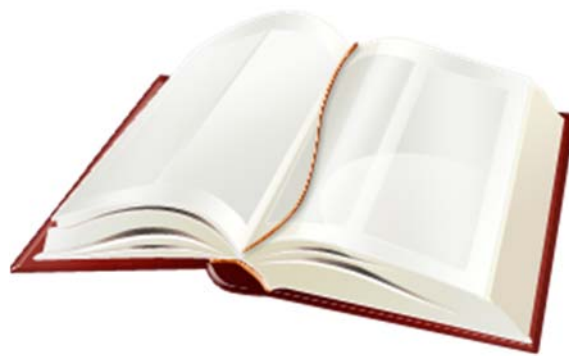




OM – Operations Manual



Guidance for the production and evaluation process of
Operations Manual

Records of revisions

Reference	Revision no	Effective date
First issue	0	19.12.2012.
Revision	1	22.04.2013.
Revision	2	31.10.2014.

List of effective pages

Page no	Revision no	Effective date
1	2	31.10.2014.
2	2	31.10.2014.
3	2	31.10.2014.
4	2	31.10.2014.
5	2	31.10.2014.
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2 Introduction

Operations Manual is basic document of any aircraft operator. In Operations Manual aircraft operator defines all necessary guidance, information and procedures, including standard operating procedures and training programs with syllabi for all personnel involved in operations, for the conduct of their duties and for the aircraft used for the conduct of flight operations.

The obligation of the Operations Manual production as well as its mandatory content is specified in following rules of Regulation 965/2012:

Table 1.

Type of operation	Obligation of the OM production	Mandatory OM content
Commercial air transport	ORO.MLR.100(a) Operations manual - general	AMC3 ORO.MLR.100 Operations manual — general
Non-commercial operations with complex motor-powered aircraft and commercial air transport operations with single-engined propeller driven aeroplanes with a MOPSC of 5 or single engined non-complex helicopters with a MOPSC of 5, taking off and landing at the same aerodrome or operating site, under VFR by day and commercial air transport operations with sailplanes and balloons	ORO.MLR.100(a) Operations manual - general	AMC2 ORO.MLR.100 Operations manual — general
Non-commercial specialised operations with complex motor-powered aircraft and commercial specialised operations	ORO.MLR.100(a) Operations manual - general	AMC4 ORO.MLR.100 Operations manual — general

3 Operations Manual evaluation process

3.1 General

While the entire responsibility for the creation of Operations Manual rests with the operator, CCAA has the power, within limits of its authority, to require the modification of Operations Manual parts pertinent to the safety of operation.

The CCAA role in the Operations Manual evaluation process is to determine does it contain all parts defined by applicable regulation, acceptability of its parts subject to acceptance and compliance with civil aviation regulations of the part subject to civil aviation authority approval. The acceptance of the Operations Manual does not present the warranty to the operator that the manual does not contain any non-conformity to the regulations. Operators are the only ones responsible for the Operations Manual conformity with the regulations.

An operator has to be aware that the Operations Manual evaluation conducted by the authority personnel, did not enable the CCAA to detect non conformities that can have an influence on the safety of operation, as it is not possible to detect all specificities of the proposed operation during the certification process.

After the Operations Manual acceptance, while performing its safety oversight duties of a particular operator's activity, CCAA may be required to verify the content of Operations Manual in order to verify compliance of the operator's procedures with regulations and their implementation. During such an inspection non conformities may be discovered which may lead the CCAA to require the Operations Manual modifications.

Operations Manual has to reflect the type of the flight operations, area of operations, the operator's size, etc. Therefore, the operator is the only in the position to compile the Operations Manual. Croatian Civil Aviation Agency checks the compliance of Operations Manual with civil aviation regulations. If during the operations manual review, Croatian Civil Aviation Agency detects 5 or more significant non-compliances with civil aviation regulations (e.g. types of operations not conducted by the operator (ETOPS, LVO...), types of aircraft not operated by the operator, missing chapters...), the review process will stop and the operator is advised by means of "Conclusion" (Zaključak) about detected non-compliances, specifying the reviewed Operations Manual parts and, if that is the case, the remark that the list of non-compliances is non-exhaustive. Such a procedure may be performed twice in one Operations Manual evaluation process. If, after the second "Conclusion", the operator repetitively fails to provide compliant Operations Manual, the request is rejected. Such a development may lead to the question of the nominated post holders competences. Depending on the severity of the detected non-compliances in the process of Operations Manual evaluation, CCAA may, as ultimate measure, reconsider acceptance of nominated operator's post holders as per area of responsibility for the production and the content of Operations Manual.

Unless the operator specifies otherwise in its Operations Manual, the logical responsibility for the production and the content of Operations Manual is as follows:

OM dio	S&QM	Flt Ops PH	Crw Trng PH	Gnd Ops PH
OM A		●		
OM A Quality Management System	●			
OM A Ground Handling				●
OM B		●		
OM C		●		
OM D			●	

Operations manual compliance, including the approval of Operations manual items subject to approval, is indicated by the AOC issuance.

3.2 Inclusion of specific approval conditions in initial issue of Operations Manual

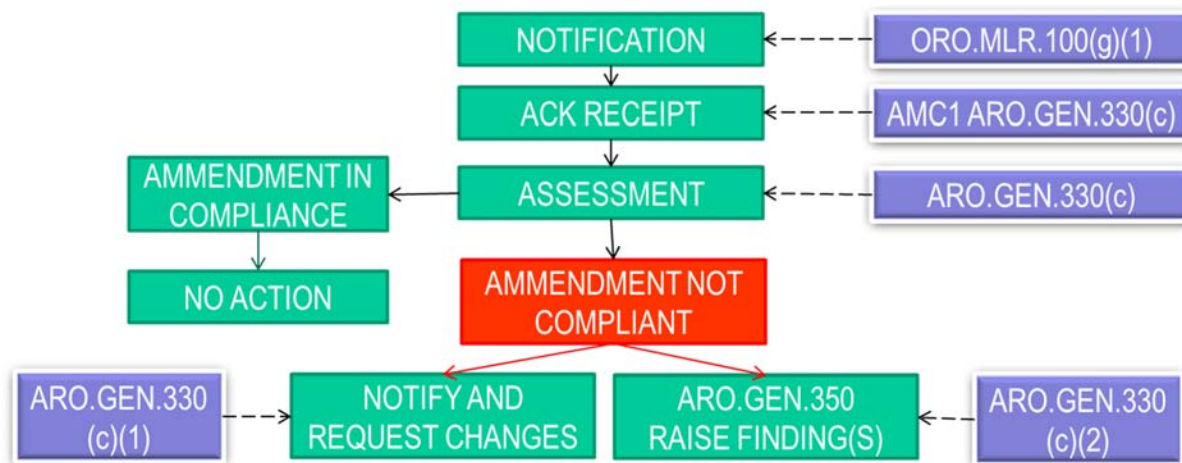
For specific approvals an operator has to submit the application to Croatian Civil Aviation Agency. The approval process will be carried out as an administrative procedure. Consent for the inclusion of the conditions of specific approval in the Operations Manual is obtained as described below.

An operator applies for specific approval. The approval process is carried out as an individual administrative procedure. After the approval process is satisfactorily completed, the operator includes the specific approval conditions in the Operations Manual. Both specific approval application and Operations Manual may be submitted at the same time. Inclusion of specific approval conditions in the Operations Specifications will be granted only when both processes are satisfactorily completed.

It is important to note submission of Operations Manual with specific approval conditions included shall not be considered as an application for specific approval nor the positive evaluation of Operations Manual with included specific approval conditions constitutes the operational approval of the operation requiring specific approval. Specific approvals are obtained in individual administrative procedures which are carried out parallel to the Operations Manual evaluation process with included specific approval conditions.

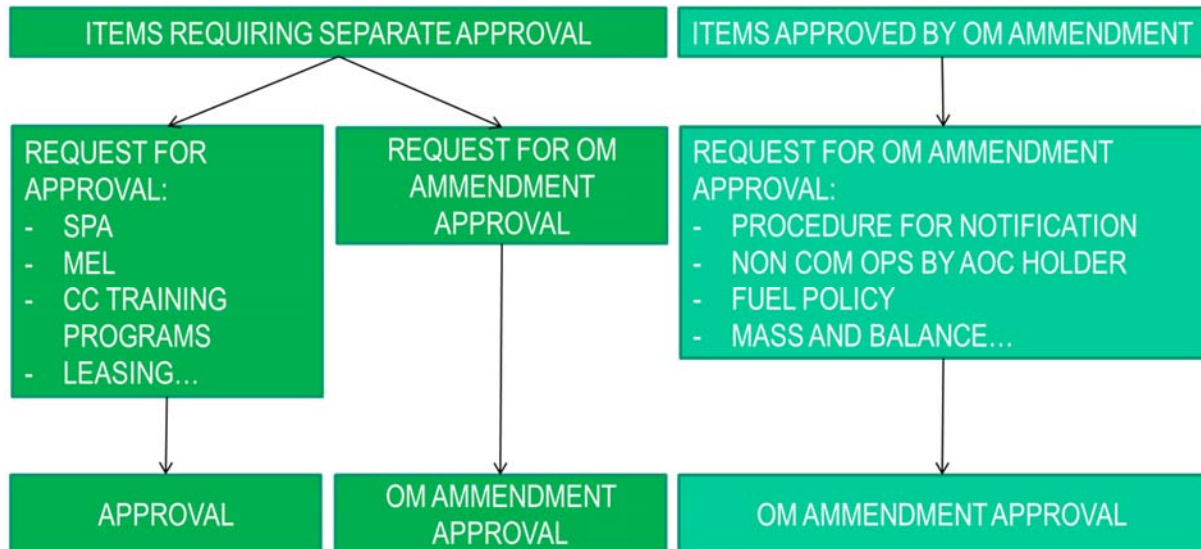
3.3 Amendments required to be notified (FOR AOC HOLDERS)

For Operations Manual amendments required to be notified in accordance with ORO.GEN.115(b) and ORO.GEN.130(c), the operator shall supply the competent authority with intended amendments in advance of the effective date. The process is carried out in accordance with following procedure:



3.4 Amendments to procedures associated with prior approval items (FOR AOC HOLDERS)

For Operations Manual amendments to procedures associated with prior approval items in accordance with ORO.GEN.130, approval shall be obtained before the amendment becomes effective. Changes subject to approval are listed in GM1 ORO.GEN.130(a) and GM3 ORO.GEN.130(b). For these kinds of amendments follow the procedure:



4 Use of documents from other sources in Operations Manual

The operational practice shows that the term “Operations Manual” assumes an “Operations Manual System” of documents, rather than one document. Huge amount of information contained in Operations Manual origins from other documents (AFM, Route Manual, AOM...). In order to simplify operators' task of production, administration and dissemination of flight safety document system, Croatian Civil Aviation Agency allows the publication of Operations Manual in separate documents.

It is very important to stress that mandatory parts of Operations Manual specified in Table 1. constitute the parts of Operations Manual despite being published as separate documents,. Examples are: Training Manual, Quality Manual, Dangerous Goods Manual... Revision or amendment of any of these documents, despite being published as separate documents, constitutes the Operations Manual revision.

Legal provisions for the use of documents from other sources in Operations Manual, mandate the operator to state the reference to the source document. In practice, that means that mandatory parts of Operations Manual which are placed in separate document, must refer to the chapter, number and the date of revision of that separate document. In such a way the operator will ensure that the revision of any of Operations Manual parts published in separate document will initiate the Operations Manual revision.

It is operator's responsibility to identify which mandatory parts of Operations Manual are published separately in its Operations Manual System and to ensure that the revision of any of these parts initiate the Operations Manual revision as well. When applying for the approval/acceptance of the parts of Operations Manual revision published as separate documents, that separate document must be attached to the OM revision approval/acceptance request.