

## Position Paper

11 October 2007

### **AEA proposal for EASA Key Performance Indicators (KPIs) (28th September 2007)**

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The revised EASA Fees and Charges Regulation (European Commission Regulation (EC) No 593/2007) entered into force on 1st June 2007.

When the new EASA fees and charges regulation was adopted, the EASA Management Board agreed with the AEA and EASA Advisory Board request to develop Key Performance Indicators for the EASA Certification Directorate.

Initial draft EASA Key Performance Indicators have been proposed in the draft EASA business-plan 2008-2012 (ref EASA MB 04/2007, WP04), which is expected to be adopted by the EASA Management Board in December. Although being a helpful first step those draft performance indicators do not yet meet the AEA's expectations. The AEA strongly believes that EASA key performance indicators should be focussed on the quality of service provided by EASA to those industries paying fees & charges to EASA

The AEA therefore proposes to include, as minimum, the following additional Key Performance Indicators for the EASA Certification Directorate into the final EASA business-plan:

- Time between initial application for an STC and the assignment of a PCM
- Time between initial application for an STC and the issuing of the final STC (different targets to be agreed depending on the complexity and aircraft size: complex, standard or simple)
- Time between the Technical Visa and the issuing of the final STC
- Time between application for a permit to fly (approval of flight conditions) and the issuance of the approval of flight conditions
- Response time for EASA to acknowledge a request for approval of flight conditions/permit to fly
- Time between application for minor repair/change approval and the issuance of the approval
- Time between application for major repair/change approval and the issuance of the approval
- Number of hours spent by EASA on complex STC
- Number of hours spent by EASA on a standard STC

- Adria Airways
- Aer Lingus
- Air France
- Air Malta
- Air One
- Alitalia
- Austrian
- bmi
- British Airways
- Brussels Airlines
- Cargolux
- Croatia Airlines
- CSA
- Cyprus Airways
- Finnair
- Iberia
- Icelandair
- Jat Airways
- KLM
- LOT
- Lufthansa
- Luxair
- Malev
- Olympic Airlines
- SAS
- Spanair
- SWISS
- TAP Portugal
- TAROM
- Turkish Airlines
- Virgin Atlantic Airways

- Number of hours spent by EASA on a simple STC
- Time needed and number of hours spent by EASA to approve an Acceptable Means of Compliance to an AD
- Time needed to approve a Certification Review Item
- Time between the application of a third country validation and the assignment of a PCM
- Time between the application of a third country validation and the issuance of the foreign STC

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