



Seattle
Aircraft Certification Office



“Aviation safety begins with safe aircraft”



SACO REORGANIZATION PLAN

**FULL INTEGRATION OF
ANM-190S – 12 MONTH PLAN**



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



Phase 1: Communication and Data Gathering (May-July 03)

- Inventory concerns expressed to date
- Understand capabilities and service metrics for other offices supporting GA work
- Communication
 - Hold meetings with GA customers
 - Seek input from staff and GA industry
 - Share service metrics
 - Develop feedback form



Phase 2: Initial Efforts and Changes (June –Aug 03)

- Reassignment of 190S Program Managers
- Engage additional GA engineers in the closure/response to existing projects
- Identify areas for improving our processes
 - Solicit ideas from staff and GA customers
- Communication
 - Send feedback form with all competed projects
 - Communicate progress with GA community
 - Bi weekly internal GA meetings with GA staff



Phase 3: Implement Process Improvements (6/03- 4/04)

- Engage additional GA engineers in new projects
- Implement process changes and other process improvements
- Communication
 - Hold at least two feedback/progress meetings with GA industry (early Nov and Feb)
 - Share service metrics



Phase 4: Implement ANM-190S Reassignments (April 2004)

- Check and adjust plan as necessary before proceeding to Phase 4
- Reassignment of –190S staff to respective SACO branches
- Reassignment of Mike Pasion as manager of -140S.



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



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

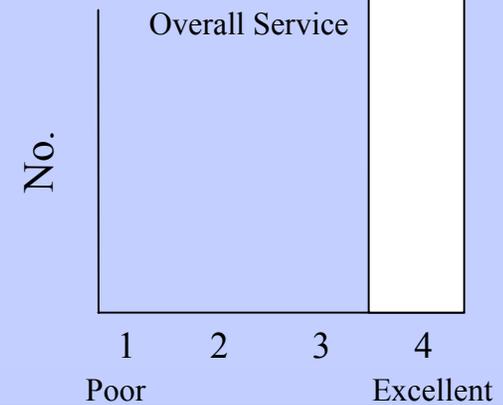
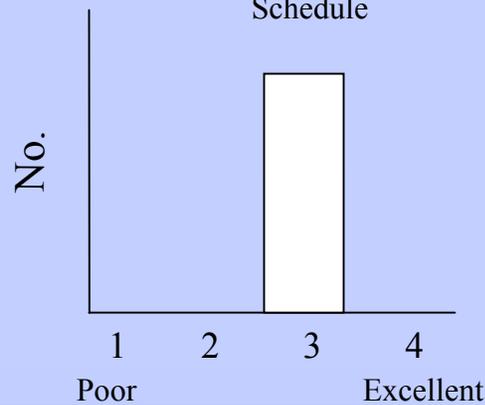
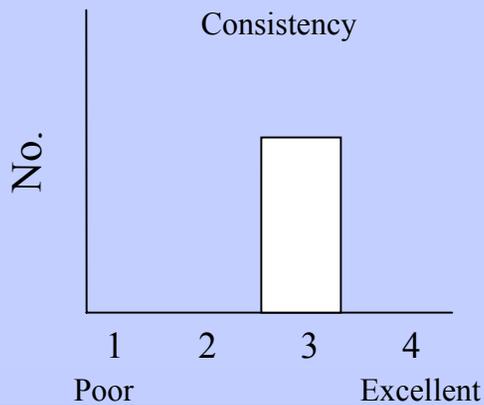
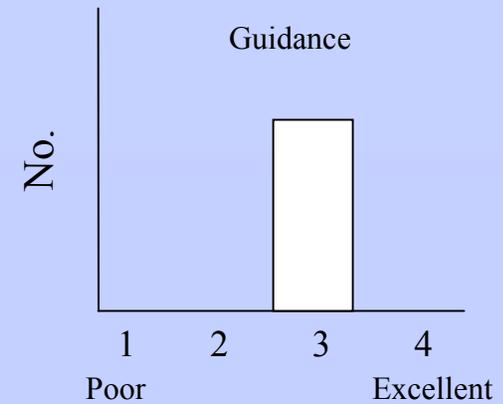
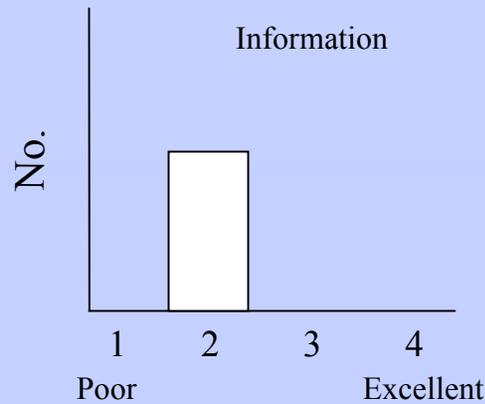
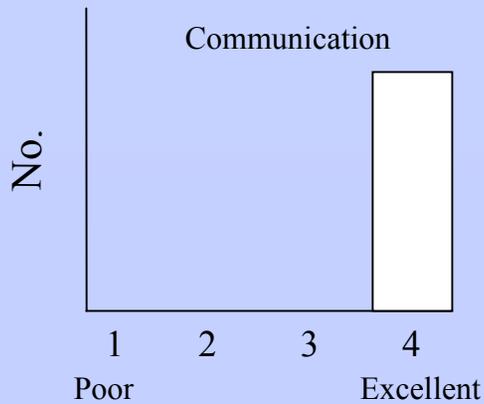
- Communication concerning project: Clear, concise understandable?
- Was the information you requested provided to you in a timely manner?
- How effective were we in providing guidance to assist you in solving your problems?
- Did we meet your scheduling requirements?
- Overall Service?

FEEDBACK (Example)



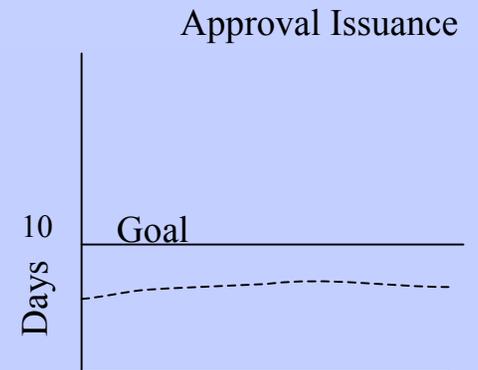
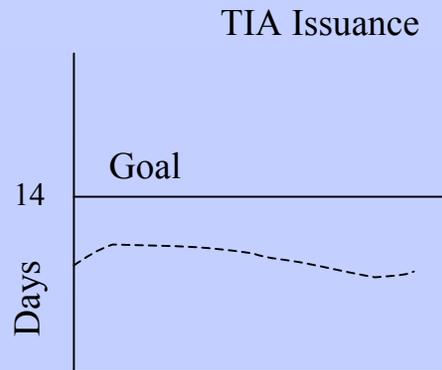
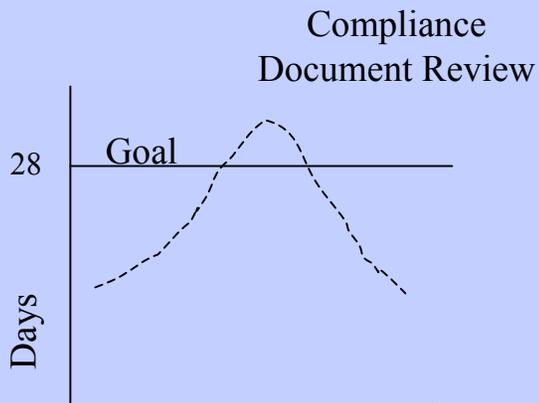
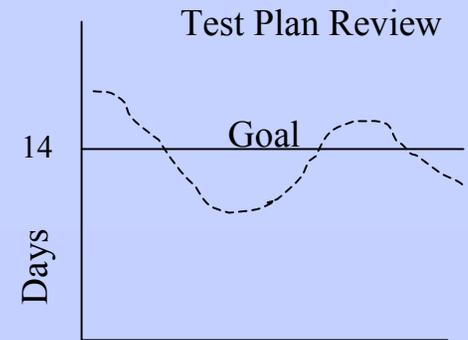
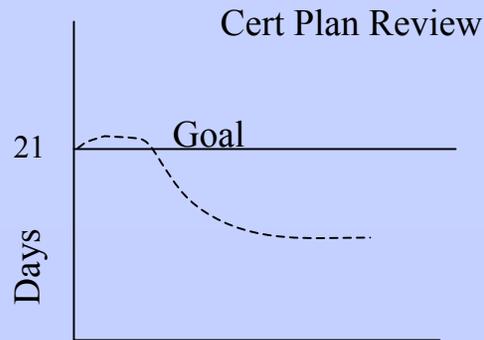
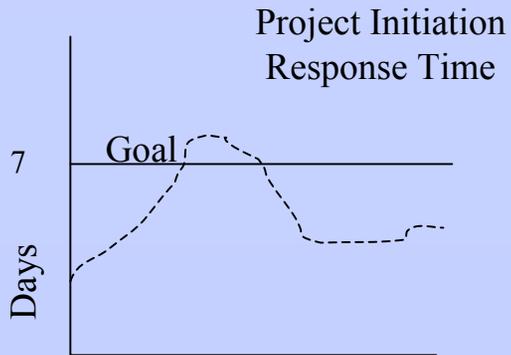
Number of Feedback Forms Sent _____

Number of Feedback Forms Received _____



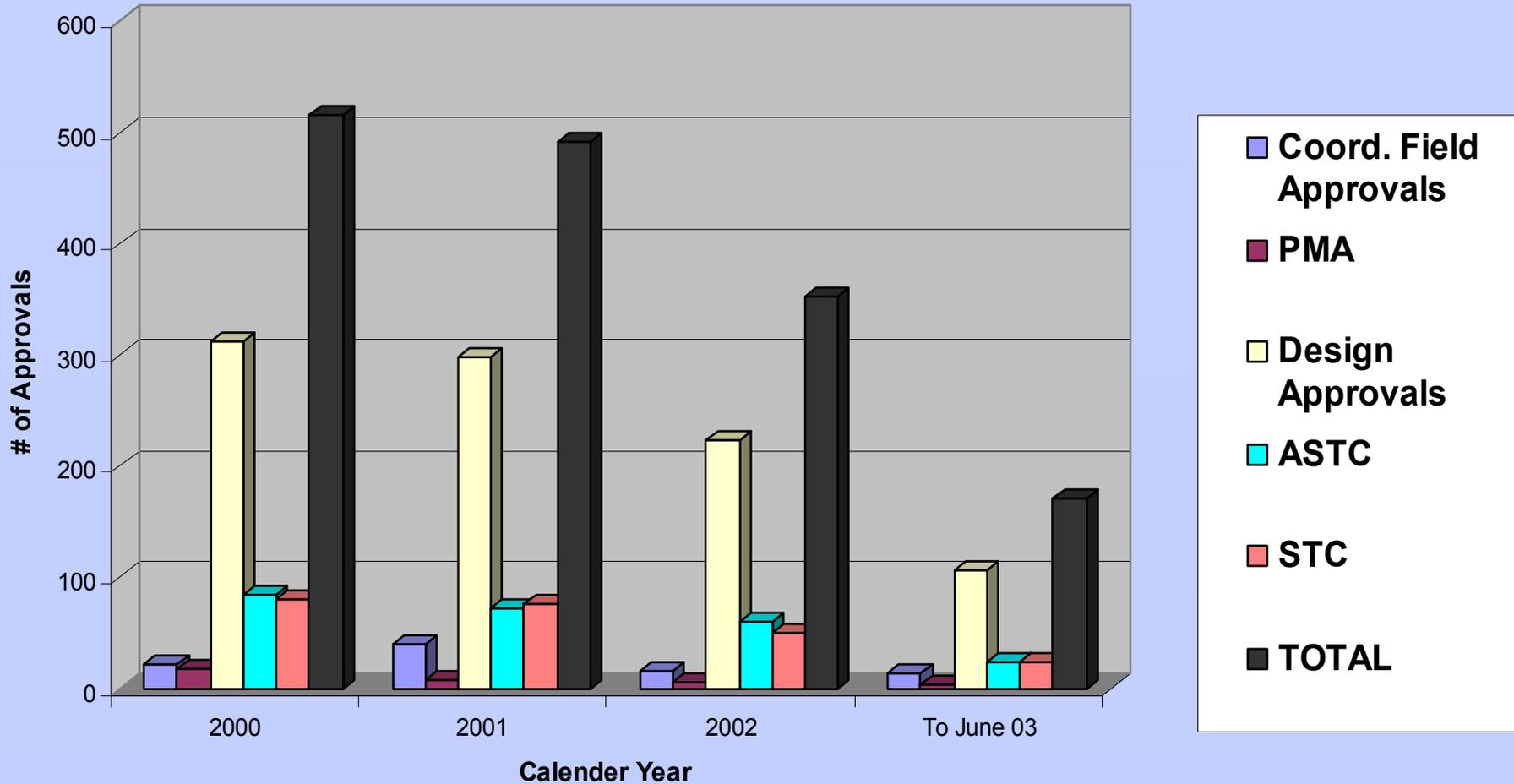


METRICS (Example)



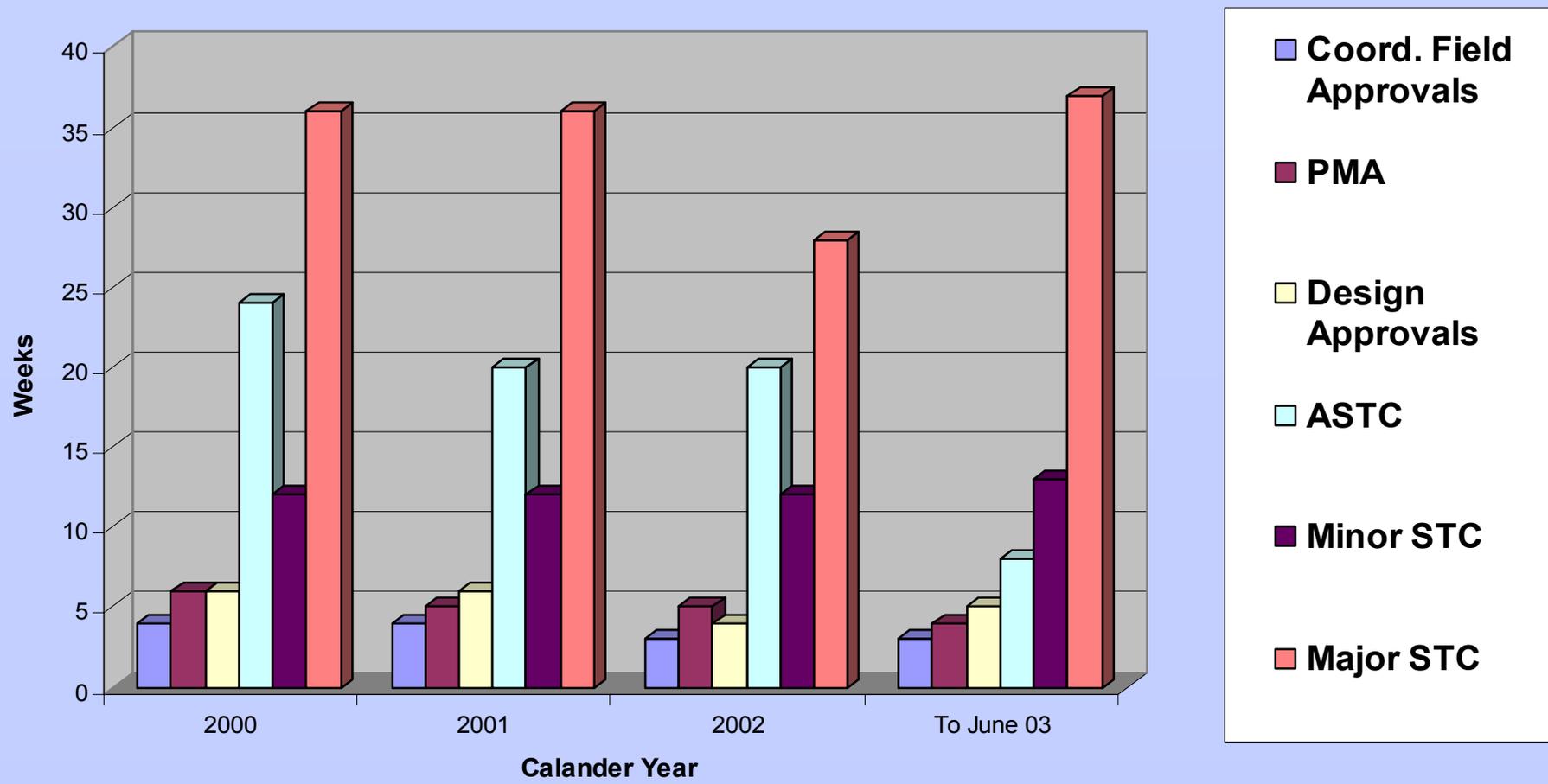


Metrics- # of Approvals





Metrics- Average Approval Times





Questions, Comments, Feedback?



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