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IEP CHECKLIST

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Attention:

If you are using the new PRISM SMS Tools, the checklist will appear in the IEP Manager - Manage Templates area where you can select "use a copy".

If you are using the legacy PRISM ARMOR SMS Tools, the checklist will appear on the IEP Manager homepage where you can modify it or use it as is.

If you need some assistance, please send an email to prism@argus.aero.

MAY 2026

MAINTENANCE 10.

Maintenance Manuals (PART 135)

Maintenance Manuals: Company maintenance manuals and manufacturer's maintenance manuals are current, readily available, clear, complete, and adhered to in practice by all maintenance personnel. These manuals efficiently provide maintenance personnel with standardized and effective procedures for maintaining company aircraft. Management policies, lines of authority and company maintenance procedures are thoroughly documented in company manuals and kept in a current status.



PART 135



1. Does the current General Maintenance Manual (GMM) provide detailed, standardized guidance for the accomplishment of aircraft maintenance and accurately describe the current functions of the maintenance organization?

(FAR 135.427; IS-BAO 6.1.1, 6.2.1, 15.1.2, 15.2.1; ARGUS Platinum 8.4.1, 8.9; NBAA Management Guide 1.3.2)

(Policy) Content should be clear, concise, and readily available for applicable employees. Specific policies and procedures that define company expectations and regulatory compliance should be thoroughly described. The manual must accurately reflect the operation's current maintenance practices. All maintenance personnel must be thoroughly familiar with the manual contents and should be part of a suggestion process for improvements.

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2. Verify Policies, procedures, and wording is consistent throughout the General Operations Manual, General Maintenance Manual, and OpsSpecs?

(FAR 135.21c; ARGUS Platinum 8.1.1.b; NBAA Management Guide 1.3)

(Policy) If Maintenance procedures (i.e., Training, MEL's, Etc.) are contained in several manuals, there must be consistency. If a company operations manual contradicts a company General Maintenance Manual deficient standardization will result. The General Maintenance Manual should also be examined for consistency with procedures specified in the aircraft manufacturer's manual.

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3. Does the GMM or appropriate company manual contain a description of a fatigue management system that applies to duty time and work schedules for maintenance personnel?

(IS-BAO 12.0; ARGUS Platinum 6.1; NBAA Management Guide 1.4, 5.10)

(Policy) The description of a fatigue management system that contains guiding principles, requirements for appropriate training, duty time limitations, and a fatigue evaluation process should be included in the appropriate company manual. This description should contain specific application to maintenance personnel.

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4. Are sufficient technical publications available for all performed maintenance actions?

(FAR 43.13[a]; IS-BAO 15.2.1.1; ARGUS Platinum 8.9.1; NBAA Management Guide 5.4)

(Supervisory) Technical manuals should always be readily available, current, and sufficient to cover all the work performed by company personnel. All technicians must be aware of manual use requirements and ensure their currency prior to maintenance work performance. If electronic versions of publications are utilized for work actions, verify they are functional and appropriately effective for assigned tasks.

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- 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.

5. Verify maintenance manuals are periodically audited by a manager for currency and a master copy is available in whole or in part, in printed form or other form.

(FAR 135.21, 135.427; IS-BAO 6.2.1; ARGUS Platinum 8.9)

(Supervisory) The responsible maintenance manager should follow a documented process for reviewing applicable manuals and publications with appropriate periodicity to ensure they are always current. Examine the documentation of these reviews to verify their effectiveness, and corrective actions taken to resolve any discovered discrepancies.

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6. Does the GMM provide detailed management policies, lines of authority, and duties and responsibilities for maintenance personnel?

(FAR 135.23 135.427; IS-BAO 7.2.1; ARGUS Platinum 8.9.1; NBAA Management Guide 1.3.2)

(Organizational) This information is detailed in either the General Maintenance Manual or Maintenance section of the General Operations Manual as applicable. The organizational chart must accurately represent the current company structure as well. Job responsibilities should be accurate and complete. Expectations from company leadership should be conveyed to maintenance personnel in these descriptive contents.

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7. Is there a revision control process that ensures GMM revisions are accomplished throughout all copies in the organization? This must apply to all electronic versions as well.

(FAR 135.23; IS-BAO 6.1.1(b), 6.2.1; ARGUS Platinum 8.9.2; NBAA Management Guide 1.3.2)

(Program/Procedures) A process must be established that ensures revisions are provided to all manual holders in a timely manner. The process must also include a procedure to track revision accomplishment. Normally, this will be through revision receipt and tracking. Complexity is dependent on operator size and may utilize a database, spreadsheet, or hand-written list.

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8. Ensure accurate descriptions of non-routine maintenance, preventive maintenance, and alterations are accurately documented in the GMM.

(FAR 135.427(b); IS-BAO 15.2.1; ARGUS Platinum 8.9.1; NBAA Management Guide 1.3.2)

(Program/Procedures) Not only should the routine maintenance methods be documented, but a clear description of the methods for performing other types of maintenance as well. Comprehensive guidelines will serve to ensure there is no confusion regarding which employees are allowed to perform the minor types of maintenance on an aircraft.

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- 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.

9. Does the General Maintenance Manual provide guidance for interruption procedures?

(FAR 135.427 ten seats or more aircraft; ARGUS Platinum 8.3.9; NBAA Management Guide 5.5.14)

(Program/Procedures) The General Maintenance Manual must stipulate that required inspections, preventive maintenance, alterations, and other maintenance actions that are not completed due to work interruptions are specifically verified for proper completion before the aircraft is released to service. The manual must define specific procedures to verify required work is completed when interruptions occur. This is an FAR requirement for a 10 or more operator; however, it is considered a maintenance resource management best practice for every operator.

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10. Verify the General Maintenance Manual outlines a process for documenting and maintaining the following data: maintenance performed, the name of the person (or outside vendor) performing the work, and the name of the individual approving the work.

(FAR 135.427 ten seats or more aircraft, FAR 43.9 and 43.11 nine or less aircraft; IS-BAO 15.1.8, 15.1.9.1[e]; ARGUS Platinum 8.3.4; NBAA Management Guide 5.6.3, 5.7.1)

(Program/Procedures) It is a requirement for operators to perform an airworthiness release and have a detailed procedure documented. This generally includes a work order system describing how aircraft are signed off or released for flight.

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11. Are electronic or paper revisions of manuals being reissued as a whole document with each amendment, and if so, does the document have an effective date on it?

(FAR 135.21; IS-BAO 6.1.1[b] 14.2.1; ARGUS Platinum 8.9.2; NBAA Management Guide 1.3)

(Program/Procedures) Today's technology capabilities enable operators to place Company Manuals in electronic format for ease of accessibility and use. This allows operators to manipulate the document without having to issue an amendment control page and list of effective pages. Anytime revisions are made and redistributed as an entire document in electronic or paper form, make sure an effective date is issued.

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12. Are technical publications maintained under current revision status?

(FAR 135.421, FAR 43.13[a]; IS-BAO 6.2.1; ARGUS Platinum 8.9.2, 8.9.3)

(Equipment) Technical publications must be kept up to date, and records kept of the changes made. There should be documented process to periodically verify the latest revision status through communication with manufacturers and/ or by visiting manufacturers websites. Operators should formalize the communication process with manufacturers to drive technical data revisions based on external sources and lessons learned.

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- 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.

13. Is the current physical condition of all the technical publications acceptable?

(IS-BAO 6.2.1; ARGUS Platinum 8.9)

(Equipment) All publications must be in good working order. If they are worn, unreadable or covered in grease stains, it is time for replacement. But if they appear brand new, are they being used as required, or just kept on a shelf? A spot page check to verify publication contents is appropriate. If electronic versions are utilized make sure they are functional.

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14. Is a General Maintenance Manual available in aircraft for use when maintenance away from home base is required?

(FAR 135.21[f], 135.426; IS-BAO 14.2.1, 15.1.6.2, 15.1.6.3; ARGUS Platinum 8.8.3, 8.9.1; NBAA Management Guide 1.3.2, 4.1.15, 4.2.9)

(Equipment) FAR's state the General Maintenance Manual must be on board the aircraft for use by outside vendors if they do not have the manual already. If your operation is required to comply with this regulation, access to the General Maintenance manual can be important. In the event maintenance needs to be performed by an outside vendor at another location in unanticipated situations, it will be available for reference.

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15. Are maintenance procedures outlined in manuals and publications properly adhered to by maintenance personnel?

(FAR 135.425-427; IS-BAO 15.2.1.1; ARGUS Platinum 8.3.1; NBAA Management Guide 1.3.2, 5.1.1, 5.4, 5.6)

(Safety Culture) Consider interviewing several maintenance personnel as stakeholders their perspective on the policies and procedures contained in the maintenance manuals is crucial. Also, review completed maintenance documents such as log entries and service statements to ensure approved manuals and procedures are utilized when work is performed. Both A&P's and technicians are responsible for their log entries and / or return to service statements.

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16. Is the design of the company GMM (or section) and all associated maintenance manuals based on good Human Factors principles?

(IS-BAO 8.2, 9.1.3, 9.1.4; ARGUS Platinum 8.5.7; NBAA Management Guide 1.3)

(Safety Culture) Maintenance Manuals (or sections) should contain content or references for applicable human factors and error reporting. A well written fatigue policy is an example of this type of content. There should also be documented procedures to manage the safety risks related to technicians working alone. Review the applicable manuals and publications from a "user friendly" perspective; if the manuals are unusable from a human factors point of view, errors are more likely to occur.

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