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IEP CHECKLIST

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November 2026

MAINTENANCE 1.

Maintenance Management (Part 135)

Aviation Maintenance Management: There is an established and effective management system that oversees maintenance activities and interacts with other company management systems. Maintenance supervisors use documented process based activities to ensure that all company aircraft are maintained according to requirements and are airworthy prior to flight. Passenger, employee, and aircraft safety is the primary concern for management. Quality and integrity of work are trademarks of the maintenance manager and maintenance employees. Nonconformance to established maintenance practices is not tolerated. Communication flows effectively between supervisor(s) and employees.



PART 135



SCALE OF 1-5

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 the primary maintenance manager clearly established as being responsible for the maintenance control system and is authorized to remove an aircraft from service when justified?

(FAR 135.23[a], 135.77; IS-BAO 15.1.12.1)

(Policy) The maintenance manager should have authority to remove an aircraft from service if there is any non-compliance with regulations or threat to the safety of the aircraft, persons, or property. This authority must be specifically defined in company manuals.

1	2	3	4	5

2. The primary maintenance manager holds sufficient qualifications that meet both regulatory requirements and the specific needs of the organization.

(FAR 119.71[e]; IS-BAO 7.2 & 15.2.3; ARGUS Platinum 4.1.2, 4.1.5[a], 8.2.1; NBAA Management Guide 3.3.11)

(Policy) Not only should the maintenance manager meet the FAA minimums (as applicable), but he or she should also have management experience com-mensurate with the size and scope of the operation.

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3. Examine the accuracy of the organizational management chart in company manuals.

(FAR 135.427[a]; IS-BAO 7.2.1[c]; ARGUS Platinum 4.1.5[a] & 8.1.1[b]; NBAA Management Guide 3.3)

(Policy) An organizational chart displays a defined reporting structure and must contain the same titles and structure in all applicable manuals (GOM/GMM). The chart must be kept current and match the actual lines of authority. Quality assurance positions should be established at the appropriate organizational level to avoid conflicts of interest and the relationship with other company bases must be established in the organizational chart, if applicable.

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4. Are maintenance supervisors trained according to the manufacturer's approved initial training program for your company's specific aircraft?

(IS-BAO 8.1.7 & 15.2.3; ARGUS Platinum 8.5; NBAA Management Guide 3.3 & 5.3)

(Policy) It's important for supervisors to be aware of various specific procedures for different aircraft. This will help them make informed decisions about maintenance issues.

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5. The duties and responsibilities of maintenance management and supervisors (if applicable) are documented, clear, thorough, and relevant.

(FAR 135.23; IS-BAO 7.2; ARGUS Platinum 4.1.5[a] & 8.1.1[b]; NBAA Management Guide 3.3.11)

(Procedures) There should be concise duties and responsibilities and definitive lines of authority described in the maintenance portion of the company manual(s). Comprehensive documentation aids in preventing any confusion within the organization. Duties of any base managers should also be defined. Expectations and documented duties and responsibilities should align throughout all company manuals/chapters. The operation's organizational structure should establish proper balance to address the functional demands of the maintenance activity and flight operations and facilitate harmonious interactions to achieve objectives.

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6. Determine if a process is in place to ensure company and other applicable maintenance management training requirements are met.

(FAR 135.433; IS-BAO 8.1.7 & 15.2.3; ARGUS Platinum 8.5; NBAA Management Guide 5.3)

(Procedures) A process to track these training requirements must exist and may be incorporated with an existing company employee training tracking method. It is recommended personnel who hold maintenance release authority participate in recurrent training at least every two years on any aircraft group, type, or system for which they exercise that authority.

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7. Are there documented procedures in place to ensure that the responsibilities of key personnel are carried out during periods of absence?

(ARGUS Platinum 4.1.4)

(Procedures) Procedures describing succession of responsibilities (or prevention of) should be defined specifically in applicable maintenance management documents. Quality and production levels can be greatly affected if responsibilities and duties are ambiguous when key maintenance managers are unavailable. In an attempt to accomplish tasks, employees may overstep their capabilities if management succession is not defined.

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8. How effective is maintenance management's oversight of all maintenance actions.

(FAR 135.426[f]; IS-BAO 7.1.1, 15.1 & 15.3; ARGUS Platinum 8.1, 8.3.10, 8.9.4; NBAA Management Guide 3.3.11 & 5.5)

(Maintenance) The maintenance management system should be appropriate to the size and complexity of the organization. Evaluate the scope of the maintenance managers' duties and responsibilities. The duties of a maintenance manager should not be so excessive as to limit critical day to day task oversight. Do they have the necessary support from upper management to ensure safe maintenance practices? Is the maintenance manager overcome with administrative tasks and having difficulty staying involved with actual maintenance practices on company aircraft?

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9. Maintenance manager(s) follow company maintenance standards, policies, and procedures that are in place and abide by documentation requirements IAW the company's maintenance manual/procedures.

(IS-BAO 8.1.7.2[a] & 15.1; ARGUS Platinum 8.1, 8.5.6, 8.9.1; NBAA Management Guide 1.3.2 & 3.3.11)

(Maintenance) Maintenance manager(s) must understand and utilize designed company procedures in practice. These procedures are reviewed and updated regularly (at least annually) by the maintenance manager(s) to ensure relevance. Manager(s) should follow the concise duties, responsibilities and definitive lines of authority described. Manager(s) ensure employees are trained to and aware of the maintenance standards, policies, and procedures.

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10. Evaluate the quality and production level of the maintenance effort. Effective task scheduling and long range planning must be emphasized.?

(IS-BAO 15.1.5; ARGUS Platinum 8.3.1 & 8.6; NBAA Management Guide 3.3, 5.4 & 5.5)

(Maintenance) Actions and activities must be properly planned and monitored in order to meet aircraft scheduling requirements. The potential for lost revenue, lost travel due to flight cancellation, or delay is unacceptable. Planning and scheduling functions should be established and consistent.

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11. Are maintenance managers aware of relevant OSHA requirements and processes?

(OSHA 29 CFR 1910; IS-BAO 9.1 NBAA Management Guide 5.12)

(Maintenance) Maintenance managers must make sure that all OSHA requirements are being met and all employees adhere to the procedures in place. Management should ensure all employees have met the OSHA training requirements for their assigned duties. Normal aircraft maintenance practices such as performing work on ladders have OSHA associated requirements designed to protect employees from excessive risk. Maintenance managers must be aware of and ensure compliance with these various requirements in the performance of all aircraft maintenance activities.

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12. Evaluate the cooperation and communication between maintenance management and operations management.

(IS-BAO 3.4.2 & 7.1.1; ARGUS Platinum 8.6.1, 8.6.4, 8.6.5; NBAA Management Guide 3.3.11, 5.1.1 & 5.5)

(Communication) Examine both sides (Ops and Maintenance) and evaluate their ability to interact. Effective communication between management prompts increased efficiency. Are there existing meetings and reports that promote information sharing? Are manager's priorities properly aligned with company objectives?

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13. Evaluate the communication between maintenance management and maintenance employees.

(ARGUS Platinum 8.6.1; NBAA Management Guide 5.1.1)

(Communication) The maintenance manager(s) should display the ability to clearly communicate consistently with all assigned personnel and applicable vendors. Policy and procedural guidance, as well as information concerning the airworthiness of aircraft needs to be clearly communicated to all appropriate personnel. The manager must be able to prioritize, through effective communication, all maintenance activities wherever they occur. Communication gaps can develop into hazards if employees are unaware. In the case of multiple bases, it is suggested to incorporate a form of communication system such as an online forum for technicians to document/describe maintenance repairs to all stations that might effectively reduce troubleshooting time and assist in maintenance training.

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14. Evaluate the current state of the safety culture in the maintenance activity.

(IS-BAO 3.1.1.1[b]; ARGUS Platinum 1.2, 1.3, 1.8.4; NBAA Management Guide 1.4 & 5.12)

(Safety) Is maintenance management's philosophy regarding safe and quality work practices clear and unambiguous? This safety attitude projected from leadership sets the tone for all employees. If management does not permeate and demand this attitude, employees may stray from a positive safety culture by cutting corners and committing unsafe acts.

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