



IOSA AO Alert 325
-Focus Area-
Auditing B737MAX Return to Service

Issue date: 22-Feb-2021

Effective date: 03-Mar-2021

1. Reason for the Alert

1.1. General

This Focus Area is issued to define auditing techniques to be used in IOSA Audits of B737MAX Operators' aircraft returned or planning to return into service.

1.2. Historical Information - B737MAX Suspension

Following the B737MAX accidents of Lion Air in October 2018 and Ethiopian Airlines in March 2019, authorities worldwide have suspended (grounded) the Boeing 737MAX aircraft. Consequently, IATA issued IOSA Operator Alert 9 on 15 March 2019 to provide clarity on the auditing or exempting of 737 MAX type and additional procedures regarding the IOSA Audit Report (IAR).

1.3. B737 MAX Return to Service

On 20 November 2020, the FAA issued Airworthiness Directive (AD) 2020-24-02, applicable to certain Boeing 737-8 and 737-9 (MAX) aeroplanes. In summary, the AD requires installing new flight control computer software, incorporating new and revised flight crew procedures in the Aircraft Flight Manual (AFM), installing new MAX display system software, changing the horizontal stabilizer trim wire routing installations, completing an angle of attack sensor system test, and performing an operational readiness flight. Other actions such as pilot training were not covered in this AD but in the FAA Flight Standardization Board Report Appendix 7.

Subsequently, Operators started operating the B737MAX after all actions required in the FAA AD 2020-24-02 were performed and all pilots were trained in accordance with FAA Flight Standardization Board (FSB) Report for Boeing 737, Revision 17, Appendix 7 (Boeing 737 MAX Special Training for Flight Crews).

Accordingly, EASA issued AD 2021-0039 on 27 January 2021.

2. Action Required

2.1 General

If an IOSA Audit is planned for an Operator that has B737MAX in its fleet that returned to service, AO shall ensure that the aircraft shall be included in the audit scope if the aircraft is listed in the Operator's AOC.

2.1.1. If the B737MAX aircraft in an Operator's fleet has not returned to service, but the Operator is in the process of completing relevant AD actions or necessary trainings, the aircraft shall not be included in the audit scope. However, the IOSA Auditor shall review the actions taken to return B737MAX aircraft to service in accordance with the guidance provided in '2.2.1 ISARPs related to the Focus Area' and shall provide a short summary of the actions completed as well as those in progress and planned, in the 'Additional Information' section of the IOSA Audit Report (IAR).

2.1.2. If the Operator is not planning to return the aircraft to service and/or relevant AD actions or necessary training are not scheduled at the time of the Audit, the B737MAX aircraft shall



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also be excluded from the audit scope and Auditors are not required to review the actions taken as mentioned above paragraph.

2.2 Focus Areas to be Used for Auditing B737MAX Return to Service

2.2.1 B737MAX Return to Service

Auditor should use sound judgment in determining the sample size in accordance with the nature, size and the complexity of the Operator's fleet. However, IOSA Auditors are required to re-distribute or increase the sample size to ensure that the B737MAX aircraft is addressed when auditing the ISARPs listed in paragraph 2.2.2. It is important that the increase in the sample size should not prevent IOSA Auditors from sampling all other fleets in accordance with systemic assessment concept.

MNT and FLT Auditors shall review FAA AD 2020-24-02 and/or EASA AD 2021-0039 or any other relevant ADs issued by other national authorities prior to the Audit to get familiar with required actions.

Additionally, FLT Auditors shall review the current version of the [Flight Standardization Board Report Appendix 7](#) (published by FAA) prior to the Audit. Appendix 7 outlines special training requirements for flight crews.

Lead Auditors shall summarize the Operator's relevant actions and information related to the Focus Area in the Executive Summary of the Audit Software. This summary should also include the number of planned and/or actual B737MAX aircraft returning to service.

2.2.2 ISARPs related to the Focus Area

FLT 1.12.1 / FLT 1.12.2 Risk Management

FLT Auditors are required to examine selected examples of hazards identified related with return of B737MAX to operations and selected records/documents that illustrate risk assessment / mitigating actions as applicable.

FLT 1.4.2 Issues that affect operational safety & security

FLT Auditors are required to examine selected evidences of internal coordination in regard to Aircraft Flight Manual (AFM) Revisions related to the B737MAX with reference to applicable AD implementation.

FLT 2.1.3 New fleet modifications

FLT Auditors are required to examine selected training courses curricula/syllabi and related records for B737MAX RTS (Return to Service) training.

FLT 2.1.10 Training Manual

FLT Auditors are required to examine selected parts of training manual to ensure if the content includes necessary training program changes with related to B737MAX return to service.



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FLT 2.1.45 Configuration consistency of training facilities

FLT Auditors are required to examine selected records of Operator's evaluation on Flight Simulator Training Devices (FSTDs) used to deliver training on B737MAX and observe FSTD facility as applicable and feasible. Auditor shall ensure that Operator evaluated the compliance of FSTD facility with any applicable AD requirements and/or other authority requirements as relevant.

FLT 2.2.11 Training on Aircraft System & Limitations

FLT Auditors are required to examine selected parts of training manual to ensure if the content includes necessary training program changes with related to B737MAX return to service. Also, training/qualification records of selected flight crew members shall be reviewed.

MNT 2.5.1 Airworthiness directives

The MNT Auditors are required to examine records of FAA AD 2020-24-02 or EASA AD 20-184 or any ADs issued by other national authorities as applicable. Examination shall include the review of all applicable actions of compliance through the records identifying the Task Cards.

MNT 2.5.3 Minimum Equipment List

MNT Auditors are required to examine if the MEL is customized in accordance with MEL provisions for inoperative flight control system functions as laid down in the applicable AD incorporated by the Operator.

MNT 2.6.1 Modifications

The MNT Auditor is required to examine the selected modification records of B737MAX on:

- The Installation/Verification of Flight Control Computer (FCC) Operational Program Software (OPS) and MAX Display System (MDS) Display Processing Computer (DPC) OPS,
- Horizontal Stabilizer Trim Wire Bundle Routing Change, and
- Any other modification required by applicable AD.

Above mentioned steps may be also accomplished in combination with mandatory observations related to affected ISARPs.

Questions and comments can be directed at iosa@iata.org.

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Final Audit Report

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