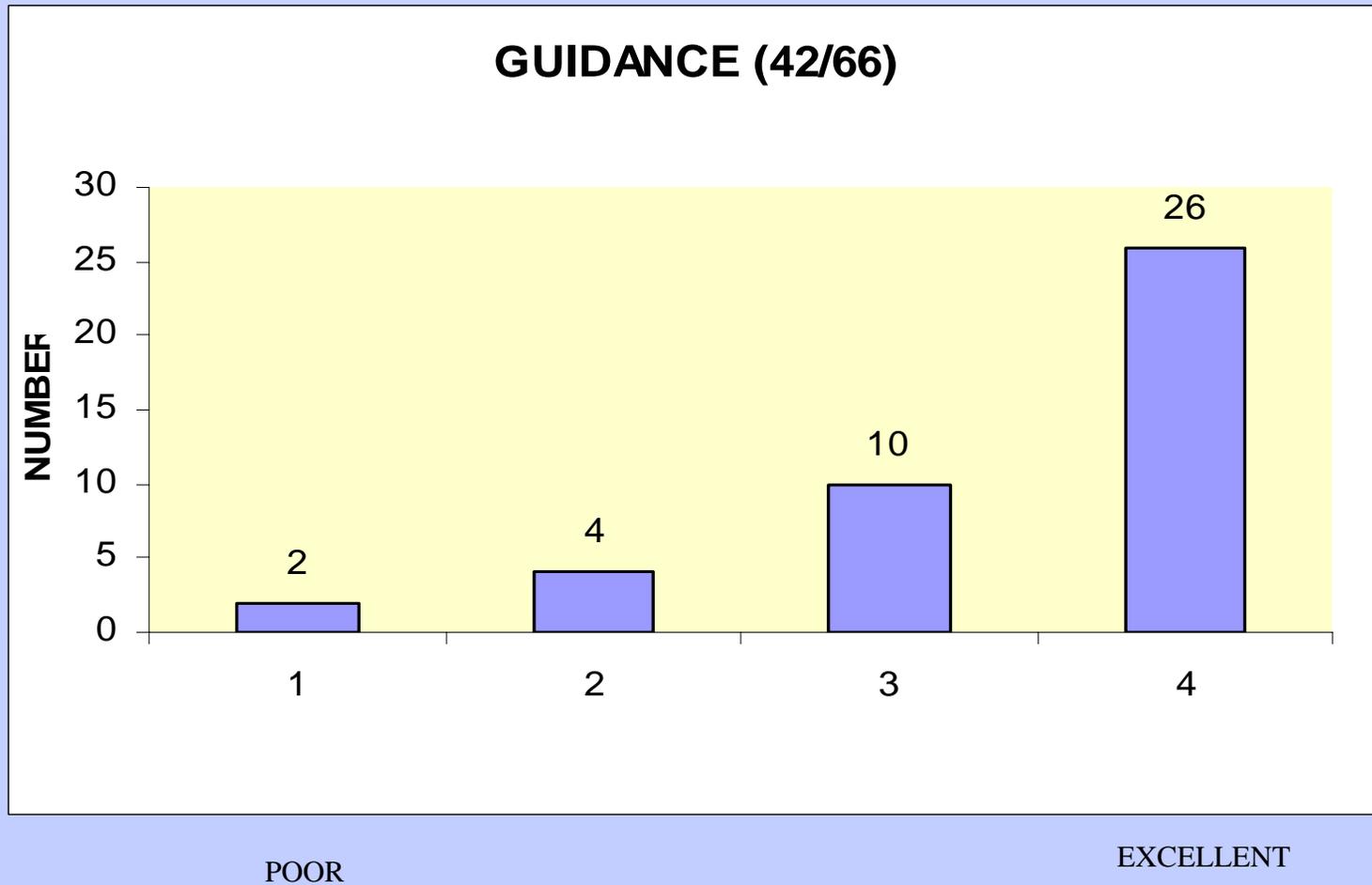
POOR

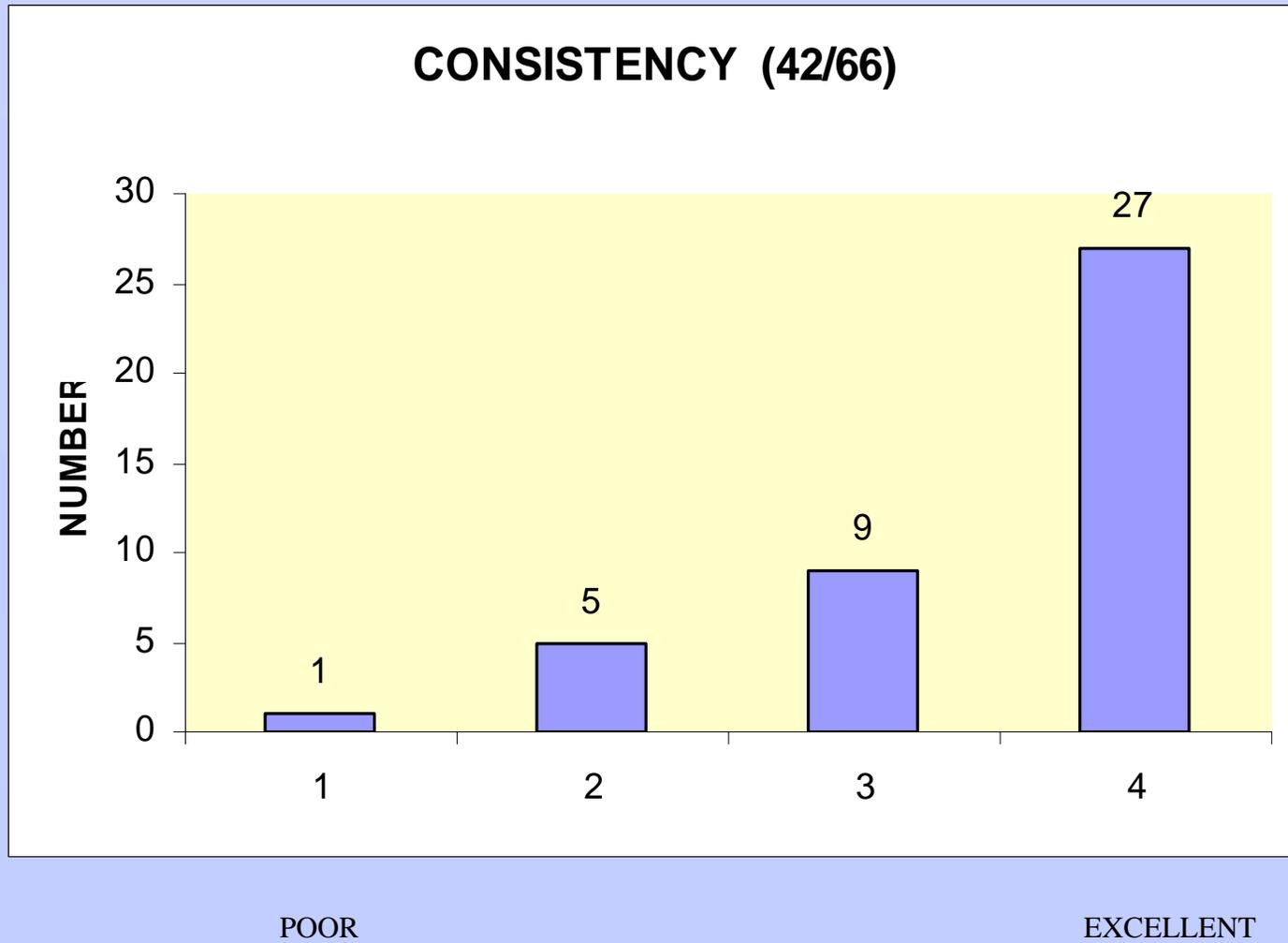
EXCELLENT



INFORMATION (42/66)

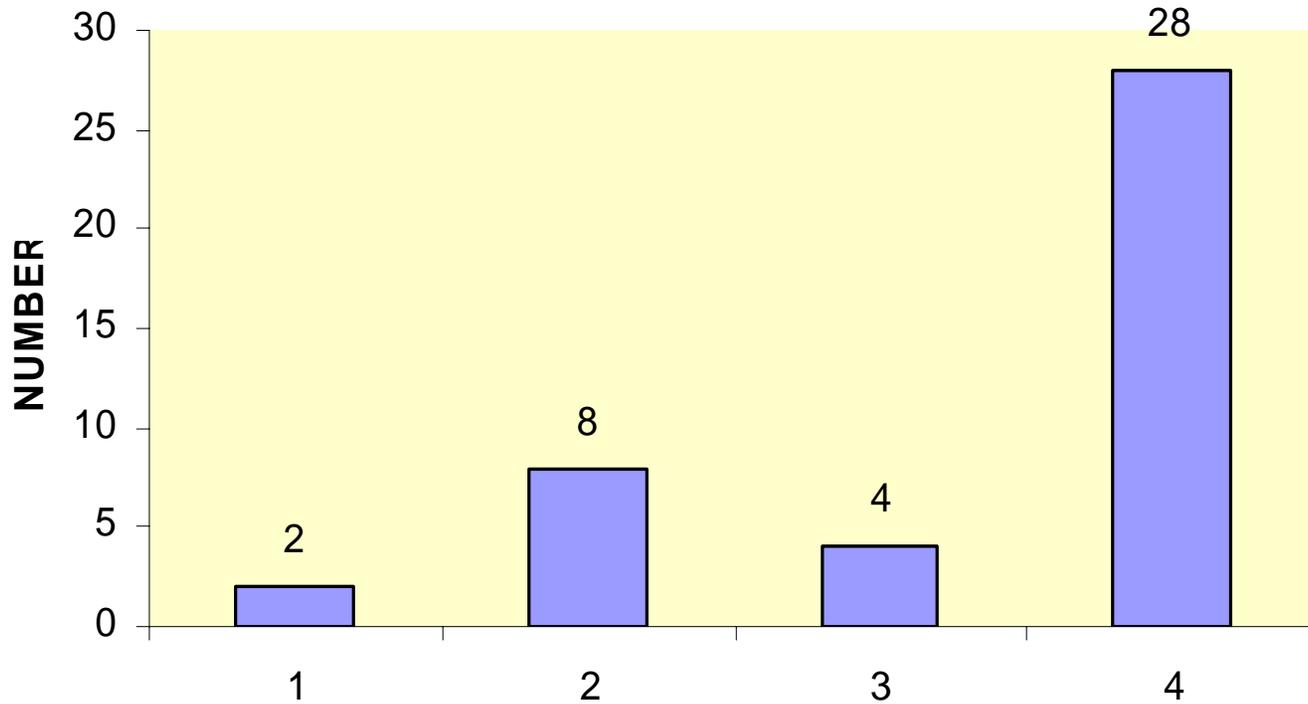








SCHEDULING (42/66)

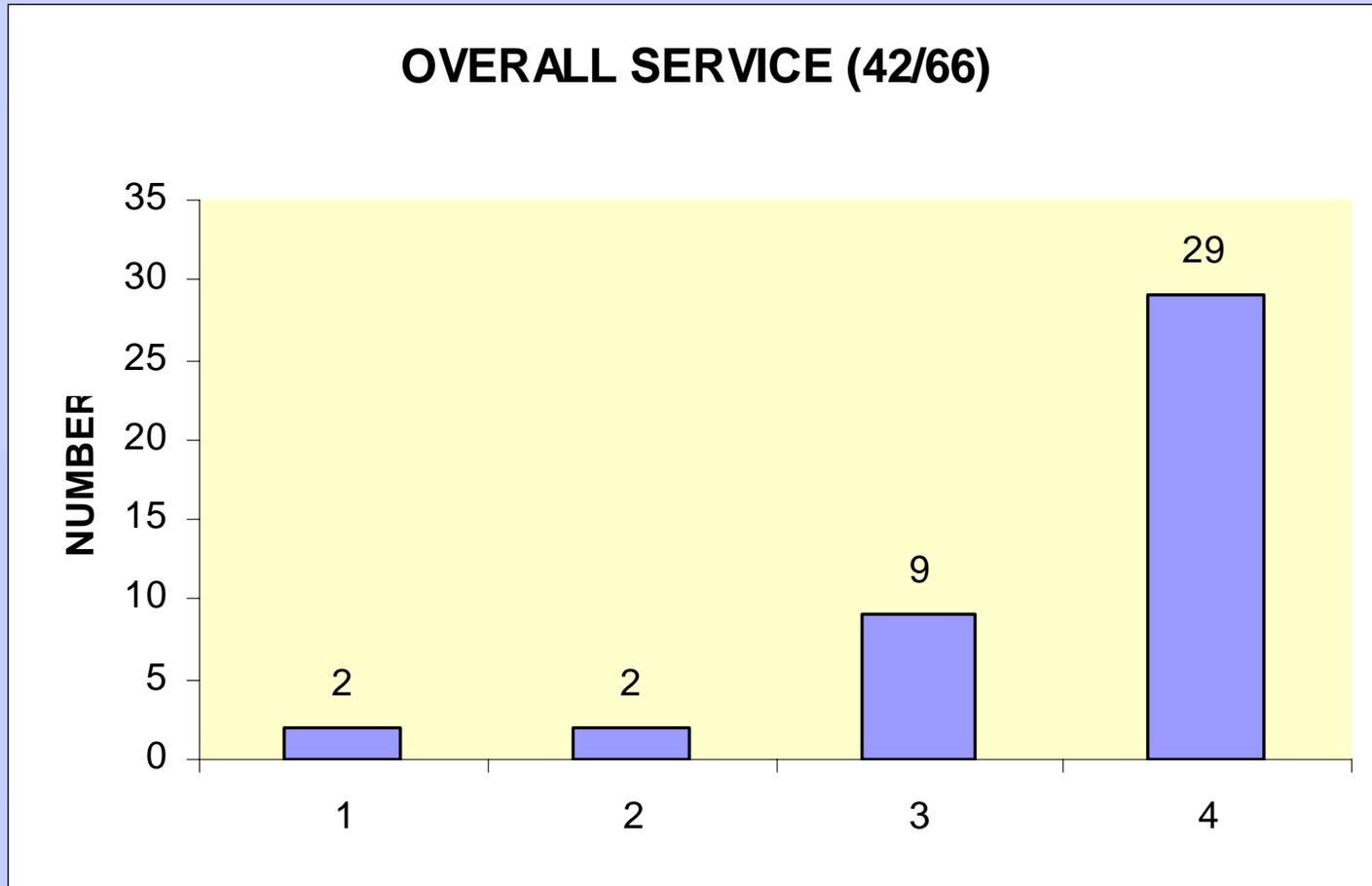


POOR

EXCELLENT



OVERALL SERVICE (42/66)

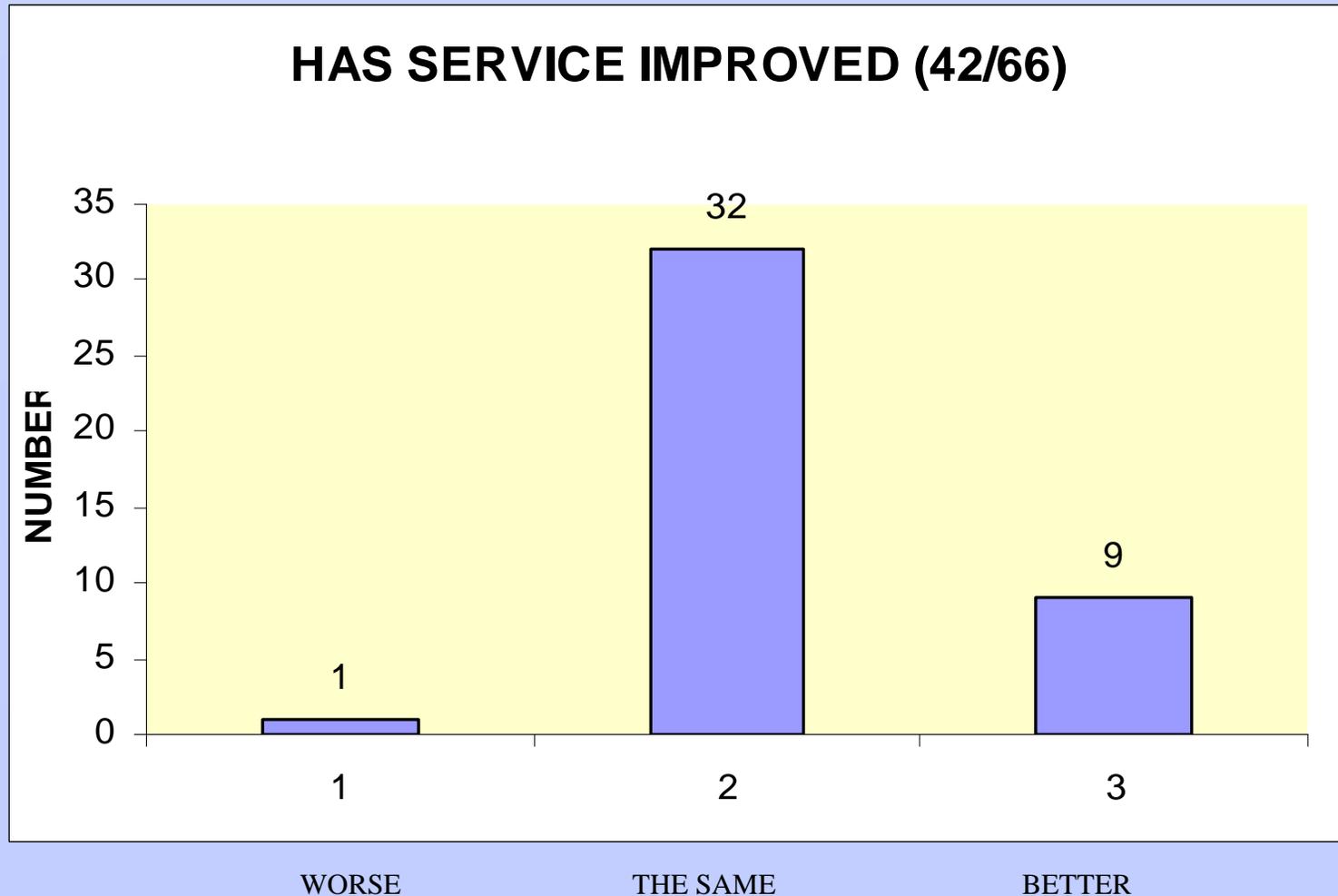


POOR

EXCELLENT



HAS SERVICE IMPROVED (42/66)





New Procedures

- Routing of incoming mail
- Handling of coordinated field approval requests
- Backup procedures for administrative support



SACO Action Items for '04

- Proactive message on how to develop Designees
- PSP/PSCP workshops
- Development of SACO GA website
- Participate in GA Conferences and Air Fairs
- Hold FAA/GA Round Table Discussions



General Aviation Web Page

→ tad.faa.gov/ga (no www. in front)



SACO Management Team

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- Phil Forde, Manager Airframe Branch, 425-917-6424, philip.forde@faa.gov
- Angelos Xidias, Manager Systems and Equipment Branch, 425-917-6464. angelos.xidias@faa.gov
- Mike Pasion, Manager Propulsion Branch, 425-917-6503, mike.pasion@faa.gov
- Dorr Anderson, Manager, Cabin Safety and Environmental Systems Branch, 425-917-6404, dorr.anderson@faa.gov
- Tom Archer, Manager Flight Test Branch, 425-917-6515, thomas.e.archer@faa.gov



Questions, Comments, Feedback?



Request from the other Washington (DC)

- Identify top 10 documents our customers would most like to see written for clarity
- Identify top five categories of documents to focus on to make sure examples are clear
- Send your suggestions to Annetta Cheek at
 - www.annetta.cheek@faa.gov