



NOTICE TO OPERATORS 13/02

Subject: Operator's responsibilities regarding the design and the contents of the Operations Manual (OM) and other operational documents

Date: 11 January 2013

Regulatory References: OPS 1.1040(I), JAR-OPS 3.1040(I)

Description: It has been found that some operational manuals/documentation were published that were not presented in a form in which they can be used without difficulty. Furthermore, the design of the operations manuals did not always observe human factors principles.

Examples:

- In some cases the OM B contained incorrect information or references to manufacturers documentation,
- OM contained information which is not relevant to the operator's actual operations,
- An operator using a generic QRH published by the aircraft manufacturer, including information on options/modifications not relevant to the particular aircraft used.
- An OM B which always refers to several other non-customized manuals for SOPs cannot be considered as respecting human factors principles.

In addition to the guidelines already published in the circular CIR/OPS-01, we remind all operators that when a manual/document is designed/published they shall take into account that it can be used without difficulty and that it observes human factors principles.

As we are in the transition towards the EASA Air Operations Regulation we would like to inform you that those requirements can also be found in ORO.MLR.100(k) and ORO.GEN.110(h).

Benoît Van Noten, Jr.
Counsellor General
Head of Operations Department