

ARG/US<sup>®</sup>

PRISM

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# IEP CHECKLIST

A SAFETY ASSURANCE COMPONENT OF YOUR SMS

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For those users who duplicate IEP checklists for other bases of operation please use the modify feature to create extra checklists for those bases. The new IEP Manager allows you to make changes to one and then clone copies as desired.

APRIL 2026

## OPERATIONS 9.

Crew Scheduling (PART 135)

### Crew Scheduling:

Crews are scheduled with the best margin of safety as a primary consideration. Management closely monitors the scheduling process to evaluate risks, assess the individual and collective experience level of crews, and ensure the proper pairing of crewmembers. Pairing inexperienced SIC's with new PIC's is avoided. A scheduling system tracks flight and duty times for pilots and flight attendants (when applicable). Flights are scheduled to ensure FAR compliance and effective fatigue management. Company specific standards for airport (type or specific) and trip profile familiarity are considered when scheduling flight crews.



# PART 135

- 1 – Unsatisfactory
- 2 – Poor
- 3 – Meets Minimum Standards
- 4 – Excellent
- 5 – Best Practice

If your answer is not a 3 or better, you must record a finding that requires corrective action.

**1. Is there an effective system(s) that tracks flight and duty times for pilots (including contract pilots if used) and flight/cabin attendants?**

**(FAR 135 Subpart F; IS-BAO 12.1.1.c; ARGUS Platinum 4.5.5.a, 6.1.1.e, 6.2.1.c, 7.3.1.d, 7.3.2; NBAA Management Guide 1.4.4, 3.3.15, 4.1.6)**

(Program/Procedures) The complexities surrounding the regulations for currency, duty times, and training can make flight time compliance difficult to track. Use of a scheduling software tool to ensure compliance with regulations and/or SOPs is recommended. Sample programs include PFM, BART and FOS. If pilots fly more than one aircraft model, the tracking system should have the ability to identify currency in each model. Schedule tracking should also include flight attendant assignments to ensure duty times are monitored.

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**2. Is a Fatigue Risk Management System documented and established for all operational areas of the organization?**

**(AC-120-103A; IS-BAO 12.1, 12.2; ARGUS Platinum 6.1, 6.2; NBAA Management Guide 4.1.6)**

(Program/Procedures) The traditional way to manage fatigue associated with aviation operations has solely relied upon prescriptive flight and duty time limitations, and rest requirements. Conventional regulations following this model reduce, but do not eliminate the conditions that contribute to fatigue. They are primarily based on 'time on task' theories, and on the assumption that fatigue accumulates in a linear manner. Conventional regulations on fatigue management do not consider the interactions of sleep loss and circadian rhythms. Additionally, conventional regulations cannot address operational complexities on a case-by-case basis. A company specific fatigue management system does account for these circumstances and collects data to verify effective practices or remedy excessive threat exposures.

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**3. Examine the methods and procedures used to prevent the scheduling of any aircrew if a date-based statute or training requirement is overdue. Perform a records spot check to verify no crew members have flown with expired requirements.**

**(FAR 135.247; IS-BAO 13.4.2.d; ARGUS Platinum 4.5.5, 7.3.2; NBAA Management Guide 3.8.2, 4.1.2)**

(Flight Crew) A manual tracking method may not be the most effective tool to prevent unintentional scheduling mistakes. There are software solutions to help ensure the quality of the scheduling process; if software is used make sure this feature is being utilized correctly. An established and proven method of identifying currency lapses for a medical license, training, and check rides to prevent "grounded" pilots and flight attendants from being selected for a flight is essential. Examine the methods and tools the scheduler or responsible individual uses. A spot check of individuals who experienced currency lapses can validate the process is working.

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**4. For every scheduled flight, are experience and proficiency levels considered when selecting crew assignments? This is applied via standardized and documented scheduling procedures.**

**(IS-BAO 13.4.2; ARGUS Platinum 7.3.2; NBAA Management Guide 3.3)**

(Flight Crew) Scheduling a new hire co-pilot with a low time captain is an example of a crew pairing situation to avoid (Green on Green). If contract pilots are used there should be procedures in place to prevent them from being the PIC on any passenger carrying flights. Company specific pre-determined hour requirements should be set and can be tracked automatically via an electronic program. Crew scheduling selection procedures based on risk management should be defined in GOM, SOP's, or analogous operating manuals. Any airports with features that demand a higher level of experience should be identified with special scheduling requirements in place.

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**5. Are crews that are scheduled during periods of circadian low afforded expanded rest periods and more limited duty day and flight time demands?**

(IS-BAO 12.1, 12.2; ARGUS Platinum 6.1; NBAA Management Guide 4.1.6)

(Flight Crew) Best practice guidelines fall within the long-standing report “Principles and Guidelines for Duty and Rest Scheduling Corporate and Business Aviation” by the Flight Safety Foundation (FSF). FSF states, “The window of circadian low is best estimated to be the hours between 0200 and 0600 for individuals adapted to usual day-wake/night-sleep schedule.” Established procedures can account for this increased fatigue regime by providing for longer rest and decreased duty periods. Threat and error management practices identify physiological events like a circadian low as circumstances of heightened exposure.

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**6. Determine if crew member fatigue is a primary consideration in the flight scheduling process. These considerations should be standardized and documented as an integral part of the scheduling procedures.**

(FAR 135.63 (a)(4)(vii); IS-BAO 12.1.1; ARGUS Platinum 6.1.1, 7.3.2; NBAA Management Guide 4.1.6)

(Safety Culture) Although part 135 duty requirements are a mandate, it’s not unheard of to combine part 91 and part 135 flying into the actual duty day. Specific fatigue considerations, like the Flight Safety Foundation scheduling guidelines, are only effective if properly and consistently employed in the operational environment. Examine the scheduling practices and actual flight results compared to the company’s internal requirements to verify the policy and practice are aligned.

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**7. Is there a documented policy in place that requires all aircrew (including Flight/Cabin Attendants) to report any additional flying preformed outside of this company?**

(FAR 135.267, 135.269, 135.273; ARGUS Platinum 4.5.5.a, 7.3.2; NBAA Management Guide 4.1.6)

(Policy) Is the operation using contract pilots or flight attendants? Is one of the full-time pilots moonlighting as a CFI? If they are flying in another capacity commercially, it must be accurately tracked to verify personal flight hour limitations are not exceeded. Operators should consider setting specific operations limitations on external flying based on a risk assessment.

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**8. Is there an established requirement that all flight crew log office/administrative and training time as duty?**

(IS-BAO 12.1.1; ARGUS Platinum 4.5.5.b, 6.1.1; NBAA Management Guide 4.1.6)

(Policy) Company personnel should include any time spent performing mandatory company related duties towards their total duty time applied to a flight duty day. It is important to ensure this is official policy that is adhered to, especially by management, to set the proper example. Crew rest and fatigue practices are strongly affected by on-the-job behavior.

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**9. Are all flight qualifications and duty time records organized and backed up, stored adequately, and kept in a secure location?**

(FAR 135.63(a); IS-BAO 8.5.1, 8.5.2; ARGUS Platinum 4.2, 4.5.2-4.5.5; NBAA Management Guide 3.8)

(Supervisory) Be cognizant of information security at all times. Even though the FAA is removing privacy information from pilots' certificate numbers, there are still many social security numbers exposed. Access to electronic records should be limited or password protected, and hard copy files kept in secure storage.

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**10. Do managers effectively supervise the scheduling and evaluate risks, assess the experience level of crews, and validate the proper pairing of crew members with standardized procedures? Are these procedures duties and responsibilities listed in the GOM?**

(IS-BAO 7.2.1, 12.1, 12.2, 13.4.2; ARGUS Platinum 6.1, 6.2, 7.3.2; NBAA Management Guide 3.3)

(Supervisory) Management is accountable for organizational performance that leads to safe flight operations and must maintain consistent and active oversight of the scheduling process to ensure compliance with FAA regulations and company policy. It is critical that managers are regularly using standardized risk assessment techniques to drive scheduling decisions. Additional managerial duties may include maintaining a flight following system and monitoring security policies/procedures associated with scheduling.

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**11. To reinforce fatigue considerations, are all flight crew, flight attendants, schedulers and dispatchers given fatigue awareness training and are they familiar with the company specific scheduling procedures designed to manage fatigue?**

(FAR 135.330(a)(6); IS-BAO 12.1.1; ARGUS Platinum 5.4.1, 6.1.1.b; NBAA Management Guide 4.1.6)

(Training) Written policy does not ensure safety. Make sure the employees have a thorough understanding of the insidious effects of fatigue. Training should be appropriately focused on the employee's role, be recurrent and documented. The "Fatigue Countermeasures" CBT module and other materials on the PRISM website can be used to complete this training.

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**12. Is the Scheduler/ Dispatcher designated, properly trained and possessing the requisite knowledge to carry out the responsibilities of their position?**

(FAR 135.323(a)(1); IS-BAO 7.2.1; 8.1.6.1, 8.2.2; ARGUS Platinum 5.4.1, 5.5.2, 6.1.1.b; NBAA Management Guide 3.3)

(Training) As an employee who is involved in operational control, the scheduler/dispatcher should undergo human factors training. Additional training should also include specific aircraft performance and weight and balance, company operations manual familiarity, and Federal Aviation Regulations and international standards (if applicable). In a small flight operation, the scheduler/dispatcher duties may be performed by the flight department manager or assigned as a supplementary duty to a pilot or other employee. They must be able to effectively communicate with crewmembers and independently access required information. Responsibilities may include coordinating supplemental lift arrangements, providing weather and flight plan information, maintaining aircraft and crew schedules, ensuring compliance with company policies and regulatory requirements.

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**13. Is there some type of formal feedback process that provides an opportunity for flight crews to submit feedback on flight/trip scheduling?**

**(ARGUS Platinum 1.6.6; NBAA Management Guide 3.3.15)**

(Communication) Following a theme of stakeholder involvement and continuous improvement, the operation should have a formal method to collect feedback and input from flight crewmembers. Frustration in organizations often results from communication deficiencies and can be abated if feedback is formally collected, organized, and evaluated. The suggestion form found in PRISM ARMOR can be used to create an easy online submission and collection method, or many other options can also be utilized as well. Employees performing the work are always a great source of validation and ideas.

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**14. Is there a specific, published guidance that describes how and when scheduling changes are communicated to flight crews?**

**(NBAA Management Guide 4.1.6)**

(Communication) Changes to flight schedules and trips are inevitable, however communicating these changes at the wrong time must be avoided. Specifically, breaking up a pilot's sleep period with a phone call irrevocably damages the necessary rest cycle. Specific company approved guidelines describing how and when communication is allowed will enhance fatigue management.

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**15. Is there proper documentation for any deviation to the Fatigue Management Process?**

**(IS-BAO 12.2.2.c; ARGUS Platinum 6.2.1.c)**

(Organizational) Unexpected delays and extensions are a reality of life for On-Demand Operations. However proper fatigue management and scheduling requires that every effort be made to mitigate the effects on an operation. Documenting these deviations from the norm can help an organization track the weak areas and make the necessary changes to scheduling and dispatching trips.

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