

NTSB Operations Group
WPR19FA230 | Oroville, California

Delta Private Jets

CE-560XL Standard Operating Procedures Manual
Excerpts



Standard Operating Procedures Manual

CE560XL

Copyright © 2017
Delta Private Jets, Inc.
All Rights Reserved

Revision Number: Original
Revision Date: March 22, 2017

Normal Procedures
Philosophy and Assumptions

Chapter 2
Section 1

General

A procedure, as used in this manual, is defined as a series of tasks that are required during a particular phase of flight. Normal procedures are routinely performed on all flights and are outlined as amplified procedures in this manual. The procedures are arranged in chronological order.

Normal procedures assume:

- All aircraft systems are operating normally.
- Aircraft and airport surfaces are not contaminated unless otherwise specified.
- The flight deck configuration is correct before the procedure commences.
- The pilot is employing the use of automation.
- The pilot has thorough knowledge and understanding of aircraft systems and limitations.

Philosophy and Compliance with Normal Procedures

Normal procedures provide DPJ pilots with the fundamental guidance to operate a flight safely, legally, and efficiently. The manufacturer has developed normal and non-normal procedures for all aircraft operated by DPJ. DPJ has modified some of these normal procedures for simplification and standardization, when appropriate, with other aircraft operated by DPJ, Inc. The FAA has approved the procedures presented in this manual. These procedures will be followed during normal ground and flight operations. The PIC may authorize a deviation from normal procedures only with good cause, and based on the safest course of action. Best judgment must be applied if an abnormality occurs that is not covered by these procedures. Deviations will be briefed and verbalized as "NON-STANDARD."

Pilots should:

- Have a thorough knowledge and understanding of normal procedures, and
- Routinely use and comply with these normal procedures on every flight.

Normal Procedures-CRM/SMS

Normal procedures are designed to integrate DPJ's Crew Resource Management (CRM) and Safety Management Systems (SMS) principles as defined in the DPJ FOM. For example, embedded in normal procedures are the requirements to provide briefings at key times during the flight. It is not practical, however, to include all aspects of CRM/SMS into normal procedures. Pilots must have a comprehensive understanding of DPJ's CRM/SMS philosophy and use it in conjunction with normal procedures.

Terminology

- **May:** The word "may" is used in a permissive sense to state authority or permission. Compliance is not mandatory.
- **Should:** The word "should" is used to indicate that compliance is expected. Deviations are permitted only where an operational requirement exists.
- **Will, Shall, and Must:** The words "will", "shall", and "must" are used in an imperative sense to state the requirement to accomplish the act prescribed. Compliance is mandatory unless an emergency situation exists where compliance would not be in the interest of safety.
- **Guide:** A "guide" is a document that assists the pilot in conducting a normal procedure.

Crew Duties and Responsibilities

All crewmembers must work together as a team. They should communicate and complement each other using best CRM practices to enhance the efficiency and safety of the mission. Both flight crewmembers should be aware of the current situation and aircraft position at all times.

PIC (Captain): The PIC is the Pilot in Command designated by the company and is responsible for the safe, legal and efficient operation of each flight assignment. The PIC retains final authority for all actions directed and performed regardless of Pilot Flying/Pilot Monitoring designation on a particular flight.

SIC (First Officer): The SIC is the Second in Command and is responsible to the captain of the assigned flight and will assist the PIC in accordance with company policies and procedures.

Crew duties are divided between PIC and SIC as well as between the pilot flying (PF), pilot monitoring (PM) as follows:

The PIC's general responsibilities are more aligned with oversight and coordination to include:

- All aspects of trip planning as defined in the DPJ FOM
- Aircraft maintenance verification/coordination
- Fueling and servicing coordination
- Passenger handling
- Company preflight/post flight paperwork and communications
- Verification of ATC clearance, cockpit set up, and performance data
- Final aircraft preflight walk-around

The SIC is generally responsible for preparing and securing the aircraft to include:

- All aircraft interior and exterior preflight and post flight checks
- Departure performance calculations
- Obtaining ATC clearance
- Cockpit/FMS/Navigation setup
- Fueling and servicing monitoring
- Customer service items

The PIC is responsible for assigning the PF role. Normally the PF/PM roles remain unchanged throughout the flight; however, the PIC may change the assignments at any time due to crew training or operational needs. Due to steering tiller placement and to maintain standardization across all fleets, the pilot in the left seat will typically perform the PF duties and the pilot in the right seat will perform PM duties until lined up on the runway centerline for departure with the Takeoff Checklist Complete. If the pilot in the right seat will be the pilot flying, the crew will transfer controls and switch PF/PM roles at this at this point.

The PF's general responsibilities are:

- Taxiing
- Flight path management and airspeed control
- Aircraft configuration calls
- Navigation
- Calling for checklists

The PM's general responsibilities are:

- Monitoring taxi
- Monitoring flight path, airspeed, aircraft configuration, and navigation
- Checklist reading
- Communications
- Tasks requested by the PF

Cabin Attendant (CA): The CA is responsible to the PIC of the assigned flight and will assist the PIC in accordance with company policies and procedures. The Cabin Attendant's primary responsibility is passenger safety. The CA maintains the safety and security of the cabin area and keeps the flight crew apprised of any abnormal cabin condition. The CA is the company's customer service representative when passengers are aboard the aircraft and is a liaison between the passengers and the flight crew. The CA is responsible for the cleaning and stocking of the aircraft cabin, galley and lavatory and providing passenger catering, if requested, and crew catering, as required.

Aircraft Configuration Changes During Normal Procedures

Prior to taxi, the flaps will be selected to the takeoff position or as required for existing conditions.

During flight, the PF will call for any gear or flap change; the PM will verbally verify the requested change and that the airspeed is appropriate before accomplishing the change. For example after the PF calls for "FLAPS 20" the PM will call "SPEED CHECKS, FLAPS 20."

After landing, no configuration changes shall be made until clear of the active runway, or until the aircraft has reached taxi speed when a back taxi is required.

Switch Movement/System Manipulation

With the exception of an individual flight crewmember's own display and radio settings, and aside from checklist items, no switches should be moved or systems manipulated without advising the other flight crewmember regardless of seat position or PM/PF designation. This policy ensures that both flight crewmembers remain aware of the current status of all systems at all times and promotes a healthier CRM environment.

Sequence, Flow and Responsibility for Tasks

The specific tasks within a procedure are arranged in a logical order and are accomplished from memory. This sequence is referred to as a "flow." Flow Guides are illustrations that assist in learning the sequence of tasks and are located within the corresponding Amplified Normal Procedure. To improve standardization and enhance CRM, the approved DPJ flows found in the Amplified Normal section of this manual are mandatory. Tasks are assigned to and normally performed by a specific pilot. Flows are always followed up with a checklist.



CE560XL Thrust Reverser Check

Condition	PF	PM
T/Rs deployed		"SIX LIGHTS, EMER STOW"
ARM lights only illuminated		"TWO LIGHTS"
PF Stows T/R levers	"STOWED"	
All T/R lights extinguished		"CHECKED, STOWED, LIGHTS OUT"

CE560XL Rudder Bias Check

Condition	PF	PM
Advance left throttle to approximately 60% N_1 verify left rudder pedal moves forward	"LEFT THROTTLE, LEFT RUDDER"	
Advance right throttle to approximately 60 N_1 verify right rudder pedal moves forward	"RIGHT THROTTLE, RIGHT RUDDER"	



CE560XL Final Items Calls (Before Takeoff)

Condition	PF	PM
Taking the active runway, prior to receiving takeoff clearance	"BEFORE TAKEOFF CHECKLIST TO THE FINAL ITEMS"	
PM completes Before takeoff checklist to final items		"BEFORE TAKEOFF CHECKLIST COMPLETE TO THE FINAL ITEMS"
Takeoff clearance received or imminent	"COMPLETE THE CHECKLIST"	
PM turns on the landing lights, Anti collision and pitot & static heat on		"BEFORE TAKEOFF CHECKLIST IS COMPLETE"

CE560XL Standard Takeoff Calls

CONDITION	PF	PM
Brake release and acceleration	"SET THRUST"	
Takeoff detent attained		"THRUST SET"
Both PFD airspeed tapes moving		"AIRSPEED ALIVE"
At 80 kts and both airspeed tapes agree		"80 KNOTS, CROSS CHECKED"
Any abort criteria met	"ABORTING"	"ABORT"
5 kts prior to V_1	Moves hand from throttles to yoke	" V_1 "
Accelerating through V_R	Rotates aircraft approximately 3° per second to command bars	"ROTATE"
Positive rate of climb indicated on both VSI and altimeter	"GEAR UP"	"POSITIVE RATE"
Gear lever selected to retract position		"GEAR UP"
Passing through 400' AGL		"400"
400' AGL	"FLAPS UP"	"SPEED CHECKS, FLAPS UP"