RESPONSE TO NON-FINAL OFFICE ACTION
dated June 7, 2019

U.S. Trademark Application Serial No.: 88/352,897
Filing Date: March 22, 2019
Mark: ARC
Class: 009
Goods: "*Map product for aircraft showing the flight path; navigation, guidance, tracking, marking and mapping product for aircraft, namely, mapping displays and software for use in commercial passenger transport and business aircraft, namely, transparent electronic displays for providing consumers information on the path of the aircraft and surrounding areas along the path of the aircraft*"
Applicant: Panasonic Avionics Corporation
Attorney Docket No.: 106475-10US01

RESPONSE AND ARGUMENT

In the United States Patent and Trademark Office (USPTO) Non-Final Office Action dated June 7, 2019, the Examining Attorney (1) issued a likelihood of confusion refusal under Trademark Act Sec. 2(d), 15 U.S.C. §1052(d) with regard to U.S. Registration No. 5599348, and (2) required amendment to the identification of goods in Class 009. The Trademark Examining Attorney's remarks and analysis were received and carefully considered, and Applicant responds to each issue raised in turn below.

I.   SECTION 2(d) REFUSAL – LIKELIHOOD OF CONFUSION

The Examining Attorney issued a likelihood of confusion refusal under Trademark Act Sec. 2(d), 15 U.S.C. §1052(d) with regard to U.S. Registration No. 5599348 for the stylized mark "ARC" covering "*Online non-downloadable web based software and applications for corporate flight departments, private aviation commercial operators, private aviation owners and operators, general aviation pilots, drone operators, and flight schools for submitting, storing, analyzing and auditing Safety Management System data as well as for the development and distribution of operations support documentation*", in Class 42. As discussed in detail below, Applicant respectfully disagrees with the Examining Attorney, as there are significant differences in the goods and services between Applicant's applied-for mark and the cited registration, such that no likelihood of confusion exists.

Trademark Act Section 2(d) bars registration of an applied-for mark that so resembles a registered mark that it is likely a potential consumer would be confused, mistaken, or deceived as to the source of the goods and/or services of the applicant and registrant. *See* 15 U.S.C. §1052(d). A determination of likelihood of confusion under Section 2(d) is made on a case-by-case basis and the factors set forth in *In re E. I. du Pont de Nemours & Co.*, 476 F.2d 1357, 1361, 177 USPQ 563, 567 (C.C.P.A. 1973) aid in this determination. *Citigroup Inc. v. Capital City Bank Grp., Inc.*, 637 F.3d 1344, 1349, 98 USPQ2d 1253, 1256 (Fed. Cir. 2011) (citing *On-Line Careline, Inc. v. Am. Online*, Inc., 229 F.3d 1080, 1085, 56 USPQ2d 1471, 1474 (Fed. Cir.

2000)). Not all the *du Pont* factors, however, are necessarily relevant or of equal weight, and any one of the factors may control in a given case, depending upon the evidence of record. *Citigroup Inc. v. Capital City Bank Grp., Inc.*, 637 F.3d at 1355, 98 USPQ2d at 1260; *In re Majestic Distilling Co.*, 315 F.3d 1311, 1315, 65 USPQ2d 1201, 1204 (Fed. Cir. 2003); *see In re E. I. du Pont de Nemours & Co.*, 476 F.2d at 1361-62, 177 USPQ at 567. In this case, the dissimilar nature of the goods and services, and the sophistication of the purchasers and the conditions under which the goods and services are purchased are the most relevant factors to be considered.

a. Applicant's Goods and Registrant's Services Are Dissimilar

The Examining Attorney argues that Applicant's goods and the Registrant's services are highly similar and related, in part, because the description of goods in the instant application uses broad, indefinite wording to describe Applicant's goods, namely, "*Map product for aircraft showing the flight path*" which the Examining Attorney argues encompasses Registrant's "*software*". Additionally, the Examining Attorney argues that third-party evidence submitted suggests that safety management software services, such as those provided by Registrant, also incorporate mapping, flight planning, and location functions such as those referenced in the application. Applicant respectfully disagrees with the Examining Attorney and for the reasons discussed below submits that there is no likelihood of confusion.

As an initial matter, as discussed below, Applicant accepts the Examining Attorney's proposed amendments to its description of goods in Class 009, and as a result, Applicant's description of goods is now sufficiently definite and restricted such that the differences between Applicant's goods and Registrant's services becomes evident. Applicant's goods and Registrant's services are dissimilar, as Applicant's goods are for ***passengers*** on commercial aircraft and serve to provide passive in-flight informational and entertainment value, while Registrant's services are for aviation ***operators*** to actively mitigate risk by organizing and controlling variables to help facilitate the safe operation of aircraft.

Applicant's description of goods in the instant application contains sufficient limitations indicating the navigational mapping product is for displaying the global position of the commercial aircraft to ***commercial passengers***. It is reasonable to say the majority of consumers who have taken a commercial flight have experienced Applicant's products first hand, as the television screen located on the back of each seat on the aircraft often displays an interactive map showing the real-time position of the aircraft during the flight, and contains data about the flight, such as altitude, speed, air temperature, flight time remaining, etc. *See* photo of interactive in-flight map resembling Applicant's product attached at Exhibit 1. Applicant's product is intended to keep passengers informed on the status of their flight, and to provide entertainment value. Passengers cannot use this information to control any variable about the aircraft or the flight, nor is the information intended to keep the passengers safe or used to monitor the safety of the aircraft and the flight path.

On the other hand, Registrant's services are intended to enable users to maintain safety management systems (SMS) for Fortune 500 flight departments, pilot management companies, and small single aircraft private operators. *See* Registrant's specimen describing its services

attached at Exhibit 2. Registrant's aviation SMS software services are essentially designed to provide a centralized database for submitting and storing files relating to flight risk assessment, maintenance logs, processes, resources, and manuals used in mitigating risk and ensuring safety standards are met in operating aircraft. *See* Registrant's website describing its SMS services attached at Exhibit 3 https://aviationmanuals.com/aviation-safety-management-software/ . *See* definition of Aviation Safety Management System at Exhibit 4. https://www.asms-pro.com/SMS/AviationSafetyManagementSystem.aspx. An SMS is designed for and utilized by aircraft operators to manage procedures required to ensure the safe operation of aircraft, proper documentation of flight information and data is maintained and stored, and to ensure proper adherence to Federal Aviation Administration (FAA) regulations and other policies and guidelines governing the operation of aircraft. *See* FAA information relating to SMS attached at Exhibit 5 https://www.faa.gov/about/initiatives/sms/. An SMS such as the services provided by Registrant is entirely dissimilar and unrelated to Applicant's in-flight entertainment navigational mapping product used by passengers on commercial airlines. Consumers would not be confused between Applicant's goods and Registrant's services.

In view of the above, Applicant's goods and Registrant's services are very dissimilar, and there is no likelihood of confusion.

b. *Consumers of Applicant's Goods and Registrant's Services are Highly Sophisticated and the Conditions Under Which the Goods and Services are Purchased Require Careful Decision Making*

Moreover, consumer confusion between Applicant's goods and Registrant's services is unlikely because the consumers of both Applicant's goods and Registrant's services are highly sophisticated purchasers who will distinguish the goods and services, and will exercise a great deal of care in the purchasing decision after careful consideration of the goods and services. *See*, e.g., *In re N.A.D., Inc.*, 754 F.2d 996, 999-1000, 224 USPQ 969, 971 (Fed. Cir. 1985) (concluding that, because only sophisticated purchasers exercising great care would purchase the relevant goods, there would be no likelihood of confusion merely because of the similarity between the marks NARCO and NARKOMED); *Primrose Ret. Cmtys., LLC v. Edward Rose Senior Living, LLC*, 122 USPQ2d 1030, 1039 (TTAB 2016) (finding that, "even in the case of the least sophisticated purchaser, a decision as important as choosing a senior living community will be made with some thought and research, even when made hastily"); *In re Homeland Vinyl Prods., Inc.*, 81 USPQ2d 1378, 1380, 1383 (TTAB 2006) . In this case, only sophisticated purchasers exercising great care will purchase Applicant's goods and Registrant's services, and therefore there will be no likelihood of confusion. The purchasers of Applicant's goods are commercial airline manufacturers who owe a duty to passengers to carefully select equipment that is safe, functional and reliable. Likewise, consumers purchasing Registrant's SMS services are operators of aircraft specifically selecting the services to mitigate risk and ensure the safe operation of aircraft to protect the lives of passengers and individuals operating the aircraft. Certainly, both commercial airline manufacturers and aircraft operators are sophisticated purchasers who exercise a great deal of care in making purchasing decisions of aircraft instruments and equipment. Both have a duty to ensure passenger and operator safety, and would not be confused between the in-flight entertainment products produced by Applicant, and the safety management system software services offered by Registrant. The decision to purchase the

- 3 -

goods of Applicant and the services of Registrant is made only after careful research and deliberation.

In view of the above, only sophisticated purchasers exercising great care will purchase Applicant's goods and Registrant's services, and therefore there will be no likelihood of confusion.

Applicant's goods and Registrant's services are dissimilar, as Applicant's in-flight entertainment navigational mapping product used by passengers on commercial airlines is very different than Registrant's safety management system software designed to mitigate risk and ensure the safe operation of aircraft to protect the lives of passengers and individuals operating the aircraft. Therefore, no likelihood of confusion exists based on the dissimilar nature of Applicant's goods and Registrant's services, and Applicant respectfully requests withdrawal of the likelihood of confusion refusal.

II.   AMENDMENT TO IDENTIFICATION OF GOODS

The Examining Attorney required amendment to the Class 009 goods listed in the instant application.

Applicant accepts the Examining Attorney's suggested amendments and requests the amended Class 009 description of goods be submitted herein. As amended, Applicant's Class 009 goods shall be as follows:

"Map product for aircraft showing the flight path, namely, interactive touch screen terminals for viewing aircraft flight path; navigation, guidance, tracking, marking and mapping product for aircraft, namely, electronic mapping display interfaces and operational software therefor sold as a unit for use in commercial passenger transport and business aircraft, namely, transparent electronic displays for providing consumers information on the path of the aircraft and surrounding areas along the path of the aircraft"

LISTING OF EVIDENCE

Applicant respectfully submits the following evidence in support of its arguments:

Exhibit 1:   Photo of interactive in-flight map resembling Applicant's product

Exhibit 2:   Cited Registration No. 5599348 Specimen describing SMS services

Exhibit 3:   Website of owner of Cited Registration describing its SMS services

Exhibit 4:   Definition of Aviation Safety Management System

Exhibit 5:   Federal Aviation Administration information relating to SMS
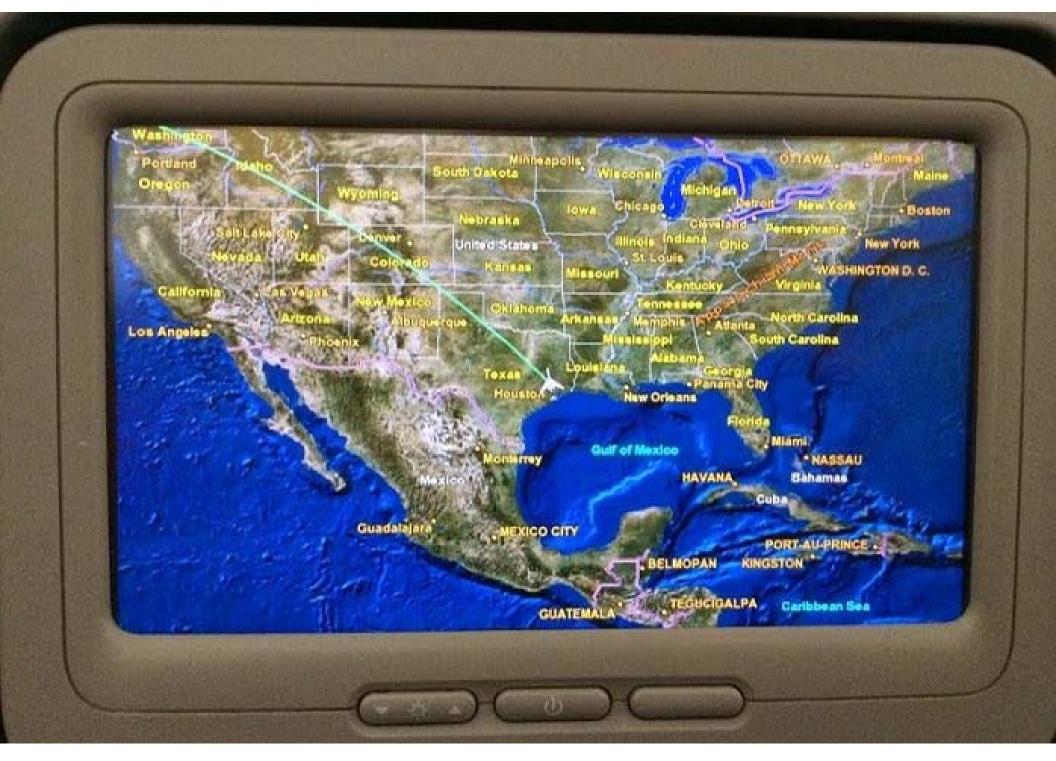
CONCLUSION

With this Response, Applicant believes its application is now in condition for publication and allowance, and respectfully requests the Examining Attorney withdraws the refusal, and allows the application to proceed to publication and allowance.

Should any outstanding issues remain, the Examining Attorney is courteously invited to contact Lisel M. Ferguson via telephone at 619-515-3207, or via email at lisel.ferguson@procopio.com.

Respectfully submitted,

/ Lisel M. Ferguson/
Lisel M. Ferguson
Attorney of Record
Telephone: 619-515-3207
Procopio, Cory, Hargreaves & Savitch LLP
525 B Street, Suite 2200
San Diego, California 92101

EXHIBIT 1

EXHIBIT 2

Aviation Manuals

(https://aviationmanuals.com)

ARC Safety Management System Software

ARC Aviation Safety Management Software

Our ARC aviation safety management software will take the hassle out of maintaining your safety management system.

ARC is an iPad-friendly, flexible online solution for submitting, storing, and analyzing SMS data. The software serves as a central location to store files, complete a Risk Assessment, post company news, and manage your Read & Initial log.

ARC is proven by over 1000 users worldwide including Fortune 500 flight departments, management companies with over 200 pilots, and small single aircraft private operators.

The most affordable, easy to use, and configurable aviation safety management software available.

Affordable

We offer the lowest-priced comprehensive SMS software available.

Easy to Use

Your ARC software can be up and running within a few business days. We provide free training and offer ongoing support through our full-time, dedicated IT team.

Configurable

Our highly configurable ARC software is adapted to your specific processes and SMS forms. New digital forms specific to your operation can be easily created.

ARC is more than Flight Risk Assessment

A Safety Management System is much more than just a Flight Risk Assessment Tool. ARC software includes all the essential elements of a true, comprehensive SMS.

Core Modules

Risk Assessment Tool (/flight-risk-assessment-tool/)

Automatically calculate the total risk value of a flight and get an immediate "Go / No Go" response. Data collected with this tool is archived for future searches. An email can be sent to key personnel if specified limits are exceeded. You are also able to edit the individual risk factors and values so that it further meets your needs and challenges. Completely anonymous data is collected so you can compare your department with other ARC users.

SMS Forms (/sms-forms/)

There's no more paperwork to keep track of, and no need to manually assign tracking numbers or other document control features – ARC takes care of it all.

Documentation and File Hosting with Read & Initial (/file-hosting/)

Host all of your files, whether they are manuals, presentations, videos, or any other type, in a central location.

Other Core Modules

Manual Builder Application

Create or edit manuals online with the Manual Builder Application tool. Then we will reformat the content into an easy-to-read, iPad-compatible PDF.

Communication Center

A convenient online forum for topical discussions within your department.

Survey Tool

Track your current SMS philosophy and its impact on your operation over time, or create new surveys to track other important information.

Home Dashboard

See important information at a glance including: Safety Performance Goal and Timeline, Task Lists, News with Custom Categories, and Favorites.

Optional Modules

Internal Audit Program (IAP) (/internal-audit-program/)

Simplify the process of ensuring your operation matches your documentation with our IAP.

Quiz Program (/quiz-program/)

Are you preparing an in-house training program? Our customized Quiz Program is a great way to ensure your personnel are familiar with your manuals.

Event / Training Tracker

Record recurrent training dates and other items that need to be updated or renewed. Reminders can be set and the ARC will notify individual personnel/admins about upcoming items.

Automated

We automate as much as possible, relieving you of much of your administrative burden. This includes the ability to:

- Post news items without having to format them.
- Alert and track all personnel, or specific groups within the department, about a new regulation affecting operations
- Have an email automatically sent to the Safety Officer when a new form is submitted.

Searchable

All submitted data is automatically archived, giving you the ability to search the data using a wide range of different criteria.

Secure

With unique logins, several security protocols, and backup systems in place, your data is secure and accessible from anywhere in the world.

Updated

Core future functionality enhancements are based on customer feedback and are included at no additional charge.

Next Step

Contact us (/contact-us/) to schedule a demo!

Frequently Asked Questions

Do you provide support?

We will take any necessary steps to setup the software initially, train personnel in its use, and provide continuing support as needed to keep your software running smoothly. While the software is intuitive and you will be able to perform many functions on your own, we are happy to help at +1.240.546.4030 (tel:+1.240.546.4030) or support@aviationmanuals.com (mailto:support@aviationmanuals.com?Subject=SMS%20Software%20Support).

How is the software upgraded?

We are regularly updating our software. Any feature upgrades for modules that you have already purchased are provided to you at no additional cost.

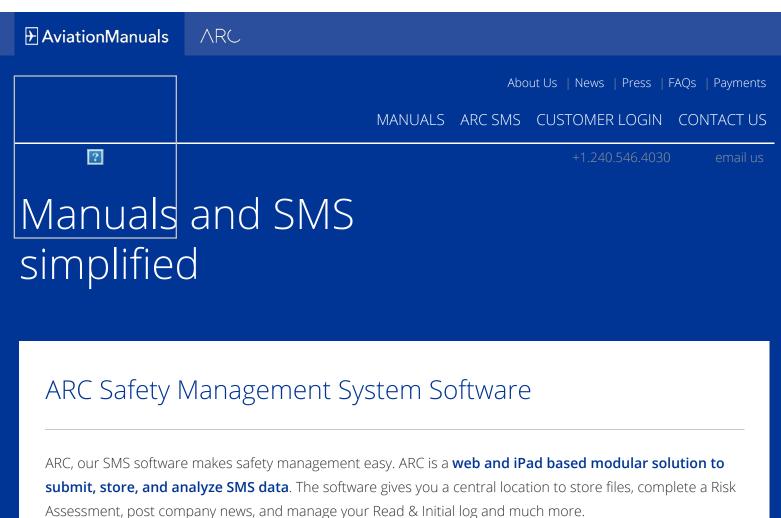## I want to see a specific feature integrated into the software. How can I request it?

We value feedback from our customers and take their input into account when creating new features.
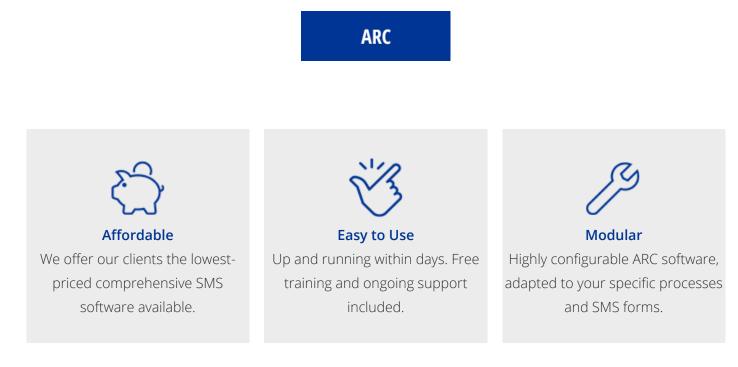
AviationManuals
Assessment Compliance Group

7361 Calhoun Place, Suite 600
Rockville, MD 20855 USA

Tel +1.240.546.4030 (tel:+1.240.546.4030)
Email us (mailto:info@aviationmanuals.com)

AviationManuals   ΛRC

Manuals and SMS simplified

ARC Safety Management System Software

ARC, our SMS software makes safety management easy. ARC is a **web and iPad based modular solution to submit, store, and analyze SMS data**. The software gives you a central location to store files, complete a Risk Assessment, post company news, and manage your Read & Initial log and much more.

ARC

Affordable
We offer our clients the lowest-priced comprehensive SMS software available.

Easy to Use
Up and running within days. Free training and ongoing support included.

Modular
Highly configurable ARC software, adapted to your specific processes and SMS forms.

ARC is more than Flight Risk Assessment

A Safety Management System is much more than just a Flight Risk Assessment Tool. Our ARC software includes

all the essential elements of a true, comprehensive SMS.

Core Modules

Risk Assessment Tool

Automatically calculate the total risk value of flights, maintenance events or other activities and get an immediate "High / Acceptable" response. Data collected can be used for future searches and change management.

SMS Forms

No more paperwork to keep track of, and no need to manually assign tracking numbers or other document control features.

Documentation and File Hosting with Read & Initial

Host all of your files, including manuals, presentations, and videos, in a central location. This allows easy access for everyone, no matter where they are in the world. Files can be sorted into categories or locked so they are only accessible to certain individuals.

Bonus Features

Communication Center

A convenient online forum for topical discussions within your department.

Survey Tool

Track your current safety culture and its impact on your operation over time, or create custom surveys.

Home Dashboard

See important information at-a-glance: Safety Performance Goal and Timeline, Task Lists, News with Custom Categories, and Favorites.

Optional Modules

Internal Audit Program (IAP)

Simplify the process of ensuring your operation matches your documentation with our IAP. Read More

Quiz Program

Are you preparing an in-house training program? Our customized Quiz Program is a great way to ensure your personnel are familiar with your manuals.

Benefits

Automation of communication

We automate as much as possible, relieving you of much of your administrative burden. This includes the ability to:

• Post pre-formatted news items.
• Alert and track teams about a new regulation.
• Send email alerts to the Safety Officer whenever a new form is submitted.

The power of search

All submitted data is automatically archived, giving you the ability to search the data using a wide range of different criteria.

All in on security

With unique logins, several security protocols, and backup systems in place, your data is secure and accessible from anywhere in the world.

Regular updates

Core future functionality enhancements are based on customer feedback and are included at no additional charge.

Get in touch

Over 1,500 users worldwide are using ARC. Find out how ARC can benefit your operation.

Contact us   **ARC**

ARC Safety Management System Software

Flight Operations Manual with SMS

International Operations and Procedures Manual

Letters of Authorization (LOA)

Minimum Equipment Lists (MELs)

EFVS Operations Manual

RVSM Flight Operations Manual

Aviation Emergency Response Plan

Part NCC Compliance

All Services

Follow us

AviationManuals

ARC

ntact us

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Rockville, MD 20855 USA
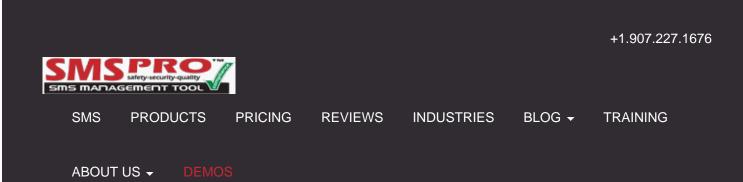
Tel +1.240.546.4030
Email us

EXHIBIT 4

+1.907.227.1676

SMS / Aviation Safety Management System

Definition of Aviation Safety Management System

A **safety management system in aviation** commonly refers to a set of processes and tools to formally manage a structured safety program. Safety management in aviation is not a new, 21st century topic. Even before man started flying, there were safety management programs in other industries.

Most aviation service providers have processes in place to mitigate risk to an acceptable level. In fact, every operator has a "safety management system" in place; however, when we refer to an aviation safety management system, commonly called SMS, we refer to the formal processes and methodologies to manage safety.

Aviation SMS programs today are based on ICAO standards or recommendations. Guidelines for managing safety programs at a state level and the individual operator level are found in the "SMS Bible," ICAO Document 9859. Safety professionals will simply say "9859" or "doc 9859" to refer to these guidelines. As of December 2106, there have been three version and a fourth version of 9859 is being drafted.

Doc 9859 is surprisingly easy to read. Don't be alarmed at the size. Use 9859 as your first reference to any question relating to aviation safety management systems. A recommended strategy to using 9859 is to first browse through the pages quickly to get an understanding of the scope and breadth of these guidelines. You will be surprised at how many free resources are available in these publications, such as:

- Gap analysis checklists that we break out and distribute; and
- SMS implementation plans.

Related Articles on Aviation SMS Gap Analysis

- What is a Gap Analysis in Aviation SMS?
- SMS First Steps - Gap Analysis
- 4 Best Aviation SMS Gap Analysis Strategies for SMS Implementations

System Approach to Aviation Safety Management?

As defined above, an aviation SMS program is a set of processes and tools to manage aviation safety. These processes are outlined in Document 9859 and organized into four components:

- Safety Policy;

- Safety Risk Management;

- Safety Assurance; and

- Safety Promotion.

These four components are commonly called the four pillars in aviation SMS programs. In each component or pillar are between two to five elements to further organize the system. If your SMS program lacks any of these elements, yoiu do not have a compliant SMS program. Each element has general requirements and best practices. To learn more about these elements and the best practices, see below.

Related Articles on Four Pillars of Aviation SMS

- What Are the 4 Pillars of SMS?

- History of Aviation SMS and Four Pillars - with Free Tools

- Which of the Four Pillars of SMS Carries the Most Weight?

Requirements & Best Practices for a Safety Management System

Safety Policy

- Management commitment & responsibility
- Safety Accountabilities
- Appointment of key safety personnel
- Coordination of emergency response planning
- SMS documentation

Safety Risk Management

- Hazard identification
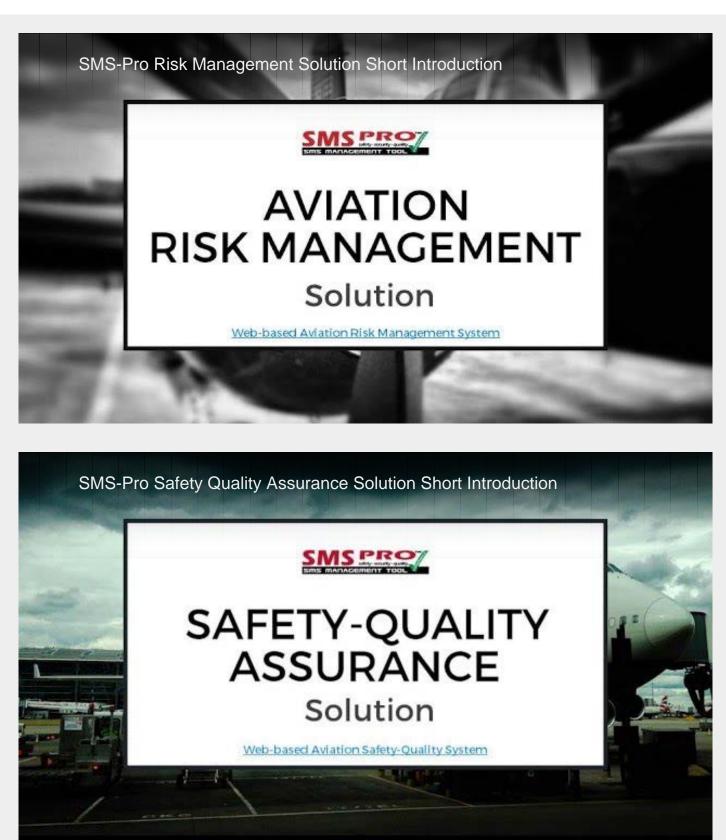- Risk assessment & mitigation

Safety Assurance

- Safety performance monitoring & measurement
- Management of change
- Continuous improvement of the SMS

Safety Promotion

- Training & education
- Safety communication

SMS-Pro Hazard Reporting Solution Short Introduction

SMS-Pro Risk Management Solution Short Introduction

SMS-Pro Safety Quality Assurance Solution Short Introduction

Tools to Manage Safety in Aviation Industry

As defined above, a safety management system is a set of processes and tools to manage safety and mitigate risk to an acceptable level. The most popular tool is Document 9859. Other tools to manage safety in the aviation industry include:

- Safety training videos;

- Risk management methodologies;

- Document management software;

- Learning management systems;

- Training article libraries; and

- Survey tools.

Every operator has certain elements of a safety management system to manage operational risks. What most lack is the structure or processes of a formal system that is based on best practices. Most operators a "system" in place to manage operational activities, such as:

- Asset management software;

- Maintenance management software;

- Crew scheduling software; and

- Accounting software.

A problem exists when an operator tries to manage individual elements in different existing systems. They soon learn that they have a data management nightmare because their SMS is being managed in six different systems. When operators have more than 40 employees or in companies with high employee turnover, an SMS database is required to manage the many SMS documentation requirements. Spreadsheets have been tried MANY times over the past twelve years with very poor results.

Related Aviation SMS Database Articles

- [What Is an Aviation Safety Database](#)

- [5 Most Important Things to Know Before Buying Aviation SMS Database](#)

- [Pros and Cons of In-House SMS Database and Off-the-Shelf-Solutions (COTS)](#)

Safety Management System Unique to Operators

There is a tendency for operators to use existing system to initially manage SMS requirements. Based on empirical evidence, companies will use their existing tools to manage safety requirements for approximately four to six years. They soon learn that their in-house approach requires more:

- time;

- energy; and

- money

to effectively manage all the SMS elements.Between years four and six of their SMS implementation, operators look for a safety management software system to address the requirements.

Not all operators need the same safety management system. Their needs vary depending on multiple factors, including:

- Size of company;

- Goals and objectives relating to SMS;
- Complexity of company operations; and
- Maturity of SMS program (which phase they are in).

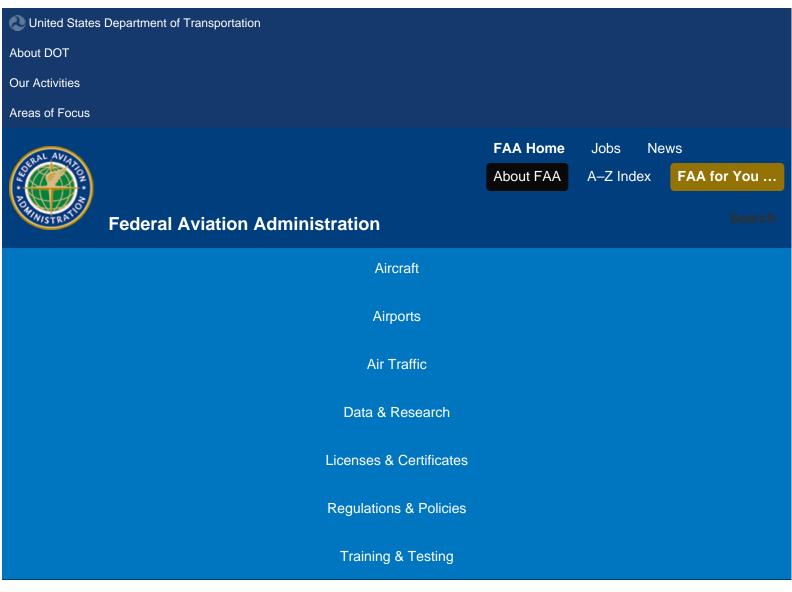# Learn which aviation safety management system suits your company's goals and objectives.

☐ ☐ ☐

SMS Pillars

Safety Policy

Safety Risk Management

Safety Assurance

Safety Promotion

Free Safety Videos

Safety Mangement Software

Company

About Us

SMS Pro in Espanol

Partners Worldwide

Our Philosophy

Data Security

All About Aviation Safety

Products

Hazard Reporting Solution

Risk Management Solution

Safety / Quality Assurance

State Safety Program

Core Modules

Product Reviews

Contact Info

+1.907.227.1676

Sales: sales@asms-pro.com

Support: support@asms-pro.com

Training: training@asms-pro.com

Partners: partners@asms-pro.com

Aviation Safety Software Blog

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EXHIBIT 5

United States Department of Transportation

About DOT

Our Activities

Areas of Focus

FAA Home   Jobs   News

About FAA   A–Z Index   **FAA for You …**

Search

Federal Aviation Administration

Aircraft

Airports

Air Traffic

Data & Research

Licenses & Certificates

Regulations & Policies

Training & Testing

FAA Home   About FAA   Programs & Initiatives   Safety Management System

Safety Management System (SMS)

What is a Safety Management System (SMS)?

SMS is the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of safety risk controls. It includes systematic procedures, practices, and policies for the management of safety risk. (FAA Order 8000.369)

Welcome to the FAA Safety Management System Website! This website was created as a public resource for those seeking to learn more about SMS within the aviation industry and the FAA. This website will also provide resources to individuals and aviation product/service provider organizations seeking to learn

more about implementing a SMS within their organization.

SMS introduces an evolutionary process in system safety and safety management. SMS is a structured process that obligates organizations to manage safety with the same level of priority that other core business processes are managed. This applies to both internal (FAA) and external aviation industry organizations (Operator & Product Service Provider).

This website will evolve; please continue to visit this site periodically for enhancements, updates and the most current information about SMS, Aviation Safety and the interface with FAA.

SMS Explained

Get quickly up to speed! What is SMS? Where did it come from? How does it work?

SMS International Collaboration

Information about our SMS international collaboration efforts.

Reference Library

Information at your fingertips. Access a wide range of guide books, articles, websites, and training materials for you and your staff.

FAQs

Get the answers to some frequently asked questions.

Specifics by Aviation Industry Type

Information tailored to your specific sector (ex: Air Carriers, Air Taxi, Air Tour, Maintenance under 121, Repair Stations, Non-Certificated Repair Facilities, Flight Schools, Simulator Facilities, Airports, etc.)

Contacts

Contact information for FAA offices working with SMS.

Please send us your feedback! What would you like to see on this website? Please feel free to email your comments to 9-avp-300-sms@faa.gov.

Page last modified: June 21, 2019 8:09:09 AM EDT

Safety Management System

SMS Explained

SM International Collaboration

Reference Library

FAQs

Specifics by Aviation Industry Type

Contacts

Get Important Info/Data

Accident & Incident Data

Charting & Data

Flight Delay Information

Supplemental Type Certificates

Type Certificate Data Sheets (TCDS)

Review Documents

Aircraft Handbooks & Manuals

Airport Diagrams

Aviation Handbooks & Manuals

Examiner & Inspector Handbooks & Manuals

Learn About NextGen

What is NextGen?

How NextGen Works

Where We Are Now

Community Involvement

Performance Snapshots

Visit Other FAA Sites

Airmen Inquiry

Airmen Online Services

N-Number Lookup

FAA Safety Team

FAA Mobile

Frequently Asked Questions

Work at FAA

Careers

Contracting Opportunities

Job Announcements

New Employee Onboarding

No FEAR Act

U.S. Department of Transportation
Federal Aviation Administration
800 Independence Avenue, SW
Washington, DC 20591
(866) TELL-FAA ((866) 835-5322)

Web Policies

Web Policies & Notices
Privacy Policy
Accessibility

Government Sites

USA.gov
Plainlanguage.gov
Regulations.gov
Data.gov

Contact Us

Contact FAA
Office of Inspector General (OIG) Hotline

Safety Management System (SMS)