(c) The certificate holder must set forth in its manual a suitable system (which may include a coded system) that provides for preservation and retrieval of information in a manner acceptable to the Administrator and that provides—

1. A description (or reference to data acceptable to the Administrator) of the work performed;
2. The name of the person performing the work if the work is performed by a person outside the organization of the certificate holder; and
3. The name or other positive identification of the individual approving the work.

§ 121.373 Continuing analysis and surveillance.

(a) Each certificate holder shall establish and maintain a system for the continuing analysis and surveillance of the performance and effectiveness of its inspection program and the program covering other maintenance, preventive maintenance, and alterations and for the correction of any deficiency in those programs, regardless of whether those programs are carried out by the certificate holder or by another person.

(b) Whenever the Administrator finds that either or both of the programs described in paragraph (a) of this section does not contain adequate procedures and standards to meet the requirements of this part, the certificate holder shall, after notification by the Administrator, make any changes in those programs that are necessary to meet those requirements.

(c) A certificate holder may petition the Administrator to reconsider the notice to make a change in a program. The petition must be filed with the FAA certificate-holding district office charged with the overall inspection of the certificate holder’s operations within 30 days after the certificate holder receives the notice. Except in the case of an emergency requiring immediate action in the interest of safety, the filing of the petition stays the notice pending a decision by the Administrator.

§ 121.374 Continuous airworthiness maintenance program (CAMP) for two-engine ETOPS.

In order to conduct an ETOPS flight using a two-engine airplane, each certificate holder must develop and comply with the ETOPS continuous airworthiness maintenance program, as authorized in the certificate holder’s operations specifications, for each airplane-engine combination used in ETOPS. The certificate holder must develop this ETOPS CAMP by supplementing the manufacturer’s maintenance program or the CAMP currently approved for the certificate holder.
holder. This ETOPS CAMP must include the following elements:
(a) **ETOPS maintenance document.** The certificate holder must have an ETOPS maintenance document for use by each person involved in ETOPS.
   (i) The document must—
   (ii) List each ETOPS significant system,
   (iii) Refer to or include all of the ETOPS maintenance elements in this section,
   (iv) Refer to or include all supportive programs and procedures,
   (v) Refer to or include all duties and responsibilities, and
   (v) Clearly state where referenced material is located in the certificate holder's document system.
(b) **ETOPS pre-departure service check.**
   Except as provided in Appendix P of this part, the certificate holder must develop a pre-departure check tailored to their specific operation.
   (1) The certificate holder must complete a pre-departure service check immediately before each ETOPS flight.
   (2) At a minimum, this check must—
   (i) Verify the condition of all ETOPS Significant Systems;
   (ii) Verify the overall status of the airplane by reviewing applicable maintenance records; and
   (iii) Include an interior and exterior inspection to include a determination of engine and APU oil levels and consumption rates.
(3) An appropriately trained maintenance person, who is ETOPS qualified, must accomplish and certify by signature ETOPS specific tasks. Before an ETOPS flight may commence, an ETOPS pre-departure service check (PDSC) Signatory Person, who has been authorized by the certificate holder, must certify by signature, that the ETOPS PDSC has been completed.
(4) For the purposes of this paragraph (b) only, the following definitions apply:
   (i) **ETOPS qualified person:** A person is ETOPS qualified when that person satisfactorily completes the operator's ETOPS training program and is authorized by the certificate holder.
   (ii) **ETOPS PDSC Signatory Person:** A person is an ETOPS PDSC Signatory Person when that person is ETOPS qualified and that person:

(A) When certifying the completion of the ETOPS PDSC in the United States:
   (1) Works for an operator authorized to engage in part 121 operation or works for a part 145 repair station; and
   (2) Holds a U.S. Mechanic's Certificate with airframe and powerplant ratings.
   (B) When certifying the completion of the ETOPS PDSC outside of the U.S. holds a certificate in accordance with §43.17(c)(1) of this chapter; or
   (C) When certifying the completion of the ETOPS PDSC outside the U.S. holds the certificates needed or has the requisite experience or training to return aircraft to service on behalf of an ETOPS maintenance entity.
   (iii) **ETOPS maintenance entity:** An entity authorized to perform ETOPS maintenance and complete ETOPS PDSC and that entity is:
   (A) Certificated to engage in part 121 operations;
   (B) Repair station certificated under part 145 of this chapter; or
   (C) Entity authorized pursuant to §43.17(c)(2) of this chapter.
   (c) **Limitations on dual maintenance.**
      (1) Except as specified in paragraph (c)(2), the certificate holder may not perform scheduled or unscheduled dual maintenance during the same maintenance visit on the same or a substantially similar ETOPS Significant System listed in the ETOPS maintenance document, if the improper maintenance could result in the failure of an ETOPS Significant System.
      (2) In the event dual maintenance as defined in paragraph (c)(1) of this section cannot be avoided, the certificate holder may perform maintenance provided:
         (i) The maintenance action on each affected ETOPS Significant System is performed by a different technician, or
         (ii) The maintenance action on each affected ETOPS Significant System is performed by the same technician under the direct supervision of a second qualified individual; and
         (iii) For either paragraph (c)(2)(i) or (ii) of this section, a qualified individual conducts a ground verification test and any in-flight verification test required under the program developed...
pursuant to paragraph (d) of this section.

(d) Verification program. The certificate holder must develop and maintain a program for the resolution of discrepancies that will ensure the effectiveness of maintenance actions taken on ETOPS Significant Systems. The verification program must identify potential problems and verify satisfactory corrective action. The verification program must include ground verification and in-flight verification policy and procedures. The certificate holder must establish procedures to indicate clearly who is going to initiate the verification action and what action is necessary. The verification action may be performed on an ETOPS revenue flight provided the verification action is documented as satisfactorily completed upon reaching the ETOPS Entry Point.

(e) Task identification. The certificate holder must identify all ETOPS-specific tasks. An appropriately trained mechanic who is ETOPS qualified must accomplish and certify by signature that the ETOPS-specific task has been completed.

(f) Centralized maintenance control procedures. The certificate holder must develop and maintain procedures for centralized maintenance control for ETOPS.

(g) Parts control program. The certificate holder must develop an ETOPS parts control program to ensure the proper identification of parts used to maintain the configuration of airplanes used in ETOPS.

(h) Reliability program. The certificate holder must have an ETOPS reliability program. This program must be the certificate holder’s existing reliability program or its Continuing Analysis and Surveillance System (CASS) supplemented for ETOPS. This program must be event-oriented and include procedures to report the events listed below, as follows:

1. The certificate holder must report the following events within 96 hours of the occurrence to its certificate holding district office (CHDO):
   (i) IFSDs, except planned IFSDs performed for flight training.
   (ii) Diversions and turnbacks for failures, malfunctions, or defects associated with any airplane or engine system.
   (iii) Uncommanded power or thrust changes or surges.
   (iv) Inability to control the engine or obtain desired power or thrust.
   (v) Inadvertent fuel loss or unavailability, or uncorrectable fuel imbalance in flight.
   (vi) Failures, malfunctions or defects associated with ETOPS Significant Systems.
   (vii) Any event that would jeopardize the safe flight and landing of the airplane on an ETOPS flight.

2. The certificate holder must investigate the cause of each event listed in paragraph (h)(1) of this section and submit findings and a description of corrective action to its CHDO. The report must include the information specified in §121.703(e). The corrective action must be acceptable to its CHDO.

1. Propulsion system monitoring. (1) If the IFSD rate (computed on a 12-month rolling average) for an engine installed as part of an airplane-engine combination exceeds the following values, the certificate holder must do a comprehensive review of its operations to identify any common cause effects and systemic errors. The IFSD rate must be computed using all engines of that type in the certificate holder’s entire fleet of airplanes approved for ETOPS.

   (i) A rate of 0.05 per 1,000 engine hours for ETOPS up to and including 120 minutes.

   (ii) A rate of 0.03 per 1,000 engine hours for ETOPS beyond 120-minutes up to and including 207 minutes in the North Pacific Area of Operation and up to and including 180 minutes elsewhere.

   (iii) A rate of 0.02 per 1,000 engine hours for ETOPS beyond 207 minutes in the North Pacific Area of Operation and beyond 180 minutes elsewhere.

3. Within 30 days of exceeding the rates above, the certificate holder must submit a report of investigation and any necessary corrective action taken to its CHDO.

(j) Engine condition monitoring. (1) The certificate holder must have an engine condition monitoring program to detect deterioration at an early stage and to allow for corrective action before safe operation is affected.
§ 121.375 Maintenance and preventive maintenance training program.

Each certificate holder or person performing maintenance or preventive maintenance functions for it shall have a training program to ensure that each person (including inspection personnel) who determines the adequacy of work done is fully informed about procedures and techniques and new equipment in use and is competent to perform his duties.

§ 121.377 Maintenance and preventive maintenance personnel duty time limitations.

Within the United States, each certificate holder (or person performing maintenance or preventive maintenance functions for it) shall relieve each person performing maintenance or preventive maintenance from duty for a period of at least 24 consecutive hours during any seven consecutive days, or the equivalent thereof within any one calendar month.

§ 121.378 Certificate requirements.

(a) Except for maintenance, preventive maintenance, alterations, and required inspections performed by a certified repair station that is located outside the United States, each person who is directly in charge of maintenance, preventive maintenance, or alterations, and each person performing required inspections must hold an appropriate airman certificate.

(b) For the purposes of this section, a person directly in charge is each person assigned to a position in which he is responsible for the work of a shop or station that performs maintenance, preventive maintenance, alterations, or