

Workshop Task 1 - Mock Initial Certification Evaluation

Exercise to simulate an Initial Certification assessment of an aviation organisation's Management System (MS), using the EASA MSAT methodology and applying the PSOE maturity model (Present, Suitable, Operating, Effective).

Participants will act as competent authority inspectors and evaluate the organisation's readiness for approval.

Scenario

A newly established Approved Maintenance Organisation (Part-145) has applied for initial certification. The Competent Authority has scheduled an on-site assessment to ensure that all Management System elements are Present and Suitable before granting approval, in line with MSAT guidance.

You have been assigned as the lead assessment team. Your goal is to:

1. Review the organisation's documented MS.
2. Interview key personnel, including the Accountable Manager and Safety Manager.
3. Assess evidence against selected MSAT features from Safety Policy & Objectives, Safety Risk Management, Safety Assurance, and Safety Promotion pillars.
4. Record maturity levels (PSOE) and justify your evaluation.

Task Steps

Preparation (Desktop Review)

- Review the organisation's submitted documentation (Safety Policy, Maintenance Organisation Exposition (MOE), Compliance Monitoring Procedure, Safety Management System Manual (SMSM) ERP Plan, Training Programme).
- Identify 3 features from the MSAT (e.g. Safety Policy, Hazard Identification, Safety Performance Monitoring) for detailed focus during the on-site phase.
- Determine relevant regulatory references (EASA Part-145.A.200, Regulation (EU) 376/2014) and ICAO Annex 19 links.

On-Site Interviews & Observations

- Interview the Accountable Manager: confirm understanding of the Safety Policy, resourcing commitments, and governance role.

- Interview the Safety Manager: review hazard identification methodology and occurrence reporting culture.
- Interview selected operational staff: verify awareness of the safety policy and reporting processes.
- Observe safety meetings, training records, and ERP drills where possible.

PSOE Assessment

- For each selected feature, assign a maturity level:
 - **Present** – documented and signed.
 - **Suitable** – adapted to organisation size/complexity.
 - **Operating** – implemented with evidence of use.
 - **Effective** – achieving safety objectives, positive safety impact.
- Justify each assessment with documented evidence (interview notes, record checks, observation results).

Findings & Observations

- Identify if any processes are not Present or Suitable (showstopper for certification).
- Note areas that are Present/Suitable but not Operating (requires follow-up before approval).
- Record observations for improvement (e.g. policy communication gaps, insufficient KPIs, or incomplete ERP integration).

Reporting

- Prepare an Assessment Summary Report including:
 - Overview of the evaluation process.
 - Maturity level results for each assessed feature.
 - Key strengths and areas for improvement.
 - Recommendation on certification decision.
- Ensure your report is performance-oriented, reflecting both compliance and the organisation's ability to manage safety.

Deliverables

- Completed **PSOE Maturity Table** for the selected MSAT features.
- Written **Assessment Summary Report** with recommendation.
- List of **regulatory references** and justification for each evaluation point.

Workshop Debrief

After the exercise:

- Compare group findings and discuss variances in maturity assessments.
- Identify challenges in distinguishing between **Suitable** and **Operating**.