


<b>OPERATIONS ADVISORY NOTICE (OAN)</b>		 Transport Malta  Civil Aviation Directorate Flight Operations Inspectorate Transport Malta Centre Triq Pantar Lija LJA 2021 Malta
OAN Number: <b>02/25</b>	Issue Date: <b>04<sup>th</sup> March 2025</b>	
Subject: <b>Procedure for the correct closure of Level 2 findings issued by TM CAD.</b>		

## INTRODUCTION

A Level 2 finding shall be issued by the competent Authority when any non-compliance is detected with the applicable requirements which could lower safety or hazard flight safety.

According to this concept, the affected organisation should prioritise managing a finding and allocate the resources required for its timely and accurate closure.

The purpose of this OAN is to provide basic guidelines to the Operators for the correct handling of Level 2 findings, particularly when the correcting action necessitates an OM revision.

## PROCEDURE

The correct management of a finding shall pass through the following phases:

### 1. Submission of a Root Cause analysis (RCA) and proposed Corrective Action Plan (CAP).

TM CAD expects the Operator to conduct an internal review to identify the appropriate corrective actions that will address the finding.

A proper identification of the causes (RCA) that led to a non-conformity is a fundamental moment in the management of the findings since it is the only method to ensure that these flaws will not recur in the future.

Consultations with the appropriate departments (e.g., safety, compliance, operations, training, etc.) should be part of this.

Based on this analysis, a CAP detailing the specific steps to be taken to correct the identified issues shall be developed.

The Inspectorate shall grant the Operator a period of not more than 2 weeks to identify the root cause of the non-compliance and define a CAP.

The agreed deadline must be strictly respected.

If an Operator is not able to produce an acceptable Root Cause analysis/proposed CAP by the stipulated date, the Inspectorate shall be notified with no delay in order to obtain an extension of time, which shall be given at the sole Inspector's discretion.

**It is crucial to remember that a finding may be deemed technically overdue if the RCA or proposed CAP is submitted beyond the deadline.**

**Similarly, an overdue finding will occur if the RCA or planned CAP has been rejected and it is not amended by the Operator and approved by the Inspector by the deadline.**

The Operator shall submit for review a draft of the amended text of the affected manual which shall include only the relevant parts necessary to address the identified non-compliances: the Operator shall NOT update the official, approved manual at this stage.

The Inspector who raised the finding(s) will then review the CAP and draft text, make any comments, or reject it if necessary; this procedure will continue until the CAP is approved.

The Inspector's approval of the draft text concludes this first phase.

## 2. Approval of the amended manual

Once the CAP is approved, regardless of who raised and managed the finding(s), it is up to the Principal Inspector of the Operator to approve the amended manual.

In any case, the Operator is required to submit through Centrik a dedicated revision of the manual which, to prevent confusions or needless delays, shall only cover the elements necessary for closing the finding(s).

Note: for this purpose, a new option called "Review of OM for finding closure" has been added to the drop-down list in the application in Centrik.

## 3. Closure of the finding(s)

Following the approval of the manual and the sign off of the application by the assigned Principal Inspector, the Operator is required to upload the application number onto the corresponding finding(s) as evidence for closure.

It is only at this stage that the Inspector will officially close the finding.

**It's important to note that, in adherence to ARO.GEN.350, organizations must implement the approved corrective action within the specified timeframe outlined by the Inspectorate: consequently, a draft manual change alone cannot be employed to close findings.**

## FINAL NOTES

1. If, in the meantime, the same manual is undergoing other pending approvals through different applications, the finding(s) shall stay open until the dedicated application is officially signed off and the above-described standard closing procedure is fully completed.
2. If necessary, the timeframe might be extended by the Inspector as required according to the circumstances, bearing however in mind that a finding should ideally be closed within six months from its initial release.
3. In the interest of safety, if a situation demands swift solutions, more adaptable tools such as notices to the crew may be accepted as temporary measures; however, it's essential to note that, in such instances, the finding will remain open until the above-described standard closing procedure is fully completed.

This OAN repeals OAN 02/24 of 04<sup>th</sup> March 2024 bearing the same title

Please be guided accordingly.

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Head of Operations

**Flight Operations Inspectorate**