

Corrective and Preventive Action

Knowledge card — earned on successful completion of CertiFlyers Course 179

Close a finding only when independent evidence shows the fix worked.

Containment and correction, root cause and corrective action planning, and verification of implementation and effectiveness, with preventive action for planned changes.

THE THREE RULES

1 Contain before you analyze

If a released aircraft or article could be affected, stop the task, tool or process now. Quarantine stock and work in progress, list everything released since the last known good point, and hold every listed item until it is inspected or dispositioned under approved maintenance data.

2 Aim every action at a cause

Ask why, not who. If the stated cause is technician error or did not follow procedure, keep going. Give each corrective action a named cause, an owner, a due date and evidence of completion, and write the effectiveness measure, criterion, period and verifier into the plan.

3 Prove it worked, then close

Check objective evidence that each action was done, then apply the planned measure at the end of the monitoring period. Have someone independent of the implementer verify it. If the problem recurred or the criterion was not met, reopen the action and return to root cause analysis.

NEVER

- ✗ Release an aircraft or article on the containment list before inspection or disposition.
- ✗ Close a finding on implementation evidence alone.
- ✗ Accept technician error or did not follow procedure as a root cause.
- ✗ Approve an interval change without asking what failure the task protects against.

ALWAYS

- ✓ Start containment before analysis when released product could be affected.
- ✓ Check the extent of condition: part number, task, tool, person, supplier, period.
- ✓ Set the effectiveness measure, criterion, period and verifier in the plan.
- ✓ Reopen the action and return to root cause analysis if the problem recurs.

NUMBERS TO REMEMBER

96 hours

Service difficulty report limit after discovery, 14 CFR §145.221(a)

24 hours

Latest voluntary disclosure notice after detection, Advisory Circular 00-58C

72 hours

Occurrence report limit, organization outside a European Member State

three months

Initial maximum period for a European level 2 finding

145.A.95

European Part-145 point: root causes, plan, demonstrated implementation

§145.211

14 CFR section requiring the written corrective action procedure

BEFORE YOU SIGN CLOSURE — CHECK

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| ☐ Requirement quoted and finding restated with objective evidence. | ☐ Containment and correction recorded with dates. |
| ☐ Extent of condition checked and results recorded. | ☐ Root cause explains why, with evidence and contributing factors. |
| ☐ Each action has an owner, due date and completion evidence. | ☐ Effectiveness verified independently against the criterion set in advance. |

M1 Contain and Correct: The First Hours After a Finding **M2 Find the Cause and Write an Accepted Plan**

M3 Verify Effectiveness and Close the Finding **M4 Preventive Action: Trends, Changes and Risk**

Regulatory basis: 14 CFR §145.211(c)(1)(ix) — repair station corrective action procedure · 14 CFR §121.373 and 14 CFR §135.431 — Continuing Analysis and Surveillance System · EASA Part-145 point 145.A.95 (organization) with point 145.B.350 (competent authority) · EASA Part-145 point 145.A.200(a)(3) and (a)(6) — management system and compliance monitoring · SAE AS9100D clause 10.2 (industry standard, paraphrased) with FAA AC 120-79A and AC 00-58C (guidance)

CertiFlyers Hangar Card series · Card No. 179 of the course catalogue · Print on Letter or A4, display in the hangar · Summarises Course 179; it does not replace the approved technical data or the maintenance manual.