

► This RA has been substantially re-written; for clarity no change marks are presented – please read RA in its entirety ◀

## RA 4821 - Findings (MRP 145.A.95) - Approved Maintenance Organizations only

### Rationale

*Following the notification of a finding by the MAA on an Approved Maintenance Organizations (AMO), it is essential that the Regulatory non-compliance or non-conformance is appropriately addressed and actioned by the Accountable Manager(Maintenance) (AM(M)). If the findings are not acted upon by the AM(M)), the Continuing Airworthiness of the Air System(s) may be compromised. This RA requires Root Cause Analysis (RCA) be carried out on all findings to enable the identification and rectification of all issues, preventing reoccurrence.*

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### Regulation 4821(1)

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4821(1) After receipt of notification of MAA findings the AM(M) **shall** devise and execute a Corrective Action Plan which demonstrates how the finding and the root cause will be rectified in order to prevent recurrence. This **shall** be done to the satisfaction of the MAA within the period stipulated in the notification<sup>1</sup>.

### Acceptable Means of Compliance 4821(1)

#### Findings (MRP 145.A.95(a))

1. All findings **should** be investigated and rectified using an RCA approach, tool, or technique<sup>2</sup>. Instructions for the use of RCA **should** be detailed in the Maintenance Organization Exposition.

### Guidance Material 4821(1)

#### Findings (MRP 145.A.95(a))

2. There are 2 types of findings, Non-Compliance and Non-Conformance. Each of these are then sub-divided into 2 levels as follows:

a. Non-Compliance: No evidence can be produced to show compliance with the MRP.

(1) Level 1 finding: Any significant non-compliance with RA 4800-4849 (MRP Part 145) requirements, which lowers the safety standard and presents a serious hazard to Air Safety.

(2) Level 2 finding: A non-compliance that is judged not to be a Level 1 finding.

b. Non-Conformance: No evidence can be produced to show conformance with any notified audit criteria other than the MRP (eg management process, Air Safety Management Plan, ISO9001 etc.)

(1) Level 1 finding: A deviation from or an omission of a requirement that may contribute to a major Air Safety Risk.

(2) Level 2 finding: A non-conformity that is judged not to be a Level 1 finding.

<sup>1</sup> Refer to MAA03: MAA Regulatory Processes, Annex H.

<sup>2</sup> Further information may be found in Civil Aviation Authority – [CAP 1760 Effective Problem Solving and Root Cause Identification](#) Stage 6.

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