ORDER U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

1380.49D

1/11/02

SUBJ: STAFFING STANDARDS FOR AVIATION SAFETY INSPECTORS (MANUFACTURING)

1. PURPOSE. This order establishes the use of staffing standards for Aviation Safety Inspectors (ASI) (manufacturing) in the Aircraft Certification Service (AIR), Manufacturing Inspection Offices (MIO), Manufacturing Inspection District Offices (MIDO), and Certificate Management Offices (CMO). This order also establishes the Staffing Standards Review Committee (SSRC) and the Manager's Staffing Standards Guide for Aviation Safety Inspectors (Manufacturing).

2. DISTRIBUTION. This order is distributed to the division level in the Aircraft Certification Service; to the Offices of Budget, and Labor & Employee Relations; to the Organizational Development Consulting Service; to the Office of Aviation System Standards; to the Aircraft Certification Divisions; to the Offices of Human Resource Management, Management Systems, and Budget; a limited distribution to all Manufacturing Inspection Offices, Manufacturing Inspection District Offices, and Certificate Management Offices; to the Aircraft Certification Branch at the Mike Monroney Aeronautical Center; and to the Regulatory Support Division in the Flight Standards Service.

3. CANCELLATION. Federal Aviation Administration (FAA) Order 1380.49C, Staffing Standards for Aviation Safety Inspectors (Manufacturing), dated November 22, 1999, is canceled.

4. BACKGROUND.

a. In 1992 the Aircraft Certification Service initiated an effort to revise and update the staffing standards for non-supervisory ASIs (manufacturing) working in AIR, MIOs, and MIDOs. This effort was undertaken to:

(1) Improve the organization's position in developing and justifying budget requests for staffing.

(2) Revise and revalidate current measures applicable to the work performed by ASIs.

(3) Meet the requirements of FAA Order 1800.56, National Flight Standards Work Program Guidelines.

b. To ensure timely updates to the staffing standards, a need was recognized to publish the standards in a separate guide that would be recognized by reference in this order.

5. EXPLANATION OF CHANGES.

a. Page 2, under Forms and Reports added the word "reporting" prior to the word "quarter."

b. Page 2, under Forms and Reports added the words "including actual hours" after the words "Staffing Requirements Report."

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Initiated By: AIR-200

c. Page 2, under Forms and Reports changed the words "fiscal year" to "reporting year."

d. Page 5, under Responsibilities changed the words "fiscal year" to "reporting year."

e. Page 7, under Responsibilities changed the words "fiscal year" to "reporting year."

6. DEFINITIONS. All definitions required for application of the staffing standards are contained in the Manager's Staffing Standards Guide for Aviation Safety Inspectors (Manufacturing).

7. FORMS AND REPORTS.

a. All MIDOs and CMOs will submit a completed Work Products and Staff Hours Report on a quarterly basis to the appropriate directorate MIO for review and consolidation. All reports must be received by the MIO no later than 15 work days after the completion of each reporting quarter. A sample of a typical report (i.e., Work Products and Staff Hours Report) is included in the Manager's Staffing Standards Guide for Aviation Safety Inspectors (Manufacturing).

b. The Production and Airworthiness Division, AIR-200, and the MIOs will submit a Staffing Requirements Report, including actual hours, on an annual basis to the Planning and Program Management Division, AIR-500. MIDO and CMO reports will be submitted to the appropriate directorate MIO, who will consolidate the reports and forward the directorate report to AIR-500 for review and appropriate consolidation. All reports must be received by AIR-500 no later than 20 work days after the completion of each reporting year. A sample of a typical report (i.e., Staffing Requirements Report) is included in the Manager's Staffing Standards Guide for Aviation Safety Inspectors (Manufacturing).

8. STAFFING STANDARDS/MANUFACTURING INSPECTION MANAGEMENT INFORMATION SYSTEM (MIMIS) INTERFACE. Completed work product and work hour reporting codes associated with each direct work measure are contained in the Manager's Staffing Standards Guide for Aviation Safety Inspectors (Manufacturing). Collectively these represent a subset of MIMIS codes previously included in FAA Order 1380.48, Manufacturing Inspection Management Information System (MIMIS) and Order 1380.49.

9. DESCRIPTION OF STAFFING GUIDELINES. Staffing guidelines and standards are designed to express the staffing requirements of an organization or function in terms of hours. Staffing guidelines and standards are based on specific work measures of an activity or expected output. Workload figures derived by application of these direct work measures are combined with allowances or factors to account for leave, training, and other overhead activities. The indirect work allowances are contained in the Manager's Staffing Standards Guide for Aviation Safety Inspectors (Manufacturing). The resulting figure represents total organizational workload, which is then divided by a standard employee work year (i.e., 2087 hours) to yield total staffing requirements.

10. SCOPE. The staffing standards are organized around the three major areas in the Aircraft Certification Regulatory Program (ACRP): (1) continued operational safety, (2) regulatory policy development, and (3) certifications, approvals, and appointments. The standards address two broad categories of effort, direct and indirect work activities. Direct work includes measures and time standards along with worksheets for reporting staff hours devoted to rulemaking projects and other special or one-time activities. An in-depth description of the standard's structure and content is provided in the final report on the staffing standards development project.

11. METHODOLOGY.

a. The methodology employed in developing the staffing standards was structured around two key elements: (1) a phased approach to build and validate each component of the standard, and (2) reliance on the SSRC to assist in generating required information and providing ongoing quality assessments.

b. The following three components collectively provide the basis for both the initial design and final composition of the staffing standards:

(1) Preliminary Data Sources. The initial design of the staffing standards, and the basic workload contained in its draft and final versions were derived from preexisting sources related to AIR and ACRP activities and projects. These sources included:

(a) The AIR Job Task Analysis, a comprehensive 10 volume inventory of the products consisting of tasks and procedures performed under the ACRP.

(b) Service and workload indicators previously developed to capture and define AIR responsibilities.

(c) Field visits to the four directorate MIOs, a cross section of MIDOs, and meetings with AIR-200 staff to discuss workload definition and time requirement issues.

(d) Current and historical workload data from MIMIS provided actual completion data for various ACRP products and activities.

(2) SSRC Input. A SSRC consisting of eight managers representing the MIOs, MIDOs, and AIR-200 played a critical role in all phases of the staffing standards development process. SSRC inputs included:

(a) Feedback regarding the initial design.

(b) Additional information and data sources.

(c) Revised and validated standards through each phase, with SSRC members serving as project focal points.

(d) Results of an SSRC facilitated and coordinated nationwide field test of the staffing standards.

(3) Test and Evaluation Activities. The AIR staffing standards development process included two formal tests: (1) a pilot test of the preliminary version, and (2) a full field test of the revised version which reflected the results of the pilot test and any additional modifications made by the SSRC.

c. Development of the standards was completed over a 14-month period. Additional activities prior to implementation included: (1) an automated job aid, and (2) an orientation and training seminar regarding staffing standards. An in-depth description of the methodology is provided in the final report on the staffing standards development project.

d. The SSRC will continue to review and revise the staffing standards as necessary to meet new or changing organizational requirements. Paragraph 15 of this order provides a complete description of the committee's responsibilities.

12. APPLICABILITY. The standards contained in the Manager's Staffing Standards Guide for Aviation Safety Inspectors (Manufacturing) apply to non-supervisory ASIs in the Aircraft Certification Divisions, and the directorate MIO, MIDO, and CMO levels. These standards do not address work performed by supervisory ASIs, administrative support staff, and technical/clerical personnel.

13. USE OF STAFFING STANDARDS.

a. The work measures and time standards identified in the Manager's Staffing Standards Guide for Aviation Safety Inspectors (Manufacturing) shall be applied to calculate AIR staffing requirements for use in formulating and justifying annual budget requests. Staffing requirements will be determined by application of the work measures and time standards for: (1) recording completed work in the current year, and (2) out year workload projections based on historical trends and anticipated changes in organizational activities (industry driven demand activities). Required staffing levels are derived using this procedure and will form the basis for total non-supervisory ASI staffing figures in the agency's budget request to the Office of the Secretary of Transportation, the Office of Management and Budget, and the Congress.

b. Workload and staffing level information developed using the staffing standards will be the basis for AIR strategic planning, policy development, and human resource management processes. Additional applications using the staffing standards may include employee workload allocation, scheduling, non-personnel service budget development (e.g., equipment and office space), and organizational or functional realignments.

c. Staffing standards will provide the basis for formulating agency budget requests related to staffing approval. Authorization of organizational staffing levels will be determined by the Secretary of Transportation, the Office of Management and Budget, and the Congress.

14. RESPONSIBILITIES. This order assigns the responsibilities for the application, maintenance, and revision of the staffing standards contained in the Manager's Staffing Standards Guide for Aviation Safety Inspectors (Manufacturing).

a. MIDOs and CMOs are responsible for:

(1) Establishing internal procedures for biweekly collection of individual work product and staff hour data, and for aggregating such data at the office level at least quarterly.

(2) Submitting completed Work Products and Staff Hours Reports on a quarterly basis to the appropriate directorate MIO for review and consolidation.

(3) Submitting Staffing Requirements Reports on an annual basis through the appropriate directorate MIO to AIR-500 for review and consolidation.

(4) Developing out year workload projections for inclusion in the annual Staffing Requirements Reports. Projections are based on known future projects, pending regulatory changes or mandates, new programs or customer requirements, or trend analysis of past workload activities using formal statistical methods.

(5) Identifying and reporting to the appropriate directorate MIO any problems encountered in applying the staffing standards or anticipated changes to workload activities having potential impact on the validity or relevance of the standards.

(6) Identifying and reporting to the appropriate directorate MIO any corrections to previously submitted Work Products and Staff Hours Reports or annual Staffing Requirements Reports.

b. MIOs are responsible for:

(1) Establishing internal procedures for collecting individual work product and staff hour data on a biweekly basis. Aggregation of such data at the office level will be accomplished quarterly.

(2) Establishing directorate-wide policies, procedures, and deadlines for collecting quarterly completed Work Products and Staff Hours Reports and annual Staffing Requirements Reports from MIDOs/CMOs under the appropriate directorate MIO.

(3) Submitting a consolidated MIO/MIDO/CMO Staffing Requirements Report on an annual basis to AIR-500 for review and final consolidation no later than 20 work days after the completion of each reporting year.

(4) Developing out year workload projections for inclusion in annual Staffing Requirements Reports. The projections are based on known future projects, pending regulatory change or mandate, new programs or customer requirements, or trend analysis of past workload activities using formal statistical methods.

(5) Identifying and reporting to the SSRC any problems encountered in applying the staffing standards or anticipated changes to workload activities having potential impact on the validity or relevance of the standards.

(6) Identifying and reporting to AIR-500 any corrections to previously submitted annual Staffing Requirements Reports.

NOTE: The MIO manager may request the directorate 103 (i.e., Administrative Support Section) staff to consolidate ASI staffing standards reports and review for accuracy. Any discrepancies or corrections will be coordinated with the MIO manager before reports are forwarded to AIR-500.

c. AIR-200 is responsible for:

(1) Establishing internal procedures for collecting individual work product and staff hour data on a biweekly basis. Aggregating such data at the division level will be accomplished quarterly.

(2) Submitting a Staffing Requirements Report on an annual basis directly to AIR-500 for review and consolidation.

(3) Developing out year workload projections for inclusion in the annual Staffing Requirements Reports. The projections are based on known future projects, pending regulatory change or mandate, new programs or customer requirements, or trend analysis of past workload activities using formal statistical methods.

(4) Identifying and reporting directly to the SSRC any problems encountered in applying the staffing standards, or anticipated changes to workload activities having potential impact on the validity or relevance of the standards.

(5) Identifying and reporting to AIR-500 any corrections to previously submitted annual Staffing Requirements Reports.

(6) Facilitating and coordinating the activities of the SSRC. These activities include: (1) the evaluation of proposed or anticipated changes in policy, procedures, or organization which may affect the validity of the standards and (2) identifying the need for a review committee evaluation and consideration of such changes or related issues.

d. AIR-500 is responsible for:

(1) Establishing AIR-wide procedures and deadlines for collecting annual Staffing Requirements Reports from directorate MIOs and Washington headquarters division.

(2) Providing the automation resources and system documentation for the MIMIS program to facilitate collection and reporting of workload information at the MIO, MIDO, and CMO levels.

(3) Reviewing and consolidating the annually submitted Staffing Requirements Reports, conducting an audit of workload figures, staff hour totals, and out year projections, and communication as required with reporting managers regarding problems or discrepancies.

(4) Calculating the current and out year staffing requirements for non-supervisory ASIs based on aggregate annual Staffing Requirements Reports submitted by MIOs, MIDOs, CMOs, and headquarters divisions. Aggregation is to be completed within 60 calendar days after the end of the reporting year.

(5) Preparing and submitting organizational staffing requests to the Office of Financial Services based on work force requirements identified through application of the standards.

(6) Supporting existing staffing standards and modifications to the staffing standards within available resources in both formulation and execution of budget processes.

15. STAFFING STANDARDS REVIEW COMMITTEE. Consisting of managers representing MIOs, MIDOs, CMOs, and AIR-200 organizational elements, their responsibilities include:

a. Convening annually for the first three years following initial implementation, and at least biannually thereafter, for the purpose of:

(1) Reviewing workload reporting and standards application results for the prior year(s) to assess organizational impacts and to identify issues.

(2) Adding new work measures to the staffing standards as required, based on new programs, new customers, updated training requirements, or rulemaking mandates.

(3) Revising or redefining existing work measures and time standards as dictated by changes in customer requirements, technology, or the AIR organization.

(4) Eliminating or combining seldom used or limited impact work measures, to simplify and consolidate the standards.

(5) Reviewing work measures and time standards contained in the Manager's Staffing Standards Guide for Aviation Safety Inspectors (Manufacturing) and the MIMIS codes.

b. Assisting AIR-500 in the assessment and resolution of specific workload reporting and standards application problems or from issues arising in individual committee member's organizational areas of responsibility. Other responsibilities include:

(1) Providing orientation, training, on-going guidance, and assistance to current and new managers in the application of the staffing standards.

(2) Conduct regularly scheduled meetings, and convene on an as needed basis to discuss major issues, changes, or special circumstances having potential for significant impact on the staffing standards, as determined by the SSRC.

16. AUTHORITY TO CHANGE THIS ORDER AND GUIDE. All changes to this order are to be submitted to AIR-200 for approval and publication. Changes to the Manager's Staffing Standards Guide for Aviation Safety Inspectors (Manufacturing) are to be submitted to and approved by the SSRC for subsequent publication by AIR-200.

17. INFORMATION CURRENCY. Any deficiencies found, clarifications needed, or improvements to be suggested regarding the content of this order should be forwarded to the Aircraft Certification Service, Automated Systems Branch, AIR-520, Attention: Directives Management Officer, for consideration. FAA Form 1320-19, Directive Feedback Information, is located on the last page of this order for your convenience. If an interpretation is urgently needed, you may contact the Production and Airworthiness Division, AIR-200, at (202) 267-8361, but you should also use Form 1320-19 as a follow-up to the verbal conversation.

Frank P. Paskiewicz
Manager, Production and Airworthiness
Division, AIR-200

U.S. Department
of Transportation

Federal Aviation Administration

Directive Feedback Information

Please submit any written comments or recommendations for improving this directive, or suggest new items or subjects to be added to it. Also, if you find an error, please tell us about it.

Subject: Order 1380.49D

To: Directive Management Officer, AIR-520

(Please check all appropriate line items)

An error (procedural or typographical has been noted in paragraph _____ on page _____.

Recommend paragraph _____ on page _____ be changed as follows:
(attach separate sheet if necessary)

In a future change to this directive, please include coverage on the following subject
(briefly describe what you want added):

Other comments:

I would like to discuss the above. Please contact me.

Submitted by: _____ Date: _____

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FAA Form 1320-19 (8-89)