

REPAIR STATION AND QUALITY MANUAL

DOCUMENT M1.1.100

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Repair Station #4T1R174D

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Revision Number: 007
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Original Issue Date: 02/12/18

Section 2: List of Effective Pages

SECTION	STARTING PAGE	ENDING PAGE	REVISION NUMBER	REVISION DATE
Title Page	N/A	N/A	005	04/23/21
Table of Contents	1-1	1-5	007	03/31/22
List of Effective Pages	2-1	2-1	007	03/31/22
Manual Distribution	3-1	3-1	007	03/31/22
Record of Revisions	4-1	4-3	007	03/31/22
General and Administrative Procedures	5-1	5-9	006	11/18/2021
Repair Station Certificate	6-1	6-3	004	09/16/20
Organization	7-1	7-1	004	09/18620
Personnel	8-1	8-14	007	03/31/22
Housing and Facilities	9-1	9-9	005	04/23/21
Training	10-1	10-1	005	06/29/21
Work Performed for Air Carriers	11-1	11-3	007	03/31/22
Quality Control System	12-1	12-39	007	03/31/22
Records and Reports	13-1	13-12	007	03/31/22
Planning	14-1	14-1	004	09/16/20
Appendix A: Cross-Reference Table	A-1	A-6	004	09/16/20
Appendix B: Acronyms and Definitions	B-1	B-8	005	04/23/21

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Section 3: Manual Distribution

Manual Revision	Distribution Target	Method of communication
007	Internal personnel	Email to all Repair Station employees with related link to Repair Station Manuals location on the LAN.
007	External contacts	To FAA by emails as an Adobe PDF document

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Section 4: Record of Revisions

REVISION NUMBER	REVISION DATE	SECTION/PARAGRAPH(S) AFFECTED	REVISION DESCRIPTION
Original	02/12/18	ALL	New issue.
001	04/20/18	4.6.8/ 3.2/ vi	Addition of Quality Assurance Manager/ Update Org. Chart/ Record of Revision.
002	06/27/18	5.4	Mailing Address.
003	09/27/19	ALL	Updated entire manual, move paragraphs to provide a flow more aligned with logic and needs.
004	06/11/20	ALL	Major edits and revisions to bring manual in alignment with FAA guidance and industry best practices.
004	09/16/20	ALL	Minor edits and revisions to address comments from FAA's review of rev 004.
004	9/18/20	5.9/ 12.2.2/ 12.15.1	Minor edits and revisions to address comments from FAA's review of rev 004 09/16/20.
005	4/23/21	ALL	Incorporate TR # 21-001, 21-002, 21-003. Minor edits to include formatting and appearance.
005	5/21/21	5.3, 5.9, 12, 12.3, 12.10, 12.11, 13.4.1	Corrected verbiage, Reference to Safety Inspection, Usage of RS Forms, Processes, Reference to NDT Manual M1.1.103, Reference to usage of Panel Book
005	6/29/21	10.2, 11.2, 12, 12.3, 12.3.1, 12.13, 12.13.1, 12.15.5, 13.4, 13.4.1.4	Incorporated changes following FAA review comments.
006	9/17/2021	5.2.1, 5.2.3	Changed verbiage to reference A025 OpsSpecs for usage of digital manuals to be accessed through the company's Local Area Network.
006	9/17/2021	5.8, 5.8.1, 5.8.2, 5.8.3, 5.8.4	Added process for Work Performed at Other than the Fixed Location.
006	9/17/2021	11.1	Added verbiage for Canadian Aeronautical Products to reference Repair Station TCCA Supplement Manual M1.1.104.
006	11/18/2021	5.2.1, 5.2.4, 5.8, 5.8.3	Incorporated changes following FAA review of comments.
006	11/18/2021	12.2.8	Deleted reference to bar coding for Tool Check Out/Return. Added reference to using F5.2.513 Tool Checkout Log.
006	11/18/2021	14.1	Changed form number of F5.2.504 to F5.2.506.
006	11/18/2021	8.3.2, 11.1, 11.1.1, 12.1, 12.2.5, 12.7, 12.14, 12.17, 13.1, 13.3	Deleted references to F1.14.316 Work Order Checklist. Added references to F5.2.502 Maintenance Work Card (F5.2.501) Tally Log.
006	12/09/2021	5.2.1, 5.2.4, 5.8	Incorporated changes following FAA review of comments.

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REVISION NUMBER	REVISION DATE	SECTION/PARAGRAPH(S) AFFECTED	REVISION DESCRIPTION
007	03/31/22	4.1, 8.3.2, 11.1, 11.1.1, 12.1, 12.2.1, 12.2.5, 12.2.7, 12.7, 12.14, 12.17, 13.1, 13.3	Incorporated temporary revisions TR 21-007, TR 21-008, TR 21-009, TR 22-001, and TR 22-002.
007	03/31/22	12.2.11, 12.2.11.2	Removed reference to F5.12.101 Calibration Form. Added reference to GAGEtrak for calibration records.
007	03/31/22	14.1	Added reference to F5.2.514, All Hands Kickoff Meeting and F5.2.506, 2 Week Look-Ahead Meeting. Added “Maintenance Manager”.
007	03/31/22	12.5.5	Added reference to complete Non-Conformance Report (F5.2.500).

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4.1 Temporary Revision Control Sheet

Temporary Revision #	Date Effective	RSQM Revision	Section Changed	Pages Affected	Removal Date from RSQM
21-001	1/11/21	004	Sec: 1, 2, 5.2.5, 9.4, 9.6, 12.15.1, 12.15.4, 13.4	1-2, 2-1, 5-3, 9-2 to 9-5, 9-4 to 9-5, 12-31, 12-34, 13-5 to 13-7	6/29/21
21-002	2/18/21	004	Sec: 2, 5.9, 12.3	2-1, 5-5 to 5-7, 12-16 to 12-17	6/29/21
21-003	4/5/21	004	Sec: 2, 9.4.2, 9.4.3	2-1, 9-3, 9-5	6/29/21
21-004	12/16/21	005	12.2.1	12-8	12/22/21
21-005	12/17/21	005	4.1	4-2	12/22/21
21-006	11/1/21	005	8.3.2,11.1.1,12.1 12.2.5,12.7,12.14, 12.17,13.1,13.3	8-2,11-1,11-2, 12-1,12-10,12-23,12-31,12-38,13-1,	12/22/21
21-007	12/22/21	006	12.2.1	12-8	03/31/22
21-008	12/22/21	006	4.1	4-2	03/31/22
21-009	12/22/21	006	8.3.2,11.1.1,12.1 12.2.5,12.7,12.14, 12.17,13.1,13.3	8-2,11-1,11-2, 12-1,12-10,12-23,12-31,12-38,13-1,	03/31/22
22-001	01/06/22	006	12.2.7	12-11	03/31/22
22-002	01/06/22	006	4.1	4-2	03/31/22

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Section 5: General and Administrative Procedures

5.1 Introduction

AeroTEC Repair Station #4T1R174D, herein referred to as the "Repair Station" provides design, production, test operations and maintenance services to civil aircraft. AeroTEC also has capabilities to perform work on various individual aircraft assemblies and components.

This combined Repair Station and Quality Manual (RSQM or manual) contains policies and procedures relating to the performance of maintenance, preventive maintenance, or alterations on civil aviation articles under 14 CFR Part 145. ***Safety of personnel, aircraft and aircraft passengers is always the primary focus.***

All Repair Station personnel are required to follow the Repair Station and Quality Manual when performing work under the authority of the Part 145 Air Agency certificate.

The Quality Manager has the overall responsibility for this manual and revisions.

When providing maintenance, preventive maintenance, and alteration services to aircraft with airworthiness certificates issued by the Federal Aviation Administration, AeroTEC uses either the authority of its part 145 certificate or of individual employees holding Part 65 mechanic certificates with appropriate ratings. The quality of all work performed for civil aviation customers by AeroTEC complies with 14 CFR.

All ratings and limitations issued to this Repair Station by the FAA under 14 CFR Part 145 are described in its Air Agency Certificate and Operations Specifications.

The Repair Station will not use its Air Agency Certificate to maintain or alter any article for which it does not hold an appropriate rating. The Repair Station will not maintain or alter any article for which it is rated if the appropriate housing, facilities, equipment, personnel, or technical data are not available.

Additional details for performing or recording specific operations are contained in maintenance data and forms. See definitions for descriptions of these terms and other terms used by this company (Appendix B).

The RSQM must be acceptable to the FAA. Unlike an FAA-approved document, which may not be changed without prior agency approval, the RSQM may be implemented and revised without prior approval. However, all material contained in the RSQM is subject to FAA review for compliance with 14 CFR Part 145 and other pertinent regulations.

Note: Appendix "A" contains cited regulations, Appendix "B" contains Acronyms and Definitions

5.2 Manual Control, Revision, and Distribution

5.2.1 Manual Control

All printed copies will be considered "Reference Only" and identified accordingly. The FAA accepted revision of the Repair Station and Quality Manual will be in a pdf digital format. The working copies of the Repair Station Quality Manual are located in a secure file within AeroTEC's network and controlled by the Quality Department. The Chief Quality Inspector will ensure older revisions of RSQM are removed from the shop floor.

As authorized under the A025 Operation Specification for usage of digital manuals, the current "Read Only" version of this (and other Repair Station manuals and forms) will be made accessible to internal and external sources through an Adobe read-only format. Employees will have access to the current read-only document through the company's network SharePoint released documents page. Every page of the manual reminds individuals that uncontrolled copies are for reference only unless verified against the current version of the document.

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An external drive with the current copy of the Repair Station Quality Manual (and other Repair Station manuals and forms) will be kept with the Quality Manager in the event of system outages or network failures.

Revision to any section will result in the complete re-issuance of the manual. Each version of the manual will be stored for at least two years after its effective date.

Procedures become effective on the date the manual revision is posted to the LAN. All work performed prior to the date of posting will be accomplished in accordance with the version of the manual in effect at the time the work was accomplished.

The Chief Quality Inspector will ensure currency and consistency of the manual by controlling the originating document in word processing software with password protection. Final versions will not be posted until they have been fully processed in accordance with the revision procedure described in 5.2.2 below.

In addition, the Chief Quality Inspector is responsible for maintaining communications, sending revisions and/or acknowledging receipt of revisions of the Repair Station Quality Manual (RSQM) to and from the FAA for two (2) years after receipt or mailing.

5.2.2 Revision Procedure

When this manual is revised, the following procedure will be followed by the Chief Quality Inspector:

The last version of the originating document will be saved with a new date.

Appropriate changes will be made in Microsoft Word or other software, as applicable, which will include:

Updating the revision level, dates, and List of Effective Pages.

Tracking changes are identified on the Record of Revisions and identified with a line in the margin.

The footer of every page of the manual will reflect the current Manual Revision level.

The revision will be reviewed internally for clarity and consistency. If any change was suggested through a Change Form (F1.5.100), the submitter of the suggestion will be included in the internal review; otherwise, the internal review may be unofficially coordinated among management and quality control and assurance to ensure clarity and consistency.

At the same time revisions are being reviewed internally, a Proposed Manual Changes Letter (L1.11.100) or similar communication will be prepared by the Chief Quality Inspector in accordance with the Forms Manual to transmit the proposed changes to the local Certificate Holder's District Office (CHDO) for comment by the method described in the Manual Distribution List. Once the new revision has been approved by the Accountable Manager and Quality Manager, the Proposed Manual Changes letter (L1.11.100) will accompany the new revision (both in Adobe PDF format) and be submitted within 3 days to the CHDO for review and comments by means of email communication as well as thru postal or other delivery service.

5.2.3 Incorporation of Revisions

After internal review and after the FAA has reviewed and commented, all internal and external comments will be reviewed by the Chief Quality Inspector and appropriate action will be taken in accordance with the applicable regulations, noting the changes in the applicable section of the manual as well as listing these changes in the Record of Revisions. The FAA will be notified in writing of the disposition of its comments (if any) within 10 business days.

In each revision, the Chief Quality Inspector shall revise the following sections:

The revision level and date,

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List of Effective Pages,

Record of Revisions, and

The footer of every page of the RSQM will be updated.

The final version will be digitally signed by the Accountable Manager and the Chief Quality Inspector, and the Quality Manager will ensure it is uploaded into the AeroTEC documentation control system, located on the network SharePoint released documents page, which will indicate the revision level and date of effectivity in the footer section of the released document. Backups are kept, also located on the company network.

5.2.4 Manual Distribution

Once the final revision has been digitally approved and uploaded to the LAN by the Quality Manager:

Employees will be notified by email accordingly by the Chief Quality Inspector.

Employees will be trained accordingly by their supervisors, noting the changes in the manual within 10 working days after the revision date.

A Manual Revision Letter (L1.11.101) will be prepared in accordance with the Forms Manual for transmission to the FAA. The Letter will include a description of revisions or changes; and

A copy of the superseded revision will be electronically archived for two (2) years.

5.2.5 Temporary Revision Procedure

Any time that the FAA notifies this Repair Station in writing that the manual or referenced documents are unacceptable due to non-compliance with any current CFR regulation, the Repair Station will review any discrepancy and once agreed, shall immediately cease any non-compliant activity and initiate expedited change procedures to this manual.

The FAA-initiated change shall be made upon notification and shall be completely incorporated within fifteen (15) working days of written notification of the non-compliance in accordance with the other procedures in this manual.

A Temporary Revision (TR) will be utilized to implement an urgent matter into the Repair Station Quality Manual (RSQM) in a timely manner. TRs will include the 2-digit year-cumulative number format, i.e., 21-001, to facilitate tracking, along with the date effective.

TRs in paper form will be placed in the "Reference Only" paper copies of the RSQM until the next revision of the RSQM is released. This will draw attention to all personnel of the change. TRs will be clearly identified within the title block of the policy/procedure with the words “Temporary Revision” and each page of the TR will be yellow in color.

The Chief Quality Inspector will submit the TRs to the respective FSDO for acceptance. Once FAA acceptance is achieved, the Chief Quality Inspector will then incorporate the TR into the RSQM, allowing the Repair Station the time to fully incorporate the changes during the next RSQM revision.

A Temporary Revision control sheet will be placed with each respective RSQM volume Table of Contents/List of Effective Pages to identify the TR insertion date and date removed.

The TR will be inserted in front of the respective policy/procedure and utilized until the changes are fully incorporated.

This TR process will be valid for a period not to exceed 90 days for the Repair Station to fully incorporate within the RSQM.

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Once the changes have been fully incorporated during the next RSQM revision, the TR will be removed, and the TR will be documented as being removed on the TR Control Sheet within the RSQM volume.

These expedited revision procedures may also be used to correct typographical or grammatical errors, and/ or provide clarification.

NOTE: The only difference between normal revision procedures and expedited revision procedures is that the FAA will not be provided a copy of the revision 30 days prior to incorporation. When the expedited procedures are used, the entire revision process will be completed within 15 days of initiation.

5.2.6 Suggestions for Changes

Any person may suggest changes, additions, or corrections to this manual or other referenced Repair Station document, by completing the Change Request Form (F1.5.100).

5.3 Training, Forms Manual & Other Referenced Documents

This Repair Station documents its training program in a separate FAA-approved Training Program Manual. That manual will be revised in accordance with procedures documented in the manual which ensures that the FAA approves the changes before implementation.

Maintenance and inspection forms, as well as other referenced documents, are maintained in a separate Forms Manual. That manual contains samples of the forms used, a description of when each form should be used, and instructions on how to complete the form. The Forms Manual contains control and revision procedures to ensure the manual and each form is appropriately released and updated in a timely manner.

The Forms Manual, as well as other manuals or documents specifically referenced in this RSQM, shall be made available upon original issuance, and thereafter be updated as required to comply with the needs of this Repair Station and applicable civil aviation regulations. (See also Section 13.4 Maintenance and Inspection Forms).

Except for the Training Program Manual, this Repair Station's policy will be to deliver revised referenced documents to the FAA twice a year, but only if revisions are made during the intervening period. In addition, the material will be made available upon request.

5.4 General Certification Requirements

AeroTEC Repair Station #4T1R174D, holds a valid Air Agency Certificate issued in accordance with 14CFR Part 145. The Repair Station engages in the maintenance, preventative maintenance, and alterations of articles or aircraft as listed in the Repair Station's Air Agency Certificate, ratings, limitations, Operations Specifications and Capabilities list. No operations will be conducted in violation of these documents.

The Repair Station will perform inspections on these articles or aircraft in accordance with the requirements of 14 CFR Parts 121, 125, 129, and 135 as applicable.

Code of Federal Regulations (CFRs) require the Repair Station to ensure and show the FAA that competent personnel and adequate facilities and equipment (including spare parts, supplies, and materials) are available as necessary for the proper servicing, maintenance, preventive maintenance, and alteration of customer aircraft and articles as Limitations, Operations Specifications and Capabilities list allow for.

The Quality Manager will determine and ensure that the requirements of the CFRs are satisfied through initial certification of specified maintenance functions and/ or on-going Internal Audits. The Quality Manager has the authority to de-certify a maintenance function if the applicable CFRs and/ or company requirements is not being complied with.

The Quality Manager has overall authority for the addition of new facilities to the manual and "Ops Specs".

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All work performed by the Repair Station on customer aircraft, engines, and components operating and/ or maintained under the CFRs must be compliant with the customers and/or OEM manual as specified by the customer (as approved by their FAA). [145.205 & 121.367(a)].

Should a procedural conflict occur between this manual and the customer's manual, except as agreed upon within the Airworthiness Agreement (AWA) or Work Order agreement, the customer's manual will take precedence.

All maintenance, preventive maintenance, and alterations will be performed in accordance with current manufacturer's recommendations or customer requirements and/or specifications to return the aeronautical product to its original or properly altered condition.

The Repair Station has not been approved by the FAA in accordance with 14 CFR Part 145.203 for work away from station as allowed by the Operations Specifications D100. Approval for such requirements will be sought when deemed operationally necessary.

All materials used by this Repair Station will include product identification/ traceability.

To advertise as a certificated Repair Station, the company must have a valid Air Agency certificate issued in accordance with 14 CFR part 145. Repair Station certification includes the Air Agency certificate, ratings, limitations, and Operations Specifications. No operations will be conducted in violation of these documents or of Repair Station certification.

In addition to having an appropriate certificate, prior to performing maintenance, preventive maintenance or alteration on a civil aviation article, this Repair Station must have available the housing, facilities, equipment, data, materials, and knowledgeable personnel required to ensure compliance with the performance standards of 14 CFR part 43. Additional and more detailed information concerning housing, facilities, equipment, materials, personnel, and technical data is found throughout this manual.

5.5 Hazardous Material Compliance

This Repair Station is considered a HazMat employer under 49 CFR 171.8 and will comply with the requirements of 14CFR and 49 CFR with respect to that designation. MSDS (Material Safety Data Sheets) will be provided to all Repair Station personnel for reference, available on the LAN (company network), and training on the company's HazMat program, and MSDS for their usage will be documented on the employee's training record.

5.6 Maintenance of Housing, Facilities, Equipment, Materials, and Data

This Repair Station shall maintain the housing, facilities, equipment, materials, and data to meet the applicable requirements for the issuance and maintenance of its Repair Station certificate.

5.7 Performance Standards

Unless otherwise prescribed by the requirements of the FAA, the maintenance, preventive maintenance, and alteration work performed under the Repair Station certificate shall conform to the performance standards set forth in 14 CFR part 43 and 14 CFR part 145.

5.8 Work Performed at Other than the Fixed Location.

This procedure is to establish guidelines and expectations of the Mobile Repair Team (MRT) during occasions when the AeroTEC Repair Station is contracted to perform maintenance/inspections away from the Repair Station's fixed base of operations. Work is performed as authorized under the D100 Operations Specification and is to be performed only on those articles for which the Repair Station has the rating(s) and capability to perform.

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Customer requirements for the usage of its continued airworthiness and maintenance program shall prevail, with the AeroTEC Repair Station's processes, procedures, and paperwork (as applicable) to support the performance of the work.

The MRT may be dispatched to perform a customer's work package for an abbreviated duration up to a period of time of generally 6 months or less. Contracts extending more than one year require additional approval from Spokane FSDO. For those projects that are 7 days or less, no prior Spokane FSDO approval will be sought, but Accountable Manager will communicate the relevant details of the work being performed to the Spokane FSDO, to include but not limited to Customer name, aircraft type, aircraft make/model/series, registration number, location, housing/facilities, work-scope, number of MRT members dispatched, and expected duration. Accountable Manager will seek approval from the Spokane FSDO prior to performing any repair work for any project that will exceed 7 days duration. The request will provide the responsible FSDO and the PI with a plan on how and where personnel will perform the project, to include: controlling of parts, tools, maintenance data, personnel, required inspectors, length of time the project will take, and title of the person in charge of the project.

NOTE: The PI must authorize extended temporary projects before the Repair Station sends crews and must have a start date and estimated completion date. The PI should only authorize this request after ensuring repair station personnel can control the project as if they were completing it at the fixed station.

The Accountable Manager or designee has the overall authority for work away from the Repair Station fixed base of operations and is responsible to ensure adequate facilities are available for the known work-scope.

The Accountable Manager will approve temporary facilities suitable for the Repair Station's maintenance needs.

The Spokane FSDO Principal Maintenance Inspector must authorize extended maintenance projects before the Repair Station begins work away.

The Accountable Manager will ensure the scope of work to be completed is clearly defined for the MRT, and that the personnel involved are trained and qualified and that all tools, equipment, and required technical manuals are on hand to perform the assigned work. The Accountable Manager or designee (as applicable) will ensure that the personnel being dispatched are qualified to perform the repairs being requested. These qualifications are (but not limited to) customer qualifications, customer training, aircraft training, experience for the repairs being performed and the qualifications for the necessary approvals for the Return to Service as applicable.

Records of work accomplished away from the Repair Station shall be under the direct control of the Quality Department and will be retained in accordance with the RSQM 13.4.2.

If required by the customer, an Air Worthiness Agreement (AWA) will be initiated for all large MRT repairs and will detail the procedures of the work to be performed. If an AWA is agreed upon, all MRT members must receive training on the AWA requirements.

The Quality Manager or designee is responsible to ensure that an audit schedule is established for all Mobile Repair Team (MRT) repair projects.

All MRT members shall be briefed on the following when dispatched on any occasion when the AeroTEC Repair Station performs maintenance/inspection away from the repair station's principal location as authorized by Operations Specifications D100:

> The customer "Will or will not carry HAZMAT" as per 49 CFR Parts 100-185 requirements. Employees may only transport items identified as Hazardous Materials (Dangerous Goods) to and from the dispatch location, if they have been trained on and follow the Materials of Trade exceptions provided in 49 CFR 173.6; under **no circumstances will employees transport Hazardous Materials (Dangerous Goods) by air.**
>
> If an employee has not received Hazmat Employee or Materials of Trade training, they will not be allowed to utilize the exceptions provided by 49 CFR 173.6.

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Regular status report communication between the Repair Station and Maintenance Supervisor at the remote site shall be maintained, to ensure compliance to repair station policies and procedures, to communicate project progress, and address any concerns that may affect the successful completion of the project.

All tooling, equipment, and material will be shipped utilizing the standard procedures from the parent Repair Station. Once on site, all tooling, equipment, and material will be inspected prior to use to ensure serviceability and verifications of no damage.

Mobile Repair team members generally will include:

Maintenance Supervisor

Technicians to perform the work

Quality Control Inspector

Duties and Responsibilities of the MRT members are as follows:

Maintenance Supervisor

Ensure duty time limitations are strictly followed (RSQM 11.4).

Ensure the completeness and control of the documents as work progresses.

Flow the aircraft progress to schedule and delivery date.

Performed any required auditing associated with the temporary facility (i.e., shelf-life audit, calibrated tooling audit, non-calibrated tooling audit, ESDS storage audits, etc.).

Adhere to Safety and Housekeeping shop practices to ensure FOD prevention.

Provide status reports on a regular basis to repair station management.

Ensure the security of tools and materials is maintained, and all repair station tooling and excess materials are returned to stock ASAP but no more than 3 days after completion of the project.

Technician(s)

Perform maintenance and repairs as required supporting the MRT.

Adhere to Safety and Housekeeping shop practices to ensure FOD prevention.

Quality Control Inspector RII/Safety

Assemble and oversee work package as required; ensure accountability of all paperwork.

Maintain at the worksite a “Reference Only” copy that has been verified to the current RSQM.

Perform QC support on aircraft.

Perform any required auditing associated with the temporary facility (i.e., shelf-life audit, calibrated tooling audit, non-calibrated tooling audit, ESDS storage audits, etc.).

Ensure materials received at the work site are inspected in accordance with the incoming materials procedures outlined in RSQM 12.5.

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Ensure all work is performed and inspected to accepted/approved technical data.

Complete FAA form 337 and/or SDR for any major repairs (RSQM 12.17 and 13.5).

Perform the final review/audit of all maintenance records to ensure accuracy and completeness.

Provide a “Return to Service” for the work performed and completing Form F5.2.508 Customer Order Summary (Reference RSQM 12.16).

Keep all maintenance records secure and ensure shipping or transport of said records back to the Repair Station is accomplished.

NDT Inspector

Perform inspections of a non-destructive nature.

Generate report findings.

5.9 Inspection

The Repair Station will allow the FAA and NTSB to audit its housing, facilities, personnel, materials, maintenance data, quality system, records, and procedures to determine compliance with applicable regulations at any reasonable time (See also 12.3 Contracting Maintenance Functions).

5.9.1 Inspection and Test Records

Inspection and test records are established to provide evidence that the services have been inspected and/or tested. The records show clearly whether the service has passed or failed the inspections and/or tests according to the defined acceptance criteria. Records are maintained for a period of 2 years. Services that fail to pass the inspections or test are handled in accordance with nonconformance procedures.

The records:

Identify the inspection authority responsible for the release of product.

Include actual test result data when required by specification or acceptance plan.

Provide evidence that the service meets the defined requirements and demonstrate qualification.

5.9.2 First Article Inspection

Each item serviced is treated as the first production item. The inspection process details the inspection, verification, and documentation of the inspection of this item.

The inspection documentation is retained in accordance with the Control of Quality Records procedure and includes a list of the characteristics required by the design data and the required tolerance and the actual results. The inspection process is updated to include maintenance process changes.

Inspection requirements are primarily defined in customer manuals. The Repair Station maintains an RII/Safety Inspection List (see Section 12.15.1, RII/Safety Inspection Items) that defines inspection requirements for those situations where customers do not provide direction.

Temporary additional requirements may be identified through FAA Airworthiness Directives [AD], or OEM Bulletins.

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5.9.3 Development of Prototype Procedures

This Repair Station may develop and test prototype procedures, process, and forms for the purpose of productivity enhancement or other similar reasons.

Prototype procedures, processes and forms can be employed, but only run concurrently with currently accepted procedures, processes and forms which will always govern.

Once the prototype procedures, processes, or forms are validated it will be added to the appropriate manual.

The Quality Manager shall have overall authority for the approval of a prototype process and procedures.

5.10 Availability of the Repair Station Certificate

The Repair Station certificate shall be made available to the public and any FAA personnel for inspection upon request.

The Chief Quality Inspector is responsible for complying with any FAA and public requests for inspection of the Repair Station certificate.

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Section 6: Repair Station Certificate

6.1 Issuance of Certificate

This manual provides information required by the regulations for the issuance of a Repair Station certificate under 14 CFR part 145. Specifically, it contains the following elements:

Repair Station manual requirements of 14 CFR 145.209,

Quality manual requirements of 14 CFR 145.211,

An Organizational Chart, and

A description of the Repair Station's Housing and Facilities.

The Repair Station certificate demonstrates that this company has met the requirements of 14 CFR part 145.

6.2 Certificate Requirement, Change or Transfer and Duration

To operate as a certificated Repair Station, this Repair Station must have a valid Air Agency certificate issued in accordance with 14 CFR part 145. Repair Station certification includes the Air Agency certificate, ratings, limitations, and Operations Specifications. No operations will be conducted in violation of these documents.

In addition to having an appropriate certificate, prior to performing maintenance, preventive maintenance or alteration on a civil aviation article, this Repair Station must have available the housing, facilities, equipment, data, materials, and knowledgeable personnel required to ensure compliance with the performance standards of 14 CFR Part 26 and 14 CFR Part 43.

6.2.1 Change of Rating

If the company determines it requires additional or different ratings, including operations specification, it will prepare and submit:

FAA Form 8310-3 or Application for Repair Station Certificate or Rating Letter (L1.11.102) or similarly worded document or communication as set forth in the Forms Manual, to be sent along with the necessary information to the Certificate Holder District Office (CHDO) to substantiate the change.

Operations Specification can be changed by submittal of formal letter.

The Accountable Manager is responsible for ensuring the procedures for changes in ratings and operations specifications are properly followed.

6.2.2 Transfer of Assets

In the event this Repair Station sells or transfers its assets, the new owner will be notified that it must apply for an amended Repair Station certificate in accordance with 14 CFR part 145 and other applicable FAA requirements.

The new owner, at its discretion, may apply for a transfer of this Repair Station's name and certificate number by applying for Amended Air Agency Certificate Letter (L1.11.106), or similarly worded document as set forth in the Forms Manual.

The Accountable Manager is responsible for ensuring that the new owner is notified of its requirement to apply for an amended Repair Station certificate during the transfer of assets process.

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6.2.3 Duration of the Repair Station Certificate

This Repair Station's certificate is effective until it is surrendered, suspended, or revoked.

If the Repair Station certificate is suspended or revoked, or if this Repair Station elects to surrender it and the FAA accepts the surrender, the Accountable Manager will ensure it is returned to the FAA.

6.3 Repair Station Certificate Privileges and Limitations

Within the limitations set forth in its Operations Specifications, this Repair Station may maintain and alter any of the articles covered by its ratings and approve the work performed on those articles for return to service.

Unless the Repair Station is obtaining a maintenance function by contract as set forth in Contracting Maintenance Functions, the Repair Station will ensure that the housing, facilities, equipment, tooling, materials, data, and personnel required to perform the work in accordance with 14 CFR part 26, 14 CFR part 43 and 14 CFR part 145 are available and under the control of the Repair Station when the work is performed.

The Repair Station may contract maintenance functions provided it has the appropriate rating and the functions are approved, and the contractors are qualified and listed as set forth in Contracting Maintenance Functions. This Repair Station will only provide approval for return to service on type-certificated products after contract maintenance vendor audit has been performed.

All maintenance, preventive maintenance and alterations will be performed in accordance with 14 CFR part 43, specifically, in accordance with 14 CFR Part 26, 14 CFR 43.13

Furthermore, all major repairs and alterations shall be accomplished with data approved by the FAA (see Major Repairs and Major Alterations).

6.4 Capability List

A Capability List (F1.14.303) of the articles by make and model or manufacturer nomenclature will be completed as set forth in the Forms Manual for each of the Repair Station's limited ratings. The form will note additions by date it was added to the capability list, as well as a notation in the limitations section of the form verbiage denoting removal from the list along with the date of removal.

Articles will be added to the Capability List (F1.14.303) upon completion and approval of the Capability List Self-Evaluation-Form (F1.14.304), as delineated in the Forms Manual, which will ensure:

The article is within the scope of the rating of the Repair Station certificate; and

The Repair Station has all the housing, facilities, equipment, tools, material, data, processes, and qualified personnel in place to perform the work on the article in accordance with 14 CFR part 43.

Upon approval of the Capability List Self-Evaluation the article may be added to the Capability List as delineated in the Forms Manual and work may commence. Changes to the capability list will be communicated by the Chief Quality Inspector to the CHDO within 7 days. Additionally, any changes affecting housing, manuals etc. will be communicated to the CHDO as outlined in Section 5 of this RSQM within 7 days.

A copy of the new Capability List will be published in paper format and be made available in the Chief Quality Inspector's office for review by all personnel.

If an article is removed from a Capability List, it will be documented as set forth in the Forms Manual.

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The Capability List Self-Evaluation will be maintained by the Chief Quality Inspector for as long as the article is on the Capability List. The Repair Station shall conduct internal evaluation of the Capability list on a twice annual basis to ensure whether changes are required.

The Quality Manager is responsible for approving the Capability List Self-Evaluation and Capability List and their content as set forth in the Forms Manual.

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Section 7: Organization

7.1 General

The purpose of this section is to explain the organization of the business that makes up the basic structure of the AeroTEC Repair Station.

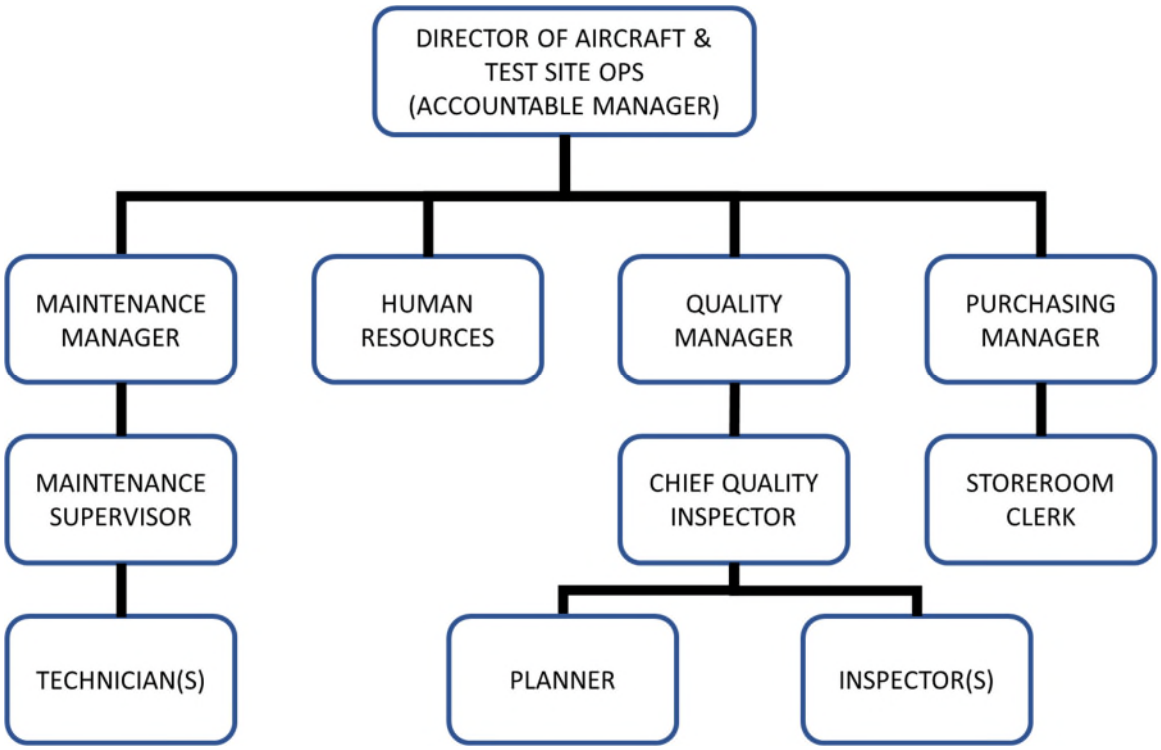
7.2 Organization Structure

The Organization chart includes the general structure of the AeroTEC Repair Station.

All management personnel are represented, even those positions that do not have direct control of maintenance, preventive maintenance, and alteration functions.

One person may have the authority and be assigned the duties and responsibilities of more than one position.

The Repair Station Roster will denote the name, title, and authority of persons performing the management, supervisory, inspection, and approval for return to service functions.



End of Repair Station Organizational Chart.

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Section 8: Personnel

8.1 General

This section of the manual:

Explains how the summary of employment is kept for management, supervisory, and inspection personnel.

Explains how the Repair Station roster will be developed, maintained, and updated in a timely manner.

Explains how inspection stamps are assigned and tracked.

Explains how the Repair Station will apply for certification under 14 CFR part 65, subpart E whenever it determines that a position needs such clarification.

Sets forth the qualifications, duties, responsibilities, and authorities of the individuals that fulfill each position contained in the Organizational Chart.

The policies, procedures, and qualifications set forth in this section of the manual ensure that the Repair Station has qualified personnel to plan, supervise, perform, and approve maintenance, preventive maintenance, and alteration for return to service. Further, the training program ensures that personnel performing maintenance, preventive maintenance, and alteration activities are assessed to determine their capability of performing assigned tasks.

8.2 Employment Summary

Prior to assigning management, supervisory, inspection, or approval for return to service authority to an individual and listing that person on the Repair Station Roster (F1.14.305), an Employment Summary (F2.1.200) for each person will be completed in accordance with eh Forms Manual:

Present title

Total years of experience and the type of maintenance work performed.

NOTE: Total years of experience will reflect the total years effective on the date the form is signed.

Past relevant employment with names of employers and periods of employment.

Scope of present employment.

Type and number of mechanic or repairman certificate held and the ratings on that certificate.

For supervisors, inspectors, and persons authorized to approve work for return to service, a sample of the person's signature, initials, and originally issued stamp, if any.

The Chief Quality Inspector has responsibility for ensuring the employment information is obtained and maintained for each person assigned management, supervisory, inspection or approval for return to service authority.

8.3 Repair Station Roster

This Repair Station shall keep a Repair Station Roster (F1.14.305) that includes personnel that are responsible for management, are technical supervisors or inspectors and are authorized to approve work on articles for return to service.

The roster will include:

The individual's name.

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The individual's current title(s).

The person's authority and/or responsibility; and

Signature date of the Accountable Manager

NOTE: For supervisors, inspectors, and persons authorized to approve work for return to service, a sample of the person's signature, initials, and originally issued stamp will be maintained on the Employment Summary (F2.1.200).

The current Repair Station Roster shall be made available to persons performing maintenance, preventive maintenance, or alteration by posting in the Chief Quality Inspector's office and will also be posted on the company's LAN.

8.3.1 Roster Revisions

The Repair Station Roster (F1.14.305) is created and maintained in accordance with the instructions in the Forms Manual; it will be revised within five (5) business days in the following situations:

Termination of employment.

Assignment of new management, supervisory, inspector, or approval for return to service authority.

Changes in current title or scope of employment.

Loss of and/or reassignment of inspection stamps (if applicable).

Personnel additions.

Each person in a management or supervisory position who becomes aware of a personal change that would affect the Repair Station roster must notify the Chief Quality Inspector by e-mail, telephone or in person so that the roster may be updated within five (5) business days.

The Chief Quality Inspector is responsible for creating and maintaining the Repair Station Roster (F1.14.305), ensuring that it is updated within five (5) business days of any change, making the roster available to personnel, and ensuring copies of old rosters are maintained for two (2) years.

8.3.2 Assignment and Control of Stamps

All assigned stamps will be unique to an individual and are tracked on the Stamp Assignment Log (F2.3.200). Numbers will not be reused. Stamp log will be divided into sections per functional group.

NOTE: A sample of the person's signature, initials and original stamp assignment will be maintained on the Employment Summary (F2.1.200).

All stamps issued by the Repair Station will have a unique number along with a respective discipline identifier.

Signatures are used on all FAA forms and documents. Signature or initials may be used in lieu of stamps on all Repair Station internal forms.

A signature sign-off is still required for the following:

Maintenance release entries

Form 337 Sign off

As is required by customer

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If the stamp is lost, the Chief Quality Inspector shall be notified, the stamp number will be retired, a new number issued and the Stamp Assignment Log (F2.3.200) will be updated.

When a stamp is reported lost on/ near an aircraft or related component, a QC Inspector, Maintenance Supervisor, and the individual losing the stamp will complete a thorough inspection of the work area to ensure the lost stamp is not on the aircraft. The lost tool reporting procedure shall be followed.

Stamps that are returned will be destroyed and not reissued. If a stamp is not returned upon employee separation, a note will be made on the appropriate Employment Summary (F2.1.200) that the stamp was not returned. The Chief Quality Inspector shall maintain the Stamp Assignment Log (F2.3.200) in his area for all Repair Station personnel to review.

Each holder is responsible for the control and security of their assigned stamp:

Only the holder may use their assigned stamp.

No person shall stamp for work they did not accomplish, participate in accomplishing or supervise.

In the event a stamp is lost, the holder shall notify the Chief Quality Inspector immediately.

Ensure the legibility of the mark (if the stamp becomes difficult to read, a replacement stamp must be obtained).

The Chief Quality Inspector is responsible for issuing, tracking, and controlling stamps.

8.4 Employment of Former FAA Employees

This Repair Station will not knowingly employ or make a contractual arrangement which permits an individual to act as an agent or representative of this Repair Station before the FAA if the individual in the preceding two (2) years:

Served as, or was directly responsible for the oversight of a Flight Standards Service aviation safety inspector; and

Had direct responsibility to inspect or oversee the inspection of the operations of this Repair Station.

An individual shall be considered to be acting as an agent or representative of this Repair Station in a matter before the agency if the individual makes any written or oral communication on the Repair Station's behalf to the FAA (or any of its officers or employees) in connection with a particular matter, whether or not involving a specific party and without regard to whether the individual has participated in, or had responsibility for, the particular matter while serving as a Flight Standards Service Aviation Safety Inspector.

This employment restriction does not apply if the individual was employed by the Repair Station before October 21, 2011.

The Accountable Manager is responsible for ensuring Human Resources is aware of and follows the requirements of this paragraph.

8.5 Certification of Personnel Under Part 65

Personnel assigned duties and responsibilities associated with being directly in charge of maintenance (preventive maintenance or alteration), supervising persons unfamiliar with their duties or performing approval for return to service duties must be appropriately certificated under 14 CFR part 65.

Whenever the Repair Station determines that the qualifications for a particular position or for the assignment of particular authorities, duties or responsibilities require a certificated individual, it may:

Ensure the person is properly certificated as a mechanic with an airframe and/or powerplant rating under 14 CFR part 65, subpart D; or,

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Initiate the application for that employee to become a certificated repairman under 14 CFR part 65, subpart E.

If it is determined that a repairman's certificate is necessary:

The individual will complete FAA Form 8610-2, Airman Certificate and/or Rating Application in accordance with the Forms Manual.

The Accountable Manager shall provide to the FAA a Repairman Recommendation Letter (L1.11.103) completed in accordance with the Forms Manual.

The Chief Quality Inspector will attempt to collect the certificate of any repairman when the person is no longer employed by the company and have that certificate returned to the local Flight Standards District Office. However, it should be noted that a repairman certificate is only valid for the work performed within the scope of assigned duties at this Repair Station.

8.6 Key Personnel

This paragraph sets forth the authorities, responsibilities, general qualifications, and duties of each position set forth in the Organizational Chart.

The Management Team has established a policy for quality, including related objectives as a means to demonstrate commitment to the policy. The policy is relevant to the Repair Station's goals and the expectations and needs of its customers. It is understood, implemented, and maintained at all levels.

The responsibility, authority and interrelation of all personnel who manage, perform, and verify work affecting quality is defined and documented through the responsibility summaries and organization charts included in this manual, and through the content of topic specific procedures.

NOTE: Authority of these positions may be delegated to appropriately qualified personnel by means of internal written communication, acceptance of the delegation by the delegate and then subsequent internal communication to repair station personnel of the delegation. However, responsibility will remain with the originator. As well, any changes to delegations will be communicated as appropriate.

Example of this are the Accountable Manager, Quality Manager, Maintenance Manager, and Chief Quality Inspector. Their functions as the management representatives have organizational freedom and authority to:

initiate action to prevent the occurrence of any nonconformity's relating to parts processing, maintenance activities and the overall quality system.

identify and record any problems related to these activities.

initiate, recommend or provide solutions through designated channels.

verify the implementation of solutions.

control further processing, installation, or release of nonconforming situations until the deficiency or unsatisfactory condition has been corrected.

Resource requirements necessary to support the quality system are identified and provided for, including the assignment of trained personnel for management, performance of work and verification activities, including internal audits.

Employees are hired based on their experience, knowledge, and training. An employee's initial qualifications are determined by employment history, knowledge, experience, certificates held, training and practical tests. Job assignments are based on the employee's qualifications.

In general, all employees planning, supervising, performing or approving maintenance, preventive maintenance, or alterations for return to service must be qualified as required by 14 CFR 145.151(b), which means they are capable of performing assigned tasks unsupervised (*see*, 14 CFR 145.163(b)). These personnel will be on the repair station roster, listing each individual's authorizations/limitations.

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8.6.1 Director of Aircraft and Test Site Ops (Accountable Manager)

The company has designated the Director of Aircraft and Test Site Ops as the Accountable Manager who has the authority and responsibility to act on behalf of the Repair Station and has the overall administrative responsibility to ensure the management, financial, and functional operation of the Repair Station is in compliance with the applicable rules for the operation of the Repair Station Certificate issued. They have the authority over all Repair Station operations that are conducted under Title 14 CFR Part 145.

The AeroTEC Chief Operating Officer (COO) or designee shall determine that the individual:

Understands, reads, and writes English.

Is thoroughly familiar with this RSQM, the Training Program, and the Forms Manual.

Has the appropriate experience, evidenced by employment history, training, certification, or practical tests to perform the assigned management tasks, with Safety always the primary focus.

Thoroughly familiar with the maintenance, preventive maintenance, alteration, and inspection methods, techniques, practices, aids, equipment and tools used to determine the work is performed properly and the airworthiness of the article on which maintenance, preventive maintenance, or alterations are being performed (*see,* 14 CFR 145.153(a) and 145.155(a)(1)).

Proficient in using the various types of tools, equipment and inspection equipment and visual inspection aids appropriate for the article being maintained, altered and/or inspected (*see,* 14 CFR 145.153(a) and 145.155(a)(2)).

Thoroughly familiar with the applicable regulations, this manual and the Forms Manual used by this Repair Station for ensuring work is performed properly, safely, and without compromise.

Shall be responsible for all Repair Station activities that enable the release of aircraft to service.

Once the employee information has been documented on an Employment Summary establishing that the qualifications have been met, the person shall be listed on the Repair Station Roster.

It is the Accountable Manager's duty to:

Ensure the standards and criteria for hiring personnel responsible for maintaining, supervising, or inspecting maintenance or alterations of civil aviation articles are adequate to establish compliance with applicable regulations and customer requirements (*see*, Personnel), with safety the primary focus.

Provide qualified personnel to plan, supervise, perform, and approve for return to service articles receiving maintenance, preventive maintenance, or alterations performed (*see* paragraph, Personnel).

Ensure the Repair Station has the resources to provide adequate housing, facilities, tools, equipment, material, maintenance data and qualified personnel to fulfill its regulatory obligations and customer requirements (*see*, Introduction).

Ensure adequate fire-fighting equipment is available at the Repair Station and that all personnel are trained in the appropriate safety practices and procedures, including proper use and location of firefighting equipment (*see*, Cleanliness and Safety).

Ensure currency and consistency for all users of the manual by maintaining only one version of the manual and ensuring the manual is revised and distributed properly (*see*, Manual Control and Distribution).

Initiate the forms associated with performing work at a location other than the Repair Station (*see*, Work Performed at Other Than the Fixed Location).

Ensure procedures for changes in ratings, location and facilities are followed (*see*, Change of Rating).

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If the assets of the Repair Station are sold, ensure that the new owner is notified of its requirement to apply for an amended Repair Station certificate (*see*, Transfer of Assets).

If the Repair Station certificate is suspended or revoked, or if this Repair Station elects to surrender it, ensure it is returned to the FAA (*see*, Duration of the Repair Station Certificate).

Ensure former FAA employees are eligible to act as an agent or representative of the Repair Station (*see*, Employment of Former FAA Employees).

Ensure changes in location, housing and facilities are properly coordinated and approved by the FAA (*see*, Procedures for Changing Location, Housing or Facilities).

Approve purchase requirements for materials, parts, goods, and services (*see*, Purchasing of Civil Aviation Articles or Services).

Ensure the anti-drug and alcohol misuse prevention program is compliant and maintained by this Repair Station (s*ee*, Requirement for Antidrug and Alcohol Misuse Prevention Program). Accountable Manager will apply for the A449 Operations Specification when applicable and air carrier work is scheduled. AeroTEC or Accountable Manager will provide all pertinent information at the time of application.

Ensure Purchase Orders to maintenance vendors contain the information required (*see*, Purchasing of Civil Aviation Articles or Services).

Act as the point of contact with all customers and government agencies as required by 14 CFR 145.3(a).

Maintain communication documentation sending revisions or acknowledging receipt of revisions from and to the FAA (*see*, Revision Procedure).

Act on behalf of the Repair Station in matters described in applicable civil aviation regulations, including 14 CFR part 145.

Ensuring security of the Repair Station facility and acting as the Transportation Security Administration's Point of Contact (*see*, TSA Point of Contact).

Ensure records are maintained in a manner that enables them to be reviewed and retrieved (*see*, Generating and Maintaining 14 CFR part 145 Records).

The Accountable Manager may delegate duties and responsibilities to the Quality Manager. Delegation of duties does not relieve the position of its responsibilities.

8.6.2 Human Resources

Human Resources is responsible to the Accountable manager for the operation of the Human Resource Department. Specifically, that the FAA Drug and Alcohol Compliance Program roster is maintained and accurate.

8.6.3 Quality Manager

The Quality Manager reports to the Accountable Manager and has the responsibility and authority for the overall operation of the Quality Department, and ensures Safety is always the primary focus.

This position will perform maintenance, preventive maintenance, or alterations, and will be authorized to supervise or approve work for return to service, therefore, qualifications are based upon the person's knowledge and experience with the business of civil aviation maintenance, preventive maintenance, and alteration activities. The Accountable Manager shall determine that the individual:

Understands, reads, and writes English,

Is certificated under part 65,

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Is thoroughly familiar with this RSQM, the Training Program and the Forms Manuals, and

Has the appropriate experience, evidenced by employment history, training, certification or practical tests to perform the assigned management tasks.

Thoroughly familiar with the maintenance, preventive maintenance, alteration and inspection methods, techniques, practices, aids, equipment, and tools used to determine the work is performed properly and the airworthiness of the article on which maintenance, preventive maintenance or alterations are being performed (*see*, 14 CFR 145.153(a) and 145.155(a)(1)),

Proficient in using the various types of tools, equipment and inspection equipment and visual inspection aids appropriate for the article being maintained, altered and/or inspected (*see*, 14 CFR 145.153(a) and 145.155(a)(2)), and

Thoroughly familiar with the applicable regulations, this manual and the Forms Manual used by this Repair Station for ensuring work is performed properly.

Once the employee information has been documented on an Employment Summary establishing that the qualifications have been met, the person shall be listed on the Repair Station Roster.

It is the Quality Manager's duty to:

Manage all personnel assigned to the Quality Department (s*ee*, paragraph Organizational Chart).

Assure that unairworthy parts are segregated and quarantined in such a way as to prevent their reuse as serviceable parts (s*ee*, paragraph Scrap Parts).

Approves the article identified on the Capability List Self Evaluation Form as set forth in the Forms Manual and authorizes the article to be added to the Capability List (s*ee*, paragraph Capability List).

Acknowledge receipt of HazMat status notifications from air carriers by signing a copy of the notification letter and returning it to the air carrier (*see*, paragraph Notification of Hazardous Material Status).

The Quality Manager may delegate all duties assigned to the Chief Quality Inspector as necessary; however, such delegation does not relieve the Quality Manager of the overall responsibilities.

8.6.4 Chief Quality Inspector

The Chief Quality Inspector reports to the Quality Manager and has the authority and responsibility for coordinating, accomplishing, and supervising all inspection functions, ensuring Safety as primary focus.

Since this position is assigned supervisory and inspection duties and will approve the work on articles for return to service, the person must be qualified per 14 CFR 145.153, 145.155 and 145.157. The Quality Manager will ensure that individuals assigned these duties are:

Certificated under part 65 (s*ee*, 14 CFR 145.153(b)(1) and 145.157(a)),

Thoroughly familiar with the maintenance, preventive maintenance, alteration and inspection methods, techniques, practices, aids, equipment, and tools used to determine the work is performed properly and the airworthiness of the article on which maintenance, preventive maintenance or alterations are being performed (*see*, 14 CFR 145.153(a) and 145.155(a)(1)),

Proficient in using the various types of tools, equipment and inspection equipment and visual inspection aids appropriate for the article being maintained, altered and/or inspected (*see*, 14 CFR 145.153(a) and 145.155(a)(2)), and

Thoroughly familiar with the applicable regulations, this manual and the Forms Manual used by this Repair Station for ensuring work is performed properly.

Once the employee information has been documented on an Employment Summary establishing that the qualifications have been met, the person shall be listed on the Repair Station Roster.

It is the Chief Quality Inspector's duty to:

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The Chief Quality Inspector will ensure that maintenance data is current and applicable at the time work is performed and maintains current maintenance data by appropriate arrangements with the manufacturer and through instructions provided by its customer.

The Chief Quality Inspector ensures awareness of ADs applicable to the articles being maintained by frequent references to data available through the FAA's AD Web site. The FAA website will be reviewed on a weekly basis for any AD updates. The AD shall be printed and issued to workorder. A reminder or notification will be placed on the Chief Quality Inspector's calendar

Ensure that work accomplished outside the Repair Station's fixed location is done in accordance with this manual (s*ee*, Work Performed at Other Than the Fixed Location).

Respond to FAA and public requests for inspection of the Repair Station certificate (s*ee*, Availability of the Repair Station Certificate).

Ensure the appropriate standards for quality control and assurance are established, maintained, and enforced (*see*, Introduction and Quality Control Procedures).

Periodically check the fire and safety equipment to ensure serviceability and adequacy (*see*, Cleanliness and Safety).

Ensure procedures are established that provide for adequate safety precautions being observed by Repair Station personnel (*see*, Cleanliness and Safety).

Determine that work performed by the Repair Station is within its Repair Station certificate authority and initiating Capability List Self-Evaluation Forms as required (*see*, Capability List)

Maintain the roster, ensuring that it is updated within five (5) business days of any change, and making the roster available to personnel (*see*, Roster Revisions).

Ensure the employment information is obtained and maintained for each person assigned management, supervisory or inspection authority (*see*, Employment Summary)

Issue, track, and control of stamps (*see,* Assignment and Control of Stamps).

Establish, implement, maintain, and enforce the standards and system for ensuring that all receiving, preliminary, hidden damage, in-process and final inspections of articles undergoing maintenance, preventive maintenance or alteration are performed in accordance with the applicable maintenance data and the procedures in this manual (*see*, Introduction and Quality Control Procedures).

Ensure that inspection tools and equipment, including inspection aids, used to perform inspections are labeled correctly and in proper working order (*see*, Equipment, Tools, Materials and Parts)

Ensure initial and recurrent training for all personnel involved in the maintenance, preventive maintenance and/or alteration of civil aviation articles is adequate to establish compliance with applicable regulations as delineated in the Training Program Manual (*see*, General Program Description).

Ascertain qualifications of all inspection employees prior to work assignment and ensure compliance with this manual in the performance of inspection duties (*see*, Proficiency of Inspection Personnel).

Determining whether an article should be reported under the Suspected Unapproved Parts program and for filing reports under that program (*see*, Suspected Unapproved Parts).

Determine the final disposition of items that have exceeded allowable shelf-life limits, been exposed to unacceptable storage conditions, or failed to meet incoming inspection (*see*, Shelf-Life Control).

Determine whether the requested maintenance, preventive maintenance or alteration on articles received for work can be accomplished within the applicable maintenance data, despite any other damage or discrepancies noted (*see*, Processing Articles Received for Maintenance or Alteration).

Determine how and when a hidden damage inspection will be accomplished on articles known to have been involved in an accident (*see*, Hidden Damage Inspection).

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Ensure that work performed on articles under the authority of the Repair Station is appropriately approved for return to service (*see*, Approval for Return to Service of Work Performed on Articles).

Determine equivalency of equipment and tooling used by the Repair Station and documenting that determination (s*ee*, Equivalent Equipment and Tooling).

Determine equivalency of material and parts used by the Repair Station and documenting that determination (*see*, Equivalent Materials and Parts).

Ensure that the calibration procedure is properly followed (s*ee*, Calibration Records and Tracking Procedure).

Ensure that any test equipment or tool used to make an airworthiness determination is appropriately labeled and within its calibration time limits (s*ee*, Calibration Labels or Tags).

Ensure that the maintenance data required to perform maintenance, preventive maintenance, and alterations on the articles under the Repair Station's certificate are issued to technicians and inspectors (*see*, Maintenance Data), including when applicable, special instructions from air carrier customers (*see*, paragraph Work Performed for Air Carriers).

Ensure the technical data supporting major repairs and alterations is FAA-approved (*see*, Recording Major Repairs and Alterations).

Consult with the customer in order to make a major/ minor determination, document the analysis that supports that determination and obtain approval of all major repairs/ alterations (*see*, Major/ Minor Determinations).

Ensure that when an FAA Form 337 is completed for a major alteration, a copy is forwarded to Oklahoma City within forty-eight (48) hours of approving the article for return to service (*see*, Recording Major Repairs and Alterations).

Ensure that the list of maintenance functions is current and approved by the FAA (s*ee*, FAA Approval of Contracted Maintenance Function).

Ensure that the list of contracted maintenance functions is current and provided to the FAA in accordance with this manual (s*ee*, Contracted Maintenance Functions).

Ensure the proper and timely filing of reports on serious failures, malfunctions, or defects (*see*, Reports of Serious Defects, Failures or Malfunctions).

Determine whether incidents or alleged non-compliance with the regulation should be reported to the FAA under the Voluntary Disclosure Reporting Program described in AC 00-58a (*see*, Corrective Action Procedures).

The Chief Quality Inspector shall monitor and measure the technical data for currency and applicability; shall identify and document any safety performance deficiencies or hazards and report them to the Quality Manager.

The Chief Quality Inspector may delegate duties and responsibilities to a qualified Inspector. Delegation of duties does not relieve the position of its responsibilities.

8.6.5 Inspector(s)

Personnel performing inspection functions report to the Chief Quality Inspector and have the authority and responsibility for performing assigned inspection duties as required by assigned duties, this manual and 14 CFR. Additionally, safety must always be the primary focus.

Since this position is assigned inspection duties (preliminary, in-process and final), the person must be qualified and certificated. The Chief Quality Inspector will ensure that individuals assigned these duties are:

Thoroughly familiar with the applicable regulations (s*ee*, 14 CFR 145.155(a)(1)),

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Thoroughly familiar with the inspection methods, techniques, practices, aids, equipment, and tools used to determine the airworthiness of the article on which maintenance, preventive maintenance or alterations are being performed (*see*, 14 CFR 145.155(a)(1)),

Proficient in using the various types of inspection equipment and visual inspection aids appropriate for the article being inspected (s*ee*, 14 CFR 145.155(a)(2)), and

Able to understand, read and write English (*see*, 14 CFR 145.155(b)).

Once the employee information has been documented on an Employment Summary establishing that the qualifications have been met, the person shall be listed on the Repair Station Roster.

It is an inspector's duty to:

Perform preliminary, hidden-damage, in-process, and final inspections on civil aviation articles in accordance with the current maintenance data (s*ee*, Processing Articles Received for Maintenance or Alteration). QC Inspector will only stamp work for which he/ she is authorized, i.e., RII/Safety Inspection Items.

Ensure that tools and equipment used to make airworthiness determinations are labeled in accordance with this manual (s*ee*, Calibration Labels or Tags).

Perform the incoming review to identify, control, segregate and maintain all materials (including raw materials and parts) according to the manufacturer's requirements or standard industry practices.

Complete the appropriate paperwork (*see*, Completing 14 CFR 43.9 and 43.11 Records).

Carry out the assigned tasks, in accordance with this manual, when work outside the Repair Station's fixed location is performed (s*ee*, Work Performed at Other Than the Fixed Location).

The Chief Quality Inspector shall assume the Inspector's responsibilities in the individual's absence.

8.6.6 Planner

The Planner reports to the Chief Quality Inspector and has the authority and responsibility for maintaining the applicable maintenance data in a current condition, with safety always the primary focus.

Since this position will not perform maintenance, preventive maintenance or alterations, the qualifications for this position are based upon the person's knowledge, experience and/ or training as evidenced by employment history or practical tests.

The Chief Quality Inspector will ensure that individuals assigned the duties of this position are:

Familiar with obtaining the maintenance data required to be kept ensuring compliance with 14 CFR 145.109(d),

Thoroughly familiar with this manual, and

Able to understand, read and write English.

It is the Planner's duty to:

Ensure that current maintenance data is purchased and organized properly (*see*, paragraph Maintenance Data).

Ensure Repair Station records and documentation are compiled, maintained, and properly stored. (*see,* paragraph Records and Reports). Serves in the capacity as Data Entry for maintenance work cards.

The Chief Quality Inspector shall assume the Planner responsibilities in the individual's absence.

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8.6.7 Maintenance Manager

The Maintenance Manager reports to the Accountable Manager and has the authority and is responsible for the performance of the maintenance organization. The position will ensure that there are adequate facilities, equipment, personnel, and materials to support Repair Station functions under its ratings.

Since this position is assigned supervisory and will approve the work on articles for return to service, the person must be qualified per 14 CFR 145.153, 145.155 and 145.157. The Repair Station will ensure that individuals assigned these duties are:

Certificated under part 65 (s*ee*, 14 CFR 145.153(b)(1) and 145.157(a)),

Thoroughly familiar with the maintenance, preventive maintenance, alteration and inspection methods, techniques, practices, aids, equipment, and tools used to determine the work is performed properly and the airworthiness of the article on which maintenance, preventive maintenance or alterations are being performed (*see*, 14 CFR 145.153(a) and 145.155(a)(1)), with safety as the primary focus always.

Proficient in using the various types of tools, equipment and inspection equipment and visual inspection aids appropriate for the article being maintained, altered and/ or inspected (*see*, 14 CFR 145.153(a) and 145.155(a)(2)), and

Thoroughly familiar with the applicable regulations, this manual and the Forms Manual used by this Repair Station for ensuring work is performed properly.

Once the employee information has been documented on an Employment Summary establishing that the qualifications have been met, the person shall be listed on the Repair Station Roster.

It is the Maintenance Manager's duty to:

Manage all personnel assigned to the Maintenance Department (s*ee*, Organizational Chart).

Establish, implement, maintain, and enforce the standards and system for completion of all maintenance records required by the regulations and customers (s*ee*, Maintenance and Inspection Forms).

Guide the proper tagging and identification of parts and components as outlined in this manual (s*ee*, Identification Tags).

Assure that all maintenance work is properly performed on all completed work before it is inspected for final inspection and that the proper maintenance records, reports, and forms are properly executed (s*ee*, Final Inspection).

Assure that the responsible technicians properly execute complete entries on forms and work/ task cards used by the Repair Station (s*ee*, Technician(s)).

Assure that procedures used in procurement and reception of aircraft parts will guard against "bogus" and "unapproved" parts from entering the parts system and to ensure that any such parts are detected before their use (s*ee*, Suspected Unapproved Parts).

Ensure air carrier duty time limitations are not exceeded (*see*, Duty Time Requirements).

Ensure that approval for return to service documentation is appropriately maintained by the Repair Station (*see*, Approval for Return to Service of Work Performed on Articles).

Ensure personnel have appropriate experience or knowledge or are properly trained prior to assigning maintenance, preventive maintenance, or alteration tasks (s*ee*, Technician(s)).

The Maintenance Manager may delegate duties and responsibilities to the Maintenance Supervisor. Delegation of duties does not relieve the position of its responsibilities.

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8.6.8 Maintenance Supervisor

Maintenance supervisor(s) reports to the Maintenance Manager and has the authority and is responsible for the performance of maintenance, preventive maintenance, and alteration in accordance with the applicable regulations and customer requirements, with safety as the primary focus always.

Since this position is assigned supervisory duties (directing maintenance, preventive maintenance, and alterations and/ or directly assisting persons unfamiliar with work assignments), the person must be qualified per 14 CFR 145.153.

The Maintenance Manager will ensure that individuals assigned these duties are:

Familiar with the methods, techniques, practices, aids, equipment, and tools used to perform the assigned maintenance, preventive maintenance, and alteration tasks (s*ee*, 14 CFR 145.153(a)), and

Certificated under 14 CFR part 65 (*see*, 14 CFR 145.153(b)(1)).

Once the employee information has been documented on an Employment Summary establishing that the qualifications have been met, the person shall be listed on the Repair Station Roster.

It is the Maintenance Supervisor's duty to:

Initiate Work Cards and verify that they are maintained, stored property and readily accessible once the work is complete (s*ee*, Processing Articles Received for Maintenance or Alteration).

Ascertain qualifications of all technical employees prior to work assignment through tests and evaluation of their previous experience (s*ee*, Technician(s)).

Ensure the maintenance equipment and tools are maintained in good working order (s*ee*, Maintenance Data, Equipment and Materials).

Ensure the shop premises are maintained in a clean and orderly manner (s*ee*, Cleanliness and Safety)

Ensure that parts are appropriately designated, labeled and stored as delineated in Segregation and Handling of Parts).

Ensure air carrier duty time limitations are not exceeded (*see*, Duty Time Requirements).

Ensure that approval for return to service documentation is appropriately maintained by the Repair Station (*see*, Approval for Return to Service of Work Performed on Articles).

Ensure assigned technicians have the appropriate equipment, tools, and maintenance data for performing assigned tasks (s*ee*, Maintenance Data, Equipment and Materials).

Delivering equipment in need of calibration to the stockroom (*see*, Calibration Records and Tracking Procedure).

Ensure that the proper data is being used at any time during performance of work (*see*, paragraph Processing Articles Received for Maintenance or Alteration.

Train, assist and supervise technicians in proper work procedures and practices (s*ee*, Training).

Ensure personnel have appropriate experience or knowledge or are properly trained prior to assigning maintenance, preventive maintenance, or alteration tasks (s*ee*, Training Records).

Verify that the work is performed in accordance with the applicable technical data (s*ee*, Maintenance Data).

Ensure maintenance records are appropriately completed (s*ee*, Maintenance and Inspection Forms).

The Maintenance Supervisor shall delegate duties to qualified technicians. Technicians must be Part 65 certificated. Delegation of duties does not relieve the position of its responsibilities.

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8.6.9 Technician(s)

Technician(s) report to the area Maintenance Supervisor and have the authority and responsibility for performing maintenance, preventive maintenance and alteration tasks as directed and assigned in accordance with the applicable maintenance data and this manual, with safety as primary focus always.

The qualifications for this position are the knowledge, experience and/ or training required to perform the assigned maintenance, preventive maintenance, and alteration tasks.

This position will not be assigned management, supervisory or inspection duties and does not have authorization to sign a maintenance release for approving work on an article for return to service. Therefore, this position is not required to be certificated under 14 CFR part 65 or to be listed on the Repair Station roster.

NOTE: A non-certificated person(s) may not perform any work unless a certificated person is directly supervising such work. At the completion of the work performed, a certificated person shall inspect the work performed and, if satisfactory, may approve the article for return to service. Non-certificated person may not approve any article for return to service.

It is the Technician's duty to:

Carry out the assigned tasks, in accordance with the applicable maintenance manual and this manual (see, Processing Articles Received for Maintenance or Alteration).

Ensure maintenance operations are performed in the appropriate sequence (as determined by the applicable maintenance data), that inspections are requested in an orderly and timely manner, and that maintenance activities are performed according to the appropriate maintenance data and customer requirements (see, Quality Control System).

Ensure that all test equipment or tools used to make airworthiness determinations are labeled in accordance with this manual before use (see, Calibration Labels or Tags).

Request stock as required for the work being performed.

Complete the appropriate paperwork (s*ee*, Completing 14 CFR 43.9 and 43.11 Records).

8.6.10 Purchasing Manager

The Purchasing Manager is responsible to the Accountable Manager for the operation of the Material Department.

The Purchasing Manager is responsible for the operations and supervisions of shipping, receiving, stock rooms, tool rooms and inventory, with safety always the primary focus.

Control and distribute the inventory, technical information, documents, or data received through the receiving area/ stockroom (*see*, Maintenance Data and Equipment, Tools, Materials and Parts).

Issue purchase orders as necessary (s*ee*, Purchasing of Civil Aviation Articles or Services)

To ensure accountability all items will be removed from the shipping containers for inspection, this includes the packing material.

As an authorized receiving inspector, will ensure that proper review and receiving inspection is made of materials and parts that are to be stocked for installation on civil aviation articles before issuance (*see*, Incoming Review of Stock Received).

Ensure the preservation and storage of all articles, materials, parts, and supplies in the designated location while they are carried in inventory (*see*, Preservation and Storage of Aviation Parts).

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Ensure that Stockroom Clerk maintains Form F1.14.315-2 Shift Change Log for recording component(s) which arrived at the Repair Station and have not been processed thru receiving inspection.

Ensure any component, part, etc. (Batteries, radio, avionics, etc.) which requires special storage, testing or servicing will be stored in accordance with manufacture specifications.

The Purchasing Manager manages and ensures that inventory levels are within agreed to levels as to achieve established inventory turn rate objectives within budgetary commitments.

The Purchasing Manager is also responsible for the control of tools, and coordinates with the Quality Manager (Quality Manager has final authority over the tool calibration program) for all matters relating to calibration requirements, ensuring calibrated tools are controlled and monitored for current calibration and future recurrent calibration schedules.

Ensure original or a copy of all paperwork received with all purchases including certifications, testing is scanned and kept on file in the designated drive and folder on the LAN for Purchasing department.

Ensure systems are developed to establish and maintain adequate and appropriate inventories levels (*see,* Incoming Review of Stock Received).

Ensure that completed work is appropriately packed and shipped (*see,* Shipping).

8.6.11 Stockroom Clerk

The Stockroom Clerk reports to the Purchasing Manager and has authority over and responsibility for the operations of the stockroom, with safety always the primary focus.

Since this position will not perform maintenance, preventive maintenance or alterations, the qualifications for this position are based upon knowledge, experience and/ or training as evidenced by employment history or practical tests.

The Purchasing Manager will ensure that individuals assigned the duties of this position are:

Familiar with the documentation required for receipt of civil aviation articles that will be used in the performance of maintenance, preventive maintenance, and alteration,

Thoroughly familiar with the procedures as set forth in this manual, and

It is the Stockroom Clerk's duty to:

Determine that the goods were received by a receiving inspector prior to issuance.

Correctly enter into inventory tracking database all items received, and place in a properly labeled bin location or other appropriate location.

Periodically check the shelf-life expectancy of units and for verifying the units are labeled correctly (*see,* Shelf-Life Control).

When there is more than one shift in stockroom, maintains Form F1.14.321 Shift Change Log for recording component(s) which arrived at the Repair Station and have not been processed thru receiving inspection, and keeps these segregated from inspected items.

The Purchasing Manager shall assume the Stockroom Clerk responsibilities in their absence.

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Section 9: Housing and Facilities

9.1 Requirements

The Repair Station will maintain the housing and facilities adequate for the ratings obtained from the FAA. Housing for the Repair Station's facilities must be large enough to contain the equipment, material, and personnel needed to properly perform the work authorized by its ratings. The housing includes:

Adequate space for all work performed.

Adequate areas for properly storing, segregating, and protecting materials, parts, and supplies so that work is protected from weather elements, dust, and heat.

Adequate areas to ensure workers are protected to prevent impairment of their physical efficiency.

Suitable shop space for machine tools and equipment so that work is not done in an area that may contaminate other parts or processes.

Suitable assembly areas for the largest items to be properly worked on under the Repair Station's ratings.

Suitable environmental controls for the work performed.

Sufficient workspace and areas to segregate and protect articles during all maintenance, preventative maintenance, or alterations.

Segregated work areas for environmental hazards or sensitive operations to be done without adversely affecting other maintenance or alteration articles or activities.

Racks, hoist, trays, stands, and other segregated means to store and protect all articles undergoing maintenance, preventative maintenance, or alterations.

Enough space for segregation of articles and materials stocked for insulation from articles undergoing maintenance, preventative maintenance, or alterations.

Ventilation, lighting, and control of temperature, humidity, and other climatic conditions to ensure personnel perform maintenance, preventative maintenance, or alterations to the required standards.

Supply adequate fire-fighting equipment is available at the Repair Station and that all personnel are trained in the appropriate safety practices and procedures, including proper use and location of firefighting equipment.

These requirements shall be verified during the Repair Station audit.

9.2 Employee Verification

The point of contacts and employees with access to the keys (or other means) used to prevent the unauthorized operation of large, unattended aircraft capable of flight have received background certifications, which includes employment history for the most recent five-year period. Records regarding background confirmation are kept by Human Resources and are accessible to the Accountable Manager.

9.3 Cleanliness and Safety

The housing and facilities will be kept in a clean and orderly manner. In general:

Smoking of any tobacco products is only permitted in designated areas of this facility.

Shops will be swept clean, and all trash emptied daily.

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Spills of any type of fluid shall be mopped dry. Cleaning solutions and any absorbed liquids shall be placed in a sealable container marked “Hazardous Waste” or Proper Name of Material for disposal when full.

Grinding of any type of material is not allowed in the assembly/disassembly and test areas.

Eating or drinking of any type, except for liquids in spill proof containers, is not allowed at workbenches or test stands. No eating or drinking is permitted in the aircraft.

Hazardous materials will be segregated appropriately by placing flammable items in flammable lockers in a designated area of the hangar. In the case of the battery shop, appropriate measures shall be taken to segregate batteries by type, i.e., ni-cad vs lithium ion, and proper venting to avoid safety issues. Flammable lockers will be audited monthly, and results noted on Form F5.2.505 Monthly Audit Form. Chief Quality Inspector will perform random audits to verify compliance and ensure immediate corrective action of non-compliance. Non-flammable consumables will be stored appropriately in the stockroom or other designated locations so as to ensure serviceability and accountability.

The Accountable manager is responsible for the continuous monitoring of work areas to ensure that personnel work with and handle materials appropriately. Personnel must ensure expendable and hazardous materials are properly labeled, charged and/or secured. This will include, but is not limited to, such items as bottle gases, flammable fluids, paints, consumable liquids and solvents, and fire extinguishers. Safety is always the primary focus.

9.4 Description of Housing

This accessories Repair Station is located at AeroTEC, Inc. 7988 Andrews Street NE, Bl. 2110, Moses Lake, Washington 98837-3210, and hangars are located at 7976 Andrews Street NE (WBH #1), and 7972 Andrews St NE (WBH #2) Moses Lake, Washington 98837.

It covers several buildings and areas within buildings.

9.4.1 Accessory Repair Station – Battery

The Accessory Battery Repair Station is located at AeroTEC, Inc. 7988 Andrews Street NE, Bl. 2110, Moses Lake, Washington 98837-3210.

The Accessory Battery Repair Station – battery is completely enclosed within the building and contains:

325 square feet of shop space

25 square feet of office space

10 square feet of stockroom floor space

85 square feet of incoming inspection space

85 square feet of maintenance space

85 square feet of charging station space

Charging station with ventilation system

Compressed air

220-volt, 30 amp and 110-volt, 20-amp circuits

Full ventilation

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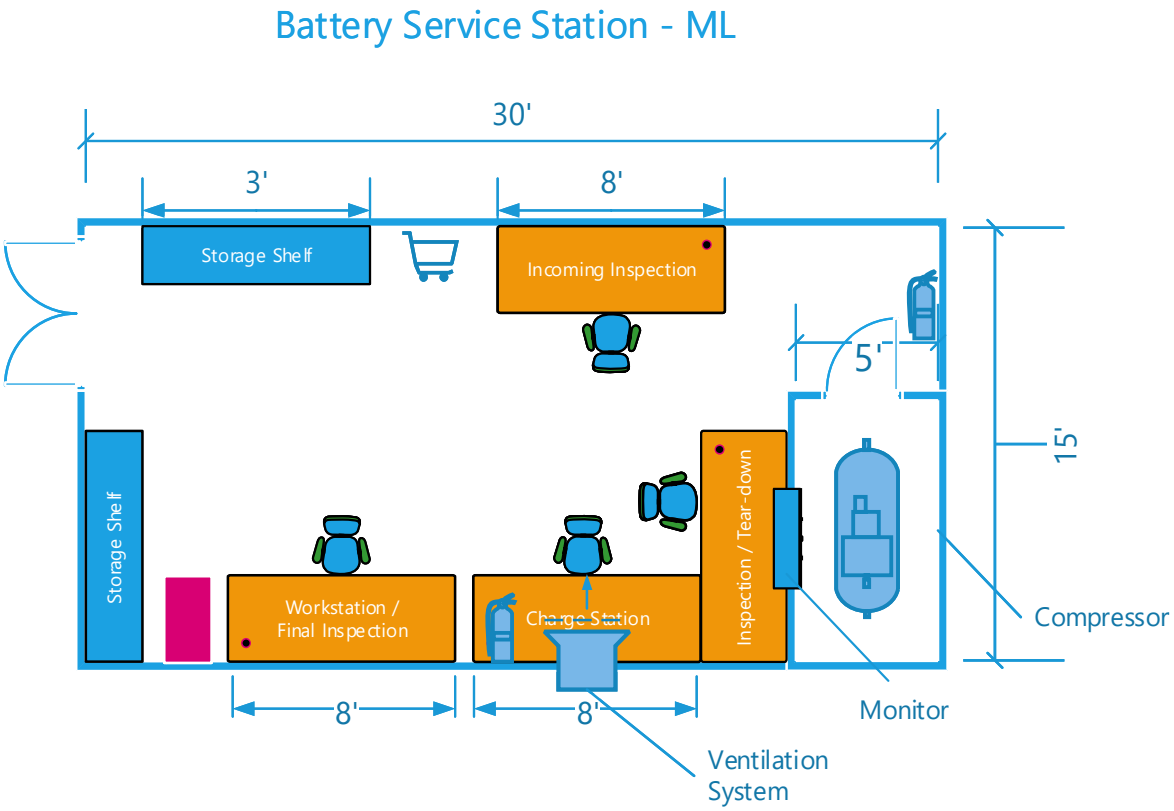
Fluorescent and LED light fixtures

Heating systems

Humidity control

9.4.2 Facility Drawing Battery Shop

Accessory Repair Station – Battery



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9.4.3 Wide-Body Hangar #1

The building capable of enclosing “wide-body” aircraft is located at 7976 Andrews Street, NE, Moses Lake, Washington. The hangar has a ramp area and access to the Grant County Airport. It is an approximately 65,000 square foot building of concrete and metal construction, containing—

Adequate office spaces and areas for document control

Adequate areas for incoming inspection and storage

440/220/115-volt power supplies

Foam fire extinguisher system

Full ventilation system with fans in the side walls and overhead

Full heating system

LED lighting

Compressed air

Humidity control

Suitable racks, hoists, trays, stands for storage of articles maintenance, preventive maintenance of wide-body large aircraft.

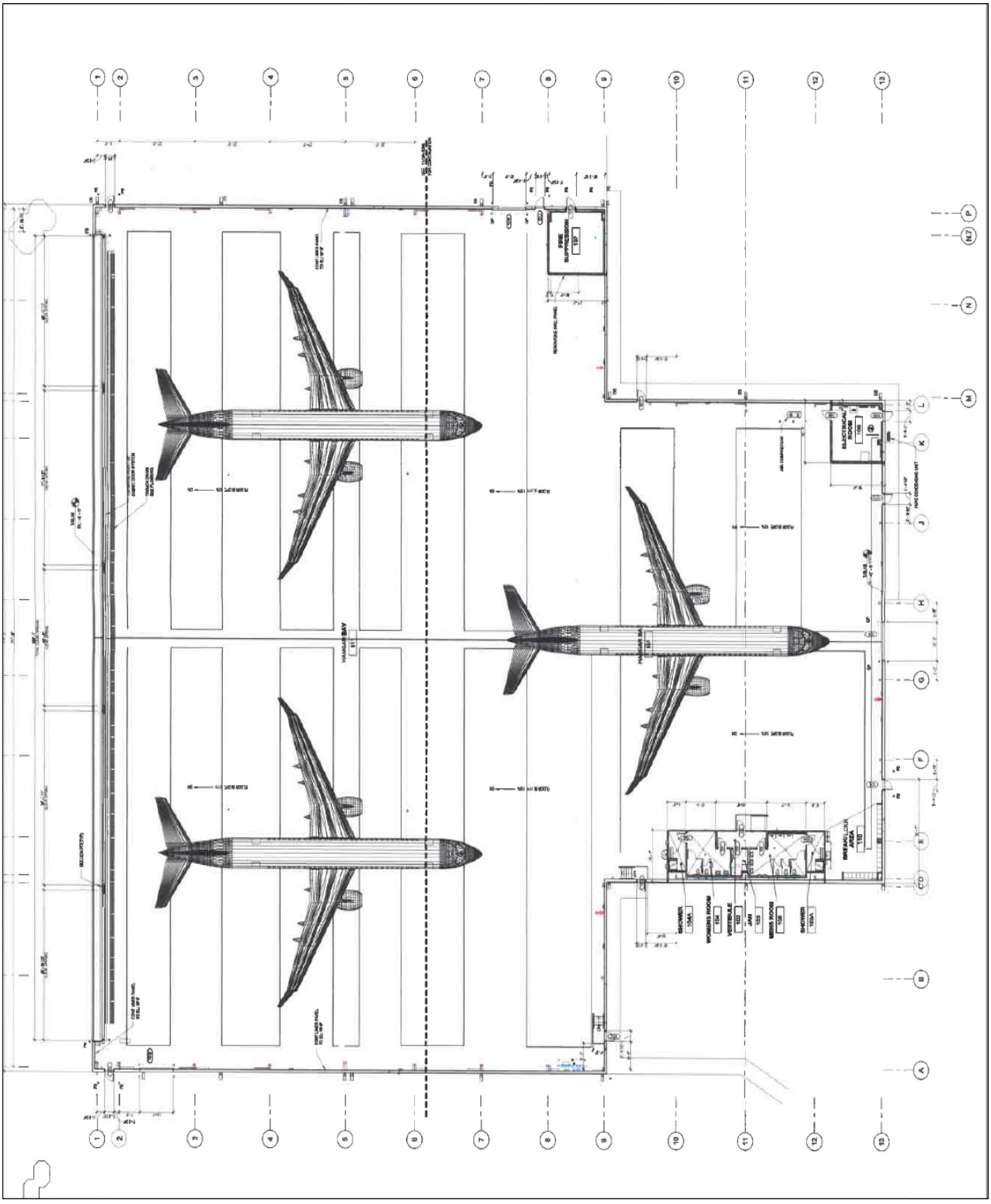
DIAGRAM OF WBH #1 ON NEXT PAGE

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Revision Number: 007
Revision Date: 03/31/22
Original Issue Date: 02/12/18

9.4.4 Facility Drawing WBH #1

Wide-body Hangar #1 (WBH#1), 7976 Andrews St NE Moses Lake, Wa.98837



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9.4.5 Wide-Body Hangar #2

The building is capable of enclosing “Wide-body” aircraft is located at 7972 Andrews Street, NE, Moses Lake, Washington. The hangar has a ramp area and access to the Grant County Airport. It is an approximately 78,365 square foot building of concrete and metal construction, containing:

Adequate office spaces and areas for document control

Adequate areas for incoming inspection and storage

440/ 220/ 115-volt power supply

Foam fire extinguisher system

Full ventilation system with fans in the side walls and overhead

Full heating system

LED lighting

Compressed air

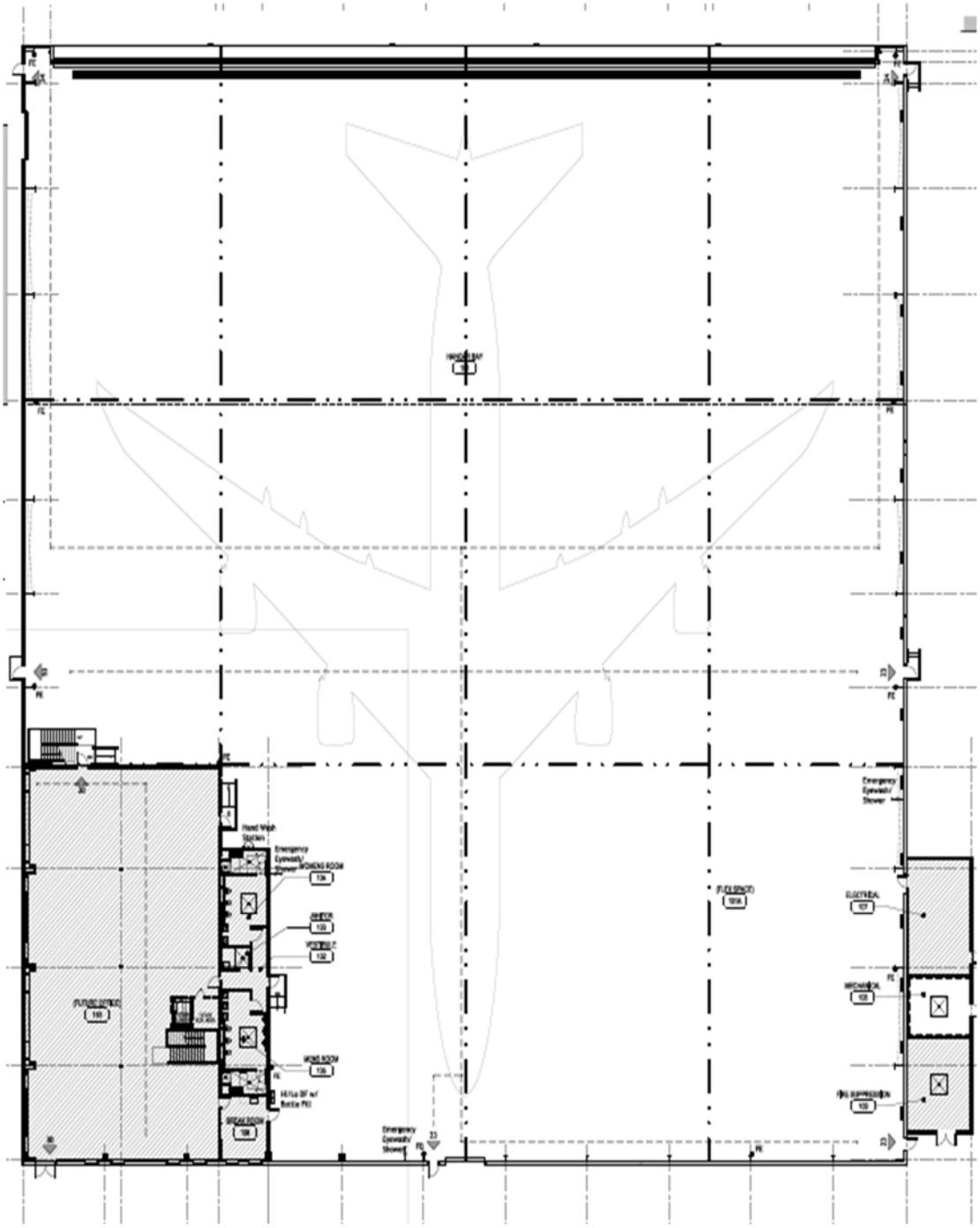
Suitable racks, hoists, trays, stands for storage of articles maintenance, preventive maintenance of narrow and wide-body aircraft.

DIAGRAM OF WBH #2 ON NEXT PAGE

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9.4.6 Facility Drawing WBH #2

Wide-body Hangar #2 (WBH#2), 7972 Andrews St NE Moses Lake, WA. 98837



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9.5 Facility Access and Entry

This procedure is to outline the Repair Station's policy on facility access, employee identification, and visitor registration. Unauthorized people entering the facility present a risk to the Repair Station employees and property, and customer-owned aircraft and property. Additionally, customers require that the facility be secure and safe at all times.

The main entry business door requires use of a Repair Station badge for access.

The Human Resources department will ensure that, employee photo identification badges are issued to all employees, new hires, and contractors performing work at the Repair Station.

During normal business hours, Security or Human Resources will receive visitors and have them sign the guest roster located at the front entrance, receive a visitor's badge, and be escorted by Repair Station personnel at all times. During off-hours Repair Station personnel will escort the visitor into the facility and provide an escort at all times. Visitor's badge must be returned upon daily departure from AeroTEC facilities.

9.5.1 Repair Station Employees and Contractors

All Repair Station employees and contractors will be issued photo identification badges. Photo identification badges must be returned to the Human Resources department upon termination of employment.

9.6 Working Outside the Described Housing

When this Repair Station performs work outside its described hangars, it will ensure appropriate protection of personnel, equipment, tooling, and aircraft. The Accountable Manager is responsible to determine requirements and assigns required tasks to the Maintenance Manager and Quality Manager. This is communicated as required to those accountable.

Appropriate nose docks, scaffolding, mobile stairs, and other equipment will be used as directed by the Accountable Manager or as recommended by the manufacturer.

9.7 Procedures for Changing Location, Housing, or Facilities

Changes to the location of the Repair Station will be coordinated in such a manner as to ensure that the Repair Station has written authority from the FAA to move its location and a complete understanding of the work that may be performed during the process.

To coordinate a change in the location of the Repair Station, the following will be submitted by the Accountable Manager to the FAA:

A request for the change of location on FAA Form 8310-3, "Application for Repair Station Certificate and/ or Rating",

An Application for Repair Station Certificate or Rating Letter (L1.11.102) or similar communication containing the elements set forth in the Forms Manual; and

A detailed plan:

Explaining the new address location, housing, and facilities,

Setting forth the anticipated timeline for moving the equipment and materials, and

For accomplishing work during the change in location.

The Repair Station may only accomplish work during the transition in accordance with the plan approved by the FAA. If no plan is approved, work must be suspended during the transition period.

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Once the location is changed, this manual will be revised to incorporate the new address in each section header and to describe the new facilities.

If it is determined that the Repair Station must make a change in the housing or facilities required by 14 CFR part 145.103 that could have a significant effect on its ability to perform maintenance, preventive maintenance or alterations under its Repair Station certificate, the FAA shall be notified in writing, including:

The nature of the anticipated change,

The time frame of the change,

A description of how work may be performed during the change,

A draft revision to this manual, and

A request for approval of the action contemplated.

The Repair Station understands that it may not make any changes to its housing or facilities required by 14 CFR 145.103 that have a significant effect on its ability to perform work without written permission from the FAA.

After receiving FAA permission and any agency-prescribed conditions or limitations that affect this Repair Station's work during any transition, the change may be initiated, and the manual revision completed as set forth in Manual Control and Distribution.

The Accountable Manager is responsible for ensuring that the changes in location, housing and facilities described in this paragraph of the manual are properly coordinated with the FAA.

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Section 10: Training

10.1 Training Requirements

This Repair Station will ensure that adequate numbers of knowledgeable personnel are available to accomplish the types of work authorized under the Repair Station certificate. These personnel must have knowledge of the specific maintenance function or technique they are involved in, based on knowledge, experience, or training.

All employees performing maintenance, preventive maintenance and alteration on civil aviation articles shall receive training as determined necessary for the qualifications and performance of their work assignment. Establishment and maintenance of the proficiency of all technical employees, including inspection personnel, (i.e., their capability to perform tasks correctly) is determined by observation, training and practical tests administered by supervisors and/ or under the training program.

Training and testing will be provided to Inspection personnel including the nature and differences between General Visual Inspection (GVI) versus Detailed Visual Inspection (DVI). Receiving, in-process, hidden damage, final inspection, and RII/Safety Inspection specific training will be provided prior to assignment as a Quality Control Inspector. As well, additional training regarding the review of maintenance documents for compliance to data, completeness, and proper adherence to the RSQM as it relates to the overall Quality System outlined therein (especially as defined in Section 12 of the RSQM) will be provided. The authority and limitations granted to Inspection personnel versus maintenance personnel is subject matter that training will be provided on. Recurrent, remedial, and supplemental training will be given in accordance with the Training Manual.

Initial and/ or recurrent training may be required depending upon the nature of the work, the qualifications necessary for the position, experience, knowledge, certification, and previous training of the individual.

The specific parameters of the training program are provided in a separate FAA-approved Training Program Manual. Training shall be provided in any form, format or process that is described in the FAA-approved Training Program Manual. The Training Manual Revisions are controlled the same as the RSQM, with the exception that as an FAA Approved Manual, this approval must be received before implementation.

The training program ensures that persons performing maintenance, preventive maintenance and alteration are capable of performing assigned tasks.

These requirements are met by authorizations as demonstrated on the training matrixes. See Training Manual for details.

10.2 Training Records

The Repair Station maintains a training record for each employee performing maintenance, preventive maintenance, and alteration. Generation and maintenance of these records are the responsibility of the Chief Quality Inspector (CQI). The record includes the person's basic qualifications, training, and experience. When training is accomplished, a record will be completed in accordance with the procedures in the Repair Station's Training Program Manual and is accessible to authorized personnel on the LAN.

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Section 11: Work Performed for Air Carriers or Commercial Operators

11.1 Standard Performance Requirements

In accordance with the limitations, ratings, and capabilities the Repair Station holds at the time, when this Repair Station performs maintenance, preventative maintenance or alterations for air carriers, or commercial operators (referred to in this section as "the customer") holding a 14 CFR Part 121, 125, 129, or 135 certificates, it has a duty to obtain the information necessary to ensure compliance with the customer's maintenance or inspection program and manual. The customer is also required to ensure that training for the requirements under their general maintenance manuals and programs are provided to persons performing maintenance on their behalf.

Note: For Canadian Aeronautical Products reference the Repair Station TCCA Supplement Manual M1.1.104.

Whilst most customers set forth their manual and maintenance requirements on the purchase order or repair request documentation, the Chief Quality Inspector, having received documented training and qualification per the customers General Maintenance Manual, maintenance, and inspection program, and/or other procedures along with standard industry practices and current FAA regulations, will ensure compliance with those instructions by:

Reviewing all purchase, repair orders, or work requests from customers for special work instructions.

Reviewing and amending purchase orders for complete and correct instructions.

Asking all new customers in writing to provide on its purchase or repair order the exact information to be used in performing maintenance, preventive maintenance, or alteration on its behalf.

In addition, through audits by the air carriers and commercial operators per their scheduling requirements, as well as through internal audits per the AeroTEC Quality Management System (QMS-100) scheduled audit process, this Repair Station will ensure continued compliance with the customer's requirements with respect to recordkeeping, training of personnel and other matters covered by the customer's maintenance manual procedures.

The Repair Station requires all air carriers or commercial operators to have an Airworthiness Agreement (AWA) or a completed Customer Requirement Check List by way of a Purchase/Work Order, as applicable. The AWA or Work Order Checklist is signed by all appropriate parties for maintenance, production, and quality for both the air carrier and the Repair Station. The completed AWA or Work order ensures the procedures to be followed whether air carrier GMM/ GPM or Repair Station or a mix of both are clearly identified.

11.1.1 Qualifications to Accomplish Required Inspection Item/Safety Inspections

Some customers have an FAA-approved maintenance program that includes required inspection item (RII/Safety Inspection) inspections. The Repair Station also lists similar Safety Inspection items for customers with no approved maintenance program (i.e., leasing companies etc.), these are listed in 12.15.1 of this manual.

Any inspector who performs RII/Safety Inspections must be certificated under 14 CFR Part 65 and must be trained, qualified, and authorized by the customer and/or Repair Station. Recurrent training in accordance with the operator's program is also required.

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Training will be provided by the customer for RII/Safety Inspections (Operator's RII/Safety Inspection) and its maintenance programs. Inspectors authorized to perform RII/Safety Inspections shall be trained on the customer's RII/Safety Inspection procedures, including how to perform and record the inspection, maintenance entries, maintenance releases, logbook entries, and return to service tags.

Inspectors to be trained for and hold RII/Safety Inspection authorization from the customer will be selected by the Chief Quality Inspector based on their background, skill level and training, and will communicate this to the customer. RII/Safety Inspection items are those tasks that are identified as being RII/Safety Inspection as set forth by the customer in its GMM; additional RII/Safety Inspection items applicable to part customers without a maintenance program is identified in this RSQM (see Section 12.15.1 RII/Safety Inspection Items).

The Chief Quality Inspector will ensure:

RII/Safety Inspection procedures, as defined by the applicable customer requirements, are followed and all requirements are met.

RII/Safety Inspection authorized inspectors will have this qualification noted on the Repair station's Training Matrix, the Inspector roster with notation as RII/Safety Inspection qualified, and roster listing RII/Safety Inspection qualifications by customer individually.

This Inspector stamp roster will identify RII/Safety Inspection inspectors and be posted in a conspicuous manner to ensure compliance with buy-off of RII/Safety Inspection items is performed only by RII/Safety Inspection authorized inspectors, as identified through the customer's maintenance program and/or by way of notation on Maintenance Work Card.

The Chief Quality Inspector will conduct audits in accordance with the AeroTEC QMS-100 internal audit scheduling and archiving processes to evaluate the performance of this element and implement corrective action if necessary. This will be achieved by way of surveillance of customer approved maintenance documents RII/Safety Inspection sign-off requirements, Repair Station MWC F5.2.501 signoff verifications, usage of an RII/Safety Inspection stamp with red ink; during document audit for closure of both routine work cards and in the MWC Tally (F5.2.509) by the Planner. This Repair Station shall follow the customer's FAA-approved maintenance program when preforming work for a Foreign Air Carrier or person operating U.S. registered aircraft under 14 CF Part 129.

In addition, through audits by the customers as well as by the Repair Station Chief Quality Inspector continued compliance with the customer's requirements with respect to recordkeeping, training of personnel and other matters covered by the customer's maintenance manual procedures will be ensured.

11.2 Requirement for Antidrug and Alcohol Misuse Prevention Program

All employees performing, ready to perform or immediately available to perform maintenance or preventive maintenance (safety-sensitive) functions for customer certificated under 14 CFR part 121 or 14 CFR part 135 are included in a Department of Transportation/ FAA-approved Antidrug and Alcohol Misuse Prevention Program. This is per the requirements of 14 CFR part 120, in conjunction with Repair Station OpsSpec A449.

The Accountable Manager is responsible for assuring that the employees are appropriately tested and included in the program so that the Repair Station is compliant with the DOT and FAA Antidrug and Alcohol Misuse Prevention Program requirements. Human resources focal maintains this data and archives it on LAN.

11.3 Notification of Hazardous Material Status

This Repair Station is considered a HazMat employer under 49 CFR 171.8.

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Whenever this Repair Station receives notification of HazMat status (i.e., will-carry or will-not-carry) the Quality Manager will acknowledge receipt of the notification by signing a copy of the letter and returning it to the customer with a note that the Repair Station is a HazMat employer under 49 CFR 171.8.

The Quality Manager shall require employees and contractors who handle or replace aircraft components (or other items regulated by 49 CFR Parts 171 through 180) to be notified prior of each Part 121 and 135 customer that permits or prohibits carrying HAZMATs, and for the receipt of HazMat notifications.

11.4 Duty Time Requirements

The Repair Station Quality Manager and Maintenance Manager are responsible for monitoring their employee's hours-worked in order to comply with 14 CFR Part 121.377 by means of the timesheet approval process. To aid in compliance with the duty time limitation, they will ensure during the last 7 days of the month a person has taken at least 4 days off during that month. Each certificate holder (or person performing maintenance or preventive maintenance functions for it) shall relieve each person performing maintenance or preventive maintenance from duty for a period of at least 24 consecutive hours during any seven consecutive days, or the equivalent thereof within any one calendar month.

All personnel must abide by the AeroTEC company Rest Policy as documented in the AeroTEC Employee Handbook.

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Section 12: Quality System

12.1 Introduction and Quality

The Repair Station has documented and maintains both a quality assurance and quality control system as a means of ensuring that maintenance and repair activities conform to specified requirements and the internal audit program.

The Quality Assurance Program by means of a Quality Maintenance System (QMS) includes the participation of all Repair Station employees either directly or indirectly. The participation of all employees in the Quality Assurance Program ensures that deficiencies in systems, procedures, and practices are identified and corrected before they adversely affect operations. The Quality Assurance Program's continuous and comprehensive evaluations results in the continuous improvement of systems by identifying problems and establishing solutions before the safety or the economic health of the organization is adversely affected. Under the guidance of AeroTEC QMS-100, utilizing internal audits such as the Audit and Corrective Action Form F1.7.100, Weekly Maintenance Audit Form ATEC-PRO-804, the Quality Manager and Chief Quality Inspector will be able to evaluate the impact of changes to manuals, forms, processes, and procedures so as to mitigate any negative consequences, as well as implement immediate corrective action and follow-up review for effectiveness.

The range and detail of quality system documentation is appropriate to the complexity of work, methods used, the skill and training of personnel. Appropriate documentation is readily accessible to personnel performing work, and to customers and/ or regulatory authority representatives. The quality system is effectively implemented through the distribution of this documentation and training associated with it.

The basic purpose of the Quality Control function is to permit this Repair Station to function by ensuring that work performed is completed in accordance with the required standards. F5.2.502 Maintenance Work Card (F5.2.501) Tally Log shall show all the required testing, maintenance, preventive maintenance, alterations, and inspections have been performed and/or documented. Once this information is completed, it is documented in the Customer Order Summary to reflect all work completed for the article.

Employees performing maintenance, preventive maintenance and alterations performed under the Repair Station certificate will follow these procedures.

This manual defines the inspection policies and basic procedures, which apply to maintenance, preventive maintenance, alterations, or required inspections performed under the Repair Station's Ops Specs and Capabilities lists.

Programs and/ or systems, which are managed and/ or controlled by the Repair Station are identified below. Ref: [145.107, 145.201, 145.203]

Drug and Alcohol Program

Calibration Tooling Database

Engineering

Document and Data Control process

Vendor/ Supplier Approved Process

This manual describes the Repair Station's Quality Organization responsibilities and procedures used to manage and provide evidence and control of the Quality System. The Quality Department operates as two functions.

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Quality Assurance thru QMS being an independent function of the company organization ensures that the quality system, procedures, practices, and products meet 14 CFR Part 145 requirements.

Quality Control is the means of providing evidence through Inspections and records that product and services meet 14 CFR part 145 requirements.

In accordance with 14 CFR part 145 the Maintenance, Inspections and Repair Station activities are limited to the ratings authorized on the Repair Station's Operation Specification Air Agency Certificate. To consistently and professionally perform the duties required, the Repair Station has in place departmental procedures, which provide and control technical data, materials, equipment, and facilities.

12.1.1 Certification Program

Code of Federal Regulations (CFRs) require the Repair Station to ensure and show the FAA that competent personnel and adequate facilities and equipment (including spare parts, supplies, and materials) are available as necessary for the proper servicing, maintenance, preventive maintenance, and alteration of Customer aircraft.

The Quality Manager will determine and ensure that the requirements of the CFR's are satisfied through initial certification of specified maintenance functions and/ or on-going Internal Audits. The Quality Manager has the authority to de-certify a maintenance function if the applicable CFR's and/ or company requirements are not being complied with.

The following maintenance functions require pre-certifications by the Quality Manager:

New or Revised Procedures

New Vendor Assignment

Supplemental Type Certificate Conformity

Additional Aircraft Capabilities Audit

All maintenance, preventive maintenance, and alterations will be performed in accordance with current manufacturer's recommendations that will return the aeronautical product to its original or properly altered condition.

Should a procedural conflict occur between this manual and the customers manual, the customer manual will take precedence.

The maintenance, preventive maintenance, alterations, or required inspection of products will be performed in accordance with the current Federal Aviation Regulations, manufacturer's data, drawings, specifications, bulletins and customer's data, or other technical data approved by the Administrator for the Certificated Repair Station ratings or limited ratings. [145.109 and 145.201]

The Technical information and this manual, required for operation of this Repair Station, will be maintained in a current status at all times. Ref: [145.155 and 145.211]

This manual is available in electronic format on the company computer intranet within the electronic media database. The control and distribution of electronic copies will be in accordance with RSQM 1.2:

The electronic media database is password protected and changes can only be made by authorized Quality department personnel.

The database can be accessed/ viewed as "read only" by all Repair Station personnel on the internal computer network system, the "LAN".

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All supervisory, inspection personnel and maintenance personnel authorized to return aircraft or articles to service will be familiar with contents of this manual. [145.155 & 145.211]

This manual and the Air Agency Certificate will be available for inspection by the FAA Administrator and/ or the NTSB authorized representative, when requested, in the form of either paper and/ or electronic means. [145.223]

Any customer or, FAA requested copies of the manual would be in a digital electronic format (Adobe Acrobat .pdf) or hard copy format that will be distributed as revisions are added.

12.1.2 Authority of a Customer's Representative

The Repair Station will accept the signature of a customer's authorized maintenance representative as representing the primary authority and responsibility of that customer. His actions will be questioned or restricted only to the extent necessary to maintain reasonable/efficient control, or if known to be in error.

12.1.3 Corrective and Preventive Action Procedures

It is the responsibility of all personnel (initiator) within the Repair Station to take appropriate actions to prevent non-conformities/ non-compliances and/ or damage to aircraft/ equipment and to immediately report them when discovered to Quality Manager or the Chief Quality Inspector.

The Quality Manager is responsible:

To administrate and ensure the Repair Station has an effective, working Corrective and Preventive Program.

To chair activities of a Corrective Action Board comprised of Accountable Manager, Quality Manager, Maintenance Manager, Chief Quality Inspector and Planner.

Complete Audit and Corrective Action Reports for all Quality Escapes found and reported by the customer. Prepare and disseminate Quality Alerts F1.7.102 to repair station personnel for mitigation.

Immediately initiate containment and preventive measures to prevent any further non-compliance, including the generation and delivery of Quality Escape F1.7.101 document to customer.

Review Audit and Corrective Action Reporting and assigns responsibility for root cause investigation, corrective action, preventive and follow-up measures for initiated Audit and Corrective Action Reports. Perform follow-up checks on preventive measures when applicable and ensure corrective actions if applicable, are implemented.

The Quality Manager has responsibility for administration of the Audit and Corrective Action Reporting Database and evaluation/ approval of Audit and Corrective Action Reports.

To ensure all reported incidents are recorded within 5 business days.

For generating Audit and Corrective Action Report and assigning responsibility to the appropriate Responsible Manager for completion.

To review and approve completed Audit and Corrective Actions Reports (F1.17.100) and ensure all overdue or unresolved requests are actioned at or escalated to the Accountable Manager as required for appropriate review and action.

An Audit and Corrective Action Report will be requested or generated when:

Any person causing or discovering a non-conformity/ non-compliance will request an Audit and Corrective Actions Report (F1.17.100) Any reported damage to any aircraft or aircraft related component would generate an Audit and Corrective Actions Report (F1.17.100) investigation. This request/ notification can be verbal or documented on a worksheet.

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Examples of Examples of Audit and Corrective Action Reports are:

Aircraft or component non-conformances or damage

Quality Alert Bulletins to mitigate future discrepancies or non-conformances to processes/procedures.

Quality Escapes internal/ external or component Return

Customer Survey/ Self Reporting dispositions

Discrepancies associate with policies, procedures, or forms.

Regulation or Repair Station Manual non-compliances.

NOTE: The Audit and Corrective Action Reports Database is accessible by Management via the LAN and will detail the status of Audit and Corrective Actions Reports (F1.17.100) and the time taken to respond, resolve, and close the Audit and Corrective Action Reports.

Audit reports received with observations, or other deficiency reports that require corrective action and follow-up with appropriate Manager/ Supervisor action will be initiated as an Audit and Corrective Action Report.

NOTE: Entering precise and complete information when generating an Audit and Corrective Action Reports will expedite the containment and corrective measure completion time.

NOTE: The Audit and Corrective Action Reports Database makes available the option of attaching evidence of findings. Any data pertinent to the event can be scanned electronically and attached for records.

12.1.4 Board of Inquiry (BOIs)/Quality Steering Committee

Board of Inquiry

It is the responsibility of all personnel (initiator) within the Repair Station to take appropriate actions to prevent non-conformities/ non-compliances and/ or damage to aircraft/ equipment and to immediately report them when discovered to a Supervisor, respective Manager, or the Quality Department.

BOI's are formed to review non-conformities, corrective, and preventive actions and to resolve all past due requests. Also, to address Quality Escapes reported internally or by customer.

At the discretion of the Quality Manager or designee BOI's may be held to maintain compliance of the Audit and Corrective Actions Report (F1.17.100) system as outlined in this procedure.

The Board of Inquiry (BOI) is assembled and chaired by the Quality Manager. The BOI consists of representatives from Maintenance and Quality including Supervisors preferably not associated with the Quality Escape Event.

The BOI procedure is as follows:

An Internal Quality Escape is an event that occurs after a maintenance process/ procedure has been through the Quality Control process and is found to be in error. An Internal Quality Escape can also occur when an aircraft maintenance event delays and impacts the customer's delivery schedule.

An External Quality Escape is an event reported by the customer after the aircraft and/ or aircraft component leaves the facility and control of the Repair Station.

The initial request of a Quality Escape Event will be reviewed by the Quality Manager for validity and if determined to be a Quality Escape, generate an Audit and Corrective Actions Report (F1.17.100), a Quality Escape Notice F1.7.101, and start the preliminary investigation.

Audit and Corrective Actions Report (F1.17.100) will be completed per QMS processes.

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Once the Quality Manager has completed Audit and Corrective Actions Report (F1.17.100), the BOI will be assembled and a BOI pre-brief to the board will be performed in advance of the BOI where the event and findings are presented to the members of the BOI.

The intent of the BOI is to investigate the technical nature of the escape or possible escape and review the details of the event in a manner as to set verify the technical process/ procedure was followed and the technical aspects of the event were valid. Also, to determine if the root cause of the event can be isolated to technical issue.

The BOI members should be allowed enough time to review the event and findings and to determine if any unanswered questions remain regarding the event. These questions will be presented to the interviewees during the BOI process.

During the BOI interviews, the board members will present their questions to the interviewees to have a clear understanding in determining root cause of the Quality Escape Event.

When the BOI has concluded, the board members will collaborate on the board findings, root cause, and any technical corrective actions needed. The Quality Manager will generate a BOI Summary with this information. The BOI will not issue any administrative actions.

The Quality Manager will present the Quality Escape Summary, BOI Summary, all documentation, statements, pictures, etc.) to the Managers and HR. The Management staff will review the findings and may request additional information. They will decide if the issue has been properly addressed and if any administrative actions are warranted.

The Quality Manager will generate an Executive Summary for the customer and the FAA, if required.

The Quality Manager will close out the Audit and Corrective Actions Report (F1.17.100) with the Quality Escape Summary attached.

Quality System Steering Committee:

Quality System Steering committee consists of the Accountable Manager, Quality Manager, Maintenance Manager, Chief Quality Inspector and Planner, Purchasing Manager as applicable.

The Quality Manager or designee chairs the Quality System Steering Committee and meets on a regular basis or as required.

The Committee reviews previously closed Audit and Corrective Actions Report (F1.17.100) that have met the criteria in RSQM 12.1.3 above for proper closing actions.
The Committee reviews the Quality System and reported non-conformities that have been escalated from the Audit and Corrective Actions Report (F1.17.100)'s and ensures appropriate actions are initiated to fully resolve the discrepancies and prevent recurrences.

Performs tracking of the Database/ Trend Monitoring.

The Quality Manager will create reports from Audit and Corrective Actions Report (F1.17.100) database such as non-conformity problem trends, repetitive occurrences etc., for review and discussion by the Quality System Steering Committee:

"Repeat" Reports

"Quality Escape" Reports

"Needs Review" Reports

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12.1.5 Quality Alert Processes

The Quality Alert Process is used to provide a means of quickly communicating information that does not fit into the format of procedures, maintenance activities, or quality requirements, but is significant operationally.

It may be necessary to quickly communicate to maintenance and support personnel information concerning quality or safety issues. In this case, the Quality Alert Bulletin(s) are issued:

> To provide a means of quickly communicating information that does not fit into the format of procedures, maintenance activities, or quality requirements, but is significant operationally.
>
> It may be necessary to quickly communicate to maintenance and support personnel information concerning quality or safety issues. In this case, Quality Manager will transmit the information by means of a Quality Alert bulletin F1.7.102.
>
> Each notice will be headed by the words “Quality Alert Bulletin”. The text of the information will follow, and the document may include a set of instructions.
>
> Each alert will be assigned a specific number and date, which will indicate the date of issue and a sequential number.
>
> The Quality Manager will keep a master log listing all alerts issued. Alert notices will be distributed to the applicable department Manager to include Supervisors.
>
> The Alert Bulletin will remain active for a period of thirty (30) days at which time the holder will determine the usefulness of the notice.
>
> Quality Manager will have overall responsibilities for the administration and distribution of the Quality Alerts, to include “read” and “sign” by employees to ensure awareness.
>
> The Master Log of Quality Alert Bulletins will remain on file for two (2) years at which time they may be destroyed.

It will be the responsibility of the department Manager/ Supervisor to post the Alert Bulletin in their area, to brief their employees and take any appropriate action. The Quality Manager will transmit the information by means of a Quality Alert Bulletin and,

> It will be the responsibility of the department Manager/ Supervisor to post the Alert Bulletin in their area, to brief their employees and take any appropriate action.
>
> The supervisors will post and brief or have employee to read and/ or sign acknowledgement.

12.1.6 Receiving Inspection Functions

The inspection process ensures that an incoming product is not used or processed until it is verified as conforming to the specified requirements. Stockroom personnel may receive all items except for those items that are associated with a non-conformance (MWC), such as an article sent for special coatings or processes, and do not have an accompanying 8130-3. Only a certificated QC Inspector with receiving authority may receive such items.

The amount and nature of the receiving inspection is defined based on the amount of control exercised at the subcontractor’s premises and the recorded evidence of conformance that is provided.

Certification reports that are used to accept material are reviewed during the receiving inspection process to ensure that data is acceptable per applicable specifications. These certifications are periodically evaluated.

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Many parts are received for repair, and therefore arrive with known nonconformance. Other parts are purchased new or provided by customers for use on aircraft. Receiving inspection is verification that required documentation associated with any received materials/ components is included and accurate. Received product is also checked for obvious transit damage and the item conforms to specified requirements.

Incoming product is considered accepted for use after a Receiving Inspector has inspected, stamped the shipping paperwork, and after the receipt has been entered into the inventory database. The Receiving Inspector will be properly trained in the receiving process to include review and amendment of purchase orders as necessary in coordination with Maintenance Manager, Chief Quality Inspector and/ or Purchasing Manager, as necessary. Training must be documented, Product with incomplete/ inaccurate paperwork or indications of transit damage is segregated and handled in accordance with the Control of Nonconformance Procedure.

A copy of the certification for each accepted part accompanies the part to the materials department and a copy of the certification will be maintained in by Purchasing department in scanned form on the LAN.

The primary purpose of a certification is to establish that a specific part has been FAA approved. The validity of certifications relative to FAA compliance is established through the requirement for suppliers to periodically [every 2 years] provide current FAA capability credentials.

12.2 Maintenance Data, Equipment, and Materials

All maintenance data, equipment and materials required for work performed will be under the control of the Repair Station and made available where the work is accomplished.

12.2.1 Maintenance Data

The Chief Quality Inspector will ensure that maintenance data is current and applicable at the time work is performed. S(he) ensures current maintenance data by appropriate arrangements with the manufacturer and through instructions provided by its customer. Planner is designated to control and distribute data.

The Chief Quality Inspector ensures that s(he) is aware of ADs applicable to the articles being maintained by frequent references to data available through the FAA's AD Web site. The FAA website will be reviewed on a weekly basis for any AD updates. The AD shall be reviewed by the Chief Quality inspector in order to issue compliance instructions to maintenance and inspection personnel. A reminder or notification will be placed on the Chief Quality Inspector's calendar.

When the Chief Quality Inspector does not have an arrangement with the manufacturer to receive maintenance data, the Chief Quality Inspector will check with the manufacturer for currency before use. In all cases, the Chief Quality Inspector will adhere to customer instructions on the currency of information used to perform maintenance, preventive maintenance, and alteration tasks.

When updated information is received it will be reviewed by the Chief Quality Inspector to determine whether the work in progress will be impacted. Normally, the work will not be interrupted or re-accomplished.

If the updated instructions and information deal with an AD, the work in progress will be reviewed for compliance with the Airworthiness directive.

The Chief Quality Inspector must maintain, in a format acceptable to the FAA, the documents and data required for the performance of maintenance, preventive maintenance, or alterations under its Repair Station certificate and operations specifications in accordance with part 43. The following documents and data must be current and accessible when the relevant work is being done:

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Airworthiness directives,

Instructions for continued airworthiness,

Maintenance manuals,

Overhaul manuals,

Standard practice manuals,

Service bulletins, and

Other applicable data acceptable to or approved by the FAA.

The Planner is responsible for procuring, revising, tracking the currency, controlling, maintaining, and distribution of maintenance data, in coordination with Chief Quality Inspector.

Repair Station personnel have the responsibility to ensure all technical data used for repairs or service of aircraft and aircraft equipment at the Repair Station come only from this controlled process or customer provided. All printed data must be dated with the date of printing, and only have a 30-day usage limit beyond that date before being discarded and new printed of data must occur.

In the event of any manual revisions provided by the operator or manufacturer, AeroTEC will update the manuals on the server within 30 days of receipt of the manuals from the customer or manufacturer.

12.2.2 Verification of Technical Data

Electronic Technical manuals are securely maintained current and uploaded into the Repair Station LAN or maintained on-site in hardcopy under the applicable revision schedule by the Chief Quality Inspector. Password and permission procedures will ensure unauthorized alteration or deletion does not occur. This data will be accessible at all times by maintenance and inspection as well as other appropriate personnel, and FAA or NTSB authorized representatives will be able to retrieve, view, and print the information.

Maintenance Supervisor shall ensure that all assigned technicians have in their possession the appropriate technical data reference for the task being performed.

Technician(s) will be responsible for obtaining and attaching the current approved technical data (i.e., applicable pages of the AMM reference etc.) for the task being performed. In addition, when a task in an RII/Safety Inspection the technician will be responsible for coordinating [prior to performing the work] with the Quality control Inspector on the specific inspection RII/Safety Inspection steps. Technicians performing maintenance actions that are identified as RII/Safety Inspection must be properly trained, qualified, and shall report to the Quality department while performing these functions. In addition, the technician will be responsible to ensure that the RII/Safety Inspection paperwork is presented to and stamped by an RII/Safety Inspection authorized inspector after completion of task or prior to shift ending.

Quality Control Inspector will: When an RII/Safety Inspection has been identified, annotate the appropriate steps on the reference material. In addition, will verify the appropriate technical data is with the generating document [i.e., work card etc.]. This must be accomplished prior to accepting or approving work where reference material was required to perform the work.

All persons performing maintenance, alterations, or preventive maintenance IAW 14 CFR Part 43.13 are required to use approved methods, techniques, and practices prescribed in the current Manufacturer's maintenance manual instructions (Acceptable Data).

Technical data required for non-routine work will be attached to the MWC 5.2.501 form by the technician performing the maintenance with a date printed on the front page.

All technical data must be retained with the generating document until the completion of the maintenance action and required inspections are completed by Quality Control. The data can then be discarded.

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For large work projects where reference data is used as a record of maintenance such as drawings, prints etc. are required in order to perform the work, the aircraft Job and Operation Number must be listed in addition to the aircraft customer order and date printed or copied.

Where maintenance is performed by multiple technicians the approved technical data may be used as a record of maintenance to record step-by-step sign off for work progression. Tech data used for this purpose will remain with the completed generating document and will be retained by the Repair Station as permanent records of maintenance. (**NOTE**: All steps shall be completed on the tech data).

After the maintenance task has been completed QC will verify that the data used was correct and the work was accomplished IAW that data.

Any technical data that is used for reference only (i.e., panel locations) must be validated or marked for "reference only".

12.2.3 Controlled Drawings

Controlled drawings are subject to revision level control and will be updated as required per the provisions of these procedures.

Controlled drawings used in the maintaining of aircraft will be attached to the document requiring the work and will become part of aircraft records.

NOTE: When a controlled drawing is needed on the floor, a copy of that drawing shall be identified with the date printed or copied along with the aircraft customer order number, job number, and operation number.

NOTE: On aircraft where Controlled drawings are required for extended and/ or Proto-Type Modification Programs, the drawing will be stamped with the start date of the Modification program and the aircraft customer order number, job number, and operation number. The drawing will be valid for the duration of that visit.

12.2.4 Uncontrolled Drawings

Uncontrolled drawings are not subject to periodic update/ recall.

Uncontrolled drawings are used for engineering and reference purpose only.

Uncontrolled drawings shall never be used in place of controlled drawings for production or inspection purposes.

"For Reference Only" must be documented on the uncontrolled drawing.

The Use of Preliminary/ Draft Engineering Data

The use of preliminary/draft engineering data is approved for use during the maintenance of an aircraft providing the following procedures are followed.

All preliminary/draft engineering data will be identified as "preliminary/draft data"; it should include the name and contact information of the engineer providing the repair/data.

When the work has been accomplished to the draft data, the reference must include the preliminary/draft data number (EO#) and revision level.

All preliminary/draft versions must be retained and attached as records of maintenance for the work performed.

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The technician must ensure, upon receipt of the FAA approved data, that all steps on the preliminary/draft(s) and final FAA approved data have been accomplished and documented.

Quality Control must perform a conformity inspection of repair to assure that all steps on the preliminary/draft(s) and final FAA approved data have been accomplished and documented.

12.2.5 Major/Minor Determinations

Major repairs and alterations performed by this Repair Station and coordinated with the customer shall be accomplished in accordance with technical data approved by the FAA and shall be recorded in accordance with 14 CFR part 43, appendix B and governed by AeroTEC's Major Repairs and Major Alterations process.

The Chief Quality Inspector will use 14 CFR 1.1, 14 CFR part 43, appendix A, AC 120-77, and FAA Order 8900.1 Volume 4 Chapter 9 Section 1 as guidance to determine if a repair or alteration is classified as major or minor. If a repair or alteration is to be accomplished and it is not obvious whether it should be classified as major or minor, the Chief Quality Inspector will create documentation that substantiates the determination using the Major/ Minor Determination Form F1.14.319 as set forth in the Forms Manual.

The basic purpose of the Quality Control function is to permit this Repair Station to function by ensuring that work performed is completed in accordance with the required standards. F5.2.502 Maintenance Work Card (F5.2.501) Tally Log shall show all the required testing, maintenance, preventive maintenance, alterations, and inspections have been performed and/or documented. Once this information is completed, it is documented in the Customer Order Summary to reflect all work completed for the article.

The Chief Quality Inspector, customer, and air carrier are responsible for making major/minor determinations. The work order shall document the analysis that supports that determination and the FAA-approval of the data supporting all major repairs and alterations.

12.2.6 Equipment, Tools, Materials, and Parts

The Repair Station will use the equipment, tools, materials, and parts recommended by the manufacturer or those determined to be equivalent to that suggested by the manufacturer. The equivalency is determined by the Chief Quality Inspector using maintenance data and manufacturer's suggested data.

All equipment and tools will be kept in proper working order. If a piece of equipment or tool needs maintenance or preventive maintenance, it will be segregated by the Stockroom Clerk and marked as unusable until corrective action has been taken to ensure that it can perform its intended function.

Materials and parts used to perform maintenance, preventive maintenance or alteration are ordered as required. Material is gathered by the Stockroom Clerk to complete the work card. The Stockroom Clerk and Technicians shall audit the materials that all required are present. No work is commenced, continued, or completed without the use of appropriate materials.

It is the responsibility of the Purchasing Manager to ensure tools, calibrated tooling, precision tools, equipment, materials, and parts used in maintenance, preventive maintenance and alterations are properly stored, handled, and transported in accordance with manufacturer's instructions and Repair Station's Tool Control, Calibration, & Shelf-Life processes. The Stockroom Clerk uses controlled databases to monitor calibration status and shelf-life control. The Shipping/ Receiving clerk shall collect any Material Safety Data Sheets (MSDS Sheets) from incoming material and deliver them to the Purchasing Manager for upload to LAN as necessary.

Any equipment, tool, material, or part that:

Has exceeded it shelf, inspection or calibration cycle or has broken calibration seals,

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Is suspect of malfunctioning,

Is not tagged,

Is not certificated,

Is questionable in form, fit or function, or

Is determined unreliable

Is received without a purchase order:

Shall be immediately removed from service by the Stockroom Clerk, Technician, and or Inspector with a Rejection Tag (T5.2.500) or similar document. The Rejection Tag shall explain the reason for the removal from service, part shall be quarantined and await deposition.

Company tools assigned to the Stockroom for issue will be controlled/ issued by the Stockroom or Toolroom clerk. Tools will be signed out in a short term or long-term basis from the stockroom tracked in the Master Tool Data Base. Short Term tools signed out by Technicians must be returned to the stockroom by the technician prior to the end of their shift. Long Term tools signed out by Maintenance Supervisors can be issued for the duration of the check and must be returned when no longer required.

12.2.7 Personal Tools

Personal tools that require calibration are not allowed at the Repair Station to accomplish prescribed tasks on any aircraft. Personal tools will be marked with an identifying mark that is unique to each employee, during initial training the employee will be required to complete the identification form and document the unique identifying mark on Form F6.9.600 Tool **I**dentification Form. Form F6.9.600 will be placed in a tool identification logbook. The Maintenance Manager and the Chief Quality inspector will each have a copy of the identification control sheets.

Managers, Quality and Maintenance Supervisors reserve the right to conduct random or reasonable toolbox searches.

12.2.8 Tool Check Out/Return

When a technician needs to utilize a tool from the stockroom, he/she will sign out the tool by filling out F5.2.516 Tool Checkout Log.

If the tool is required for use past the end of the technician's shift, a supervisor must sign it out for "Long Term".

The technician is required to verify the tool is in proper working order and all tool kits are accounted for prior to use and before returning tool or tool kits to the stockroom.

When returning a tool, the technician will complete F5.2.516 Tool Checkout Log and return tool to its designated location.

12.2.9 Tools Not Returned: (Assigned to Stockroom)

Stores will produce a Tool Report upon request from the Maintenance Manager or Supervisor for follow up on all "Short and Long Term" tooling that is assigned to personnel included in the list above to ensure all tooling is accounted for prior to the aircraft being approved for returned to service.

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When a tool kit is returned to the stockroom with any missing pieces, stores will quarantine the kit and follow procedures in lost tool item reporting.

The Technician to which the tool/ kit was issued is ultimately accountable for the return of the tool checked out and/ or the completion of an inventory of the tool kit upon return.

The tool kit will not be returned to service until the Lost Tool Report has been closed out.

12.2.10 Tool Accountability/Traceability

At the conclusion of an assigned task and/ or shift change, the technician will be responsible for accounting for all personal tools, and the returning of any company owned tools to Stores, the GSE area(s) or its proper storage location.

12.2.10.1 Leased or Borrowed Equipment and Tooling

A purchase order will be issued by the Stockroom Clerk to the supplier of the equipment with a stated time period. The purchase order will require the equipment to be in current calibration to RSQM standards. The standards are traceable to the NIST, if used to make airworthiness determinations, and that copies of the calibration records must be included.

Upon receipt of the leased or borrowed equipment, the Inspector will verify working order and condition before use, including review and verification of the calibration documentation. Incoming inspection is completed in accordance with the manufacturer's standards and is documented by the Inspector's review and comparison of the purchase order for equipment and/ or tooling and that which is received.

Upon return of the leased or borrowed equipment or tooling, the Stockroom Clerk will update the purchase order with a return authorization, shipping number or other applicable information.

12.2.10.2 Equivalent Equipment and Tooling

Equivalency of equipment and tooling will be determined by the Chief Quality Inspector by reviewing in detail the manufacturer's recommendation and thereafter performing a comparative analysis of the specific usage for the equipment or tool. The evaluation will be documented on an Equivalency Determination Form F1.14.317, which will be completed as set forth in the Forms Manual and a file of the forms will be maintained by the Chief Quality Inspector.

The evaluation will include a review of the maintenance manual to determine the exact requirements for the equipment or tool. The specific function of the equipment or tool will be noted, (i.e., the technical requirements of the equipment or tool), as well as the parameters of the test, and the expectations of the work to be performed with the tools or equipment. The file will also contain any necessary drawings and specifications that define the configuration, the type of material used to create the tool or equipment and specific dimensions of the substitute tool or equipment.

Equipment and tools will be appropriately identified with a unique number or symbol so the technical information used to determine equivalency can be located. The Stockroom Clerk shall control the location and the issue of the equipment and tools.

The calibration requirements and intervals of equivalent tools or equipment shall be determined by the standard appropriate to the type of article being created.

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The Chief Quality Inspector is responsible for determining equivalency of equipment and tooling used by the Repair Station and documenting that determination. The evaluation will be documented on an Equivalency Determination Form F1.14.317, which will be completed as set forth in the Forms Manual and a file of the forms will be maintained by the Chief Quality Inspector.

12.2.10.3 Equivalent Materials and Parts

The customer shall make the determinations with respect to substitution of material (which includes raw material and parts), equivalency will be determined by its function in the article being maintained and whether the substitute will return the article worked on to at least its original or properly altered condition. A file will be created delineating the original material or part recommendation along with the technical information necessary to determine equivalency. The evaluation will be documented on an Equivalency Determination Form F1.14.317 which will be completed as set forth in the Forms Manual. The customer shall be notified by email and the returned email shall be kept in the Work order file.

Appropriate sections of the maintenance data will be copied and made part of the material file. Additionally, the specific function of the material or part will be noted, (i.e., the technical requirements of the material). The file will also contain the appropriate drawings and specifications that define the configuration, the type of material and specific dimensions of the substitute material.

The Chief Quality Inspector is responsible for determining equivalency of material and parts used by the Repair Station and documenting that determination.

12.2.11 Calibration

Calibration will be performed by appropriately qualified labs (ISO17025 or ANSI/ NCSL Z540.1). Precision tools, battery chargers, gauges, scales, pressure gauges, amp meters, ohm meters, volt meters and NDT test equipment are subject to re-calibration or verification. All calibration standards used are traceable to the NIST standards, manufacturer standards, foreign manufacturer standards, or other standard acceptable to the FAA. No personal calibrated tools shall be used. The calibration lab shall be approved by vendor survey and the vendor shall be approved by the Quality Department.

All precision tools, measuring devices and test equipment used to determine the airworthiness of any article must be calibrated according to the procedures and at the intervals prescribed by the manufacturer of the tool or equipment.

Calibrated tools/ equipment will be marked with a Repair Station Calibration Tag T5.12.500 that includes an assigned tool number and be entered into the AeroTEC system to be tracked by the Inspector. Frequency of any check or calibration may vary depending upon the use of the tool or equipment. The interval for each tool or equipment is one year; or manufactures recommended interval. GAGEtrak will be used to track all calibrated and maintained tooling. The calibration cycle for leased or borrowed tools does not change. All leased or borrowed tools must maintain full calibration. AeroTEC does not use “drop-dead” dates for calibrating its tools. It assumes the tool is valid until the last day of the calibration due month. The Quality Department maintains records that identifies the equipment and status the date due and next re-calibration/ verification date for each individual piece of precision equipment.

The purchase order for the re-calibration/ reverification will require:

Name of person/ vendor who performed the calibration,

Date of calibration,

Date of next calibration is due,

Condition received,

Condition returned,

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Standard used to perform the calibration (which must be traceable to the standard or the country of the manufacturer of the tool or equipment),

Method used to perform the calibration,

Results of calibration, and

A certificate that the article was calibrated with equipment traceable to the standard.

Immediate notification of any discrepancies found.

The above information is communicated to the Stockroom Clerk by the Quality Department using the purchase requisition.

12.2.11.1 Calibration Records and Tracking Procedure

The Repair Station will keep records of all calibrated tools and equipment with:

The tool, precision tool, measuring devices or equipment unique identification,

The calibration interval, and any changes to that interval along with the justification for the change, and,

A minimum of two years of re-calibration/ verification records.

The Chief Quality Inspector will notify the Maintenance Supervisor(s) of required re-calibration by keeping a database with the tool or equipment's nomenclature, unique identification number, current interval, and next due date. This metrology process is located on applicable database program on the LAN and accessible to authorized personnel for the purposes of updating and maintenance of the database. The Repair Station will ensure that the tools and equipment are sent to re-calibration/verification services by:

Distributing a list of items that are due for calibration within the prior two (2) weeks, and

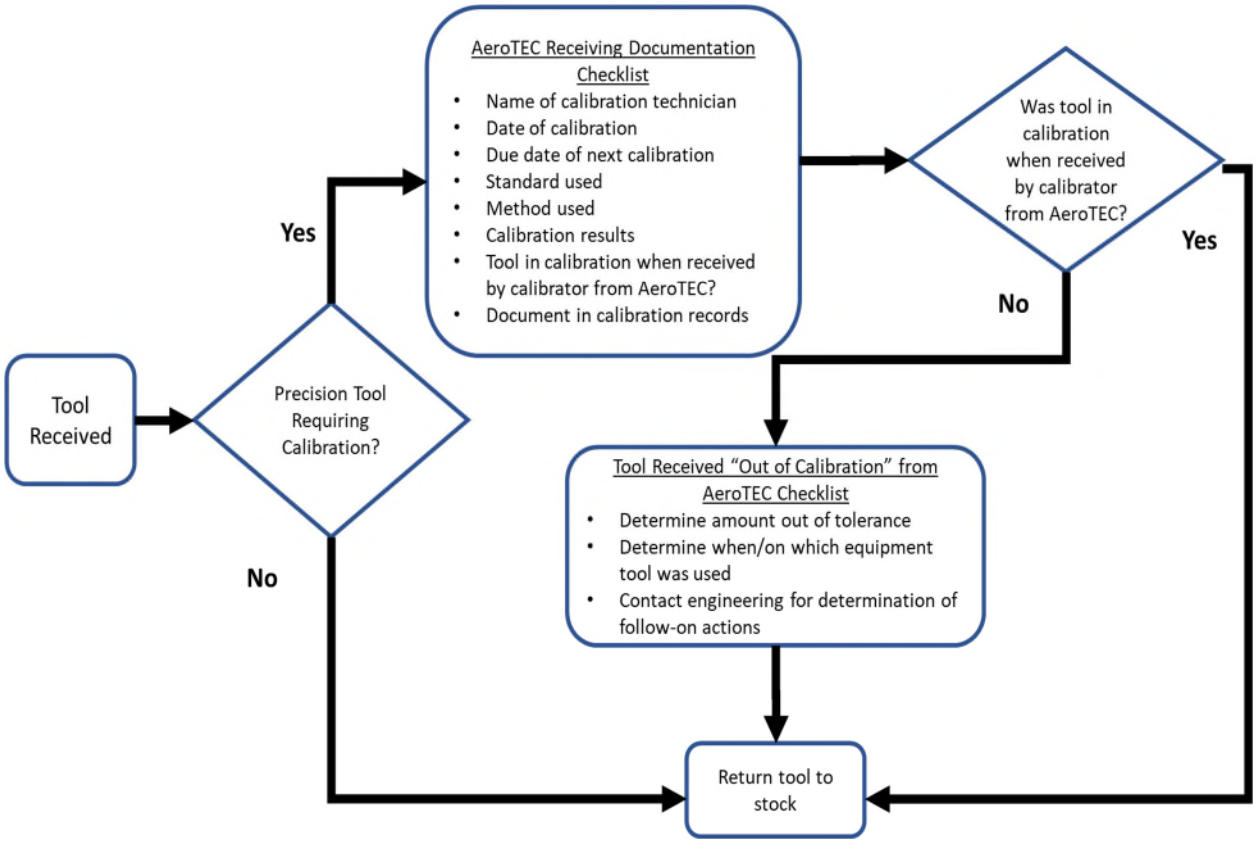
Requiring the delivery of those tools/ equipment to the stockroom with a Rejection Tag T5.2.500.

The Stockroom Clerk will ensure tools and equipment requiring re-calibration/verification are separated from those that are properly calibrated. He/ She will also issue appropriate purchase orders and affix or ensure an updated calibration label is affixed on the item after it is calibrated. The Stockroom Clerk will forward all records associated with re-calibration services to the Chief Quality Inspector, who will maintain file of the documentation.

The Chief Quality Inspector is responsible for ensuring that the calibration tracking procedure is properly followed.

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Calibration Flowchart Demonstrating Process:



12.2.11.2 Calibration Labels or Tags

No person may use any tool or equipment which requires calibration to determine the airworthiness of any part unless it has been appropriately calibrated and has an adhesive tag T5.12.500. The minimum information required is the unique identification number, the last calibration date, and the next calibration due date. If the calibrated tool is too small, the calibration tag will be affixed with wiring. Calibration is recorded in GAGEtrak.

The Inspector will apply a label marked "No Calibration Required" to all precise measurement equipment that is not used to make airworthiness determinations and does not require periodic calibration.

Any piece of equipment requiring calibration found in the Repair Station without an appropriate label shall be immediately brought to the attention of the Maintenance Supervisor.

All Inspector(s) and Technicians are responsible for ensuring equipment being used to make airworthiness determinations have current calibration labels or tags.

12.2.11.3 Tools or Equipment Out of Calibration or Malfunctioning

Whenever tools or equipment that require calibration are determined to be out of calibration or have been determined to be improper or unreliable, the Chief Quality Inspector will initiate an NCR F5.2.500, to ascertain whether the condition had any impact on the airworthiness of the article. As

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well. The tool will be tagged with a Rejection Tag T5.2.500 and quarantined in the tool control area to prevent its further usage.

The T5.2.500 shall include the following information for the tool or equipment out of calibration or malfunctioning:

The specific article on which the out of calibration or malfunctioning tool or equipment was used,

The purpose of the specific task(s), test or inspection or usage,

The amount the tool or equipment was out of tolerance or calibration or malfunctioning,

The effect that the out of tolerance or calibration or malfunctioning condition had on the task, test, or inspection,

Whether the article underwent further tasks, tests or inspections that could have identified the improper condition of the tool or equipment, and

If there is an impact of airworthiness to the article or the product into which the article will be installed the customer shall be notified, by using the Quality Escape Notice F1.7.101 procedures, and as outlined in the customer's recommendation or response determination is made regarding the work order schedules.

12.2.11.4 "For Reference Only" Tooling and Equipment

All tools and equipment that are beyond their calibration date or have been determined by the Chief Quality Inspector that calibration is no longer required shall be clearly marked with adhesive stickers "FOR REFERENCE ONLY." These equipment and tools may be used for troubleshooting purposes only.

12.3 Contracting Maintenance Functions

Contracted Maintenance Vendor List (form F1.14.312) for this Repair Station includes Non-Destructive Testing, Composite Materials Repair, and other specialized services for which the Repair Station does not have capability.

The list will be delivered to the FAA on a twice-yearly basis. When performing additions to, or removals from, the approved vendor list, the revised list will be submitted to the FAA for approval within 7 days. No functions will be contracted out to any vendor unless vendor has been added to the Vendor List and approval has been received from the CHDO.

The Accountable Manager will ensure, through the wording in its contracts and/or purchase orders with any Non-Certificated Maintenance Contractors wo who it contracts maintenance functions that the FAA is permitted to inspect that contractor while work is being performed on the repair station's behalf.

Additionally, the contractor shall be audited by AeroTEC Quality Manager or Chief Quality inspector utilizing the parameters of form F1.14.313. This form requires the contracted entity demonstrate adherence to an acceptable Drug and Alcohol Program. As well, Section 5 of the form addresses the need for:

A Quality Control System equivalent to AeroTEC's repair station as described in 14 CFR § 145.211,

Adherence to air carrier's maintenance program requirements,

Evidence that it is qualified to perform the same function for a 14 CFR part 21 production approval holder,

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Maintenance to be performed by this vendor is 100% verifiable when the article is returned and inspected by Repair Station trained and qualified Quality Control Inspector to issue return to service documentation,

Requirements for the vendor be directly supervised by a qualified repair station employee while the maintenance is being performed,

That the FAA is permitted to inspect that contractor while work is being performed on the Repair Station's behalf.

Only upon completion of a review of the vendor's compliance to these parameters will the contracted vendor be added to the contract Maintenance Vendor List (form F1.14.312).

Regarding certificated maintenance contractors, the Repair Station will subcontract maintenance functions, with FAA approval, to an outside source when required, and only with FAA prior approval. These functions will only be those items which are approved in accordance with current OpsSpecs and Ratings held by the AeroTEC Repair Station at time of contracting them. Prior to contracting these functions to a properly certificated vendor, the Quality Manager will ensure the vendor has been properly qualified and is rated to perform those functions by providing evidence of compliance to the parameters set forth in Form F1.14.313, with special emphasis given to Section 3. Once added to Contract Maintenance Vendor List (Form F1.14.312), a letter, identified as the L1.11.105, "contract Maintenance Functions Letter", describing the outsourced maintenance functions, will be submitted to the CHDO for approval each time a function is either added or removed. Each maintenance function must have FAA approval prior to utilizing the outside source. The Contract Maintenance Vendor List will be updated for currency by the Quality Manager for additions once approvals are received from the CHDO, as well as when any removals occur.

Any work performed by an outside agency for this repair station will receive both incoming inspection as well as final inspections by a properly rated and qualified QC Inspector to verify that the work was accomplished in the manner requested by the purchase order and equivalent to this repair station's standards. A thorough review will be made of the maintenance record or certificate of conformity to ensure it adequately describes the work performed and/or references the document used to perform the work. If the work was performed by an FAA repair station, the maintenance record accompanying the article must comply with applicable 14 CFR Part 43.9. Only under these parameters will the Repair Station take regulatory responsibility for issuing an approval for return to service for the article. AeroTEC Repair Station will not provide only approval for return to service of a complete type-certificated product following contract maintenance, preventive maintenance, o alterations, in accordance with 14 CFR 145.217(c).

All approved sub-contractors will allow the FAA to inspect their facilities. A certificated repair station may not contract for the performance of a maintenance function on an article with a non-certificated maintenance contractor unless it provides for in its contract that the FAA may make an inspection and observe the performance of the non-certificated entity's work on the article.

The Accountable Manager will be responsible for notifying the Quality Manager and Chief Quality Inspector of any requests for inspections from the FAA or the NTSB. The Quality Manager and the Chief Inspector will coordinate internally and with the FAA or the NTSB, as appropriate.

The Accountable Manager will be responsible for coordinating all inspections.

12.3.1 Supplier Survey or Audit of the Contractor

Contractors will be provided the appropriate Supplier Survey Form (F3.2.300) for submission and evaluation. After a contractor has been surveyed and all documents received it can be approved by the Chief Quality Inspector. The Supplier Approval List will be placed and maintained on the LAN, this list includes all service providers identifying their name, certificate type (if any), contracted maintenance functions approved by the FAA, service, and or classification, and any other information relating to the

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addition or removal of vendors from the list. Recurrent Supplier Survey Forms shall be issued to the vendor on an annual basis or if there is a significant change that may affect the vendor's performance.

The type and depth of the supplier survey or site visit audit will depend upon whether:

The facility has evidence that it follows a quality standard equivalent to 14 CFR part 145, such as ISO 9001/ AS9100 series or NADCAP certification.

The facility has evidence that it is qualified to perform the same function for a 14 CFR part 21 production approval holder.

Verification of a Drug and Alcohol program in a manner acceptable to the FAA is a requirement to become a vendor for AeroTEC, and quality issues can be cause for audit for evidence of adherence to this program.

Failure of the contractor to meet AeroTEC's quality standards shall result in audits of the facilities. The AeroTEC auditor shall take into consideration poor performance, failed inspections, nonconformance parts, and rejected articles.

The function is 100% verifiable when the article is returned from the vendor. This may be accomplished by an inspection or test performed and recorded in accordance with Processing Articles Received for Maintenance or Alteration or by direct supervision of the function by a Repair Station Inspector.

The AeroTEC Inspector/ Auditor shall receive appropriate training regarding auditing, site visits, and incoming inspections per AS9100, ISO9001 NADCAP certification, ISO 17025, and ANSI-Z540-1 or equivalence.

If the facility has one or more of the above referenced qualifications, it may be added to the Supplier Approval List in accordance with the procedures set forth in the Forms Manual.

If the facility has none of the above referenced qualifications, it must be surveyed/ audited to determine whether it has the housing, facility, equipment, and trained personnel capable of performing the specific maintenance function required.

Notification to the CHDO of updated list of contracted maintenance vendors will occur on a twice yearly-basis.

12.4 Purchasing of Civil Aviation Articles or Services

The purchasing process relating to civil aviation articles begins with the identification of parts/ materials or services that need to be obtained.

The Technician shall release a hand-written or electronic purchase requisition for parts, articles, and services as outlined in AeroTEC's part ordering process. The special requirements are specified by the Technician on the purchase requisition. Other purchasing requirements are maintained within the stores network. The Stockroom Clerk shall input the Technician's purchase requisition into the stores purchasing network. The Stockroom Clerk shall release purchase orders.

The purchase order contains the requirements, description and identification of the parts or services to be provided and the technical, quality and system delivery requirements. All maintenance contractors, suppliers, and services are appropriately surveyed or audited by the Chief Quality Inspector. This is accomplished by the use of form F3.2.300 on initial recurrent annual basis. Supplier performance and adherence to AeroTEC quality standards will be the measure as to whether repeat or onsite audit functions by AeroTEC designated auditor shall be performed. An archive will be maintained by the Quality Manager utilizing the Non-Conformance report and/ or Audit and Corrective Action Report to address compliance failures and facilitate Root Cause Corrective Action procedures. These are all QMS-100 outlined processes.

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12.5 Incoming Review of Stock Received

The Quality Manager and the Purchasing Manager are responsible to determine that all incoming materials, AN or MS and other hardware, parts, component equipment and other products procured for use by the Repair Station are subject to receiving inspection to assure conformance to the part number, purchase order and/ or other applicable specifications. Record of such inspections will be recorded on the Certificate of Conformity (i.e., FAA 8130-3, TCCA 24-0078, etc.) by the receiving inspector stamping “Received in Good Condition” which will accompany the parts or materials and upon completion shall represent that the items identified have been inspected and found to conform to specifications under 14 CFR Part 21.305, parts which were produced under an FAA approved production system and conform with FAA approved data. This inspection function may be delegated as required to those having the demonstrated ability, training, and knowledge on Repair Station procedures and in identifying SUP (Suspected Unapproved Parts), and 14 CFR Parts 21, 43, 45, 91, 145. Any parts, materials or products that fail to meet the applicable specifications shall be identified by the discrepancy as recorded on NCR Form F5.2.500 which will accompany the parts or materials. To preclude or prevent those parts or materials identified from being issued or used, the Receiving Inspector will place such items in quarantine locker with limited access for disposition back to the vendor or until appropriate compliance documentation is received. Parts having only a paperwork error but otherwise serviceable may be issued to an aircraft by issuing MWC F5.2.501 pending receipt of the corrected paperwork, and thereby precluding release of the aircraft without all documentation.

This procedure is to outline and establish areas of responsibility and basic guides for the shipping/ receiving/ identification, storing and segregation of aircraft components, parts, etc. as they enter the Repair Station.

The Purchasing Manager has the overall authority for the shipping and receiving process.

To ensure accountability all items will be removed from the shipping containers for inspection, this includes the packing material.

Shipping/ Receiving (Stockroom Clerk) will maintain on file Form F1.14.321 Shift Change/ Status of Aircraft Pass Down Log for recording component(s) which arrived at the Repair Station and have not been processed thru inspection.

Any component, part, etc. (Batteries, radio, avionics, etc.) which requires special storage, testing or servicing will be stored in accordance with manufacture specifications.

The original or a copy of all paperwork received with all purchases including certifications, testing, etc. will be kept on file by the Purchasing Department for traceability purposes as per Section 12.1.6.

All incoming materials that will be used in this Repair Station have been inspected by an Inspector against purchase orders, manufacturers’ specifications, drawings and dimensions, and other available documentation or information to confirm authenticity.

The primary purpose of a documentation or certification is to establish that a specific part has been FAA approved. The validity of certifications relative to FAA compliance is established through the requirement for suppliers to periodically [every 2 years] provide current FAA capability credentials.

All incoming materials and articles are checked (checklist) to verify that it is appropriately preserved and free from defects and flaws. Specifically:

Documentation from the vendor must match the purchase order with respect to quantity, part number, serial number (if applicable) for identification and traceability, nomenclature and specifications conforming to quality.

Civil aviation articles, tools and equipment will be visually checked to confirm:

The quantity

The part and/ or serial number

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The part markings

Shelf-life

Contamination

State of preservation

The general condition of the article (handling or shipping damage, leakage, corrosion, etc.)

Raw material will be visually checked to ensure acceptable quality and for deterioration or corrosion.

Shelf-life, batch, and lot information shall be marked on the part, raw material (including sheet metal) and/ or container before being placed into stock. This may be accomplished by the company's or manufacturer's label or with an indelible marker by the Repair Station, as appropriate.

Raw materials shall be segregated by batch and lots. If divided into smaller quantities, it must be marked with all information from the original container to assure traceability.

New parts must be accompanied with documents (e.g., 8130-3, Form 1, Certificate of Conformance, material certification, etc.) that clearly indicate an approved/ acceptable source.

Used parts (those that have undergone maintenance, preventive maintenance or alteration by persons authorized by 14 CFR 43.3) must be accompanied by a 14 CFR 43.9 record.

Used parts that must undergo maintenance, preventive maintenance, or alteration before being determined eligible for installation shall be accompanied by commercial documentation setting forth at least the nomenclature of the article and quantity. These articles will be processed in accordance with paragraph Processing Articles Received for Maintenance or Alteration.

All Life-Limited Parts must come with documented life status (time in service since new, time in service remaining, specified life limit expressed in the appropriate parameter (hours, cycles, calendar-time, etc.) and any record of any action that alters the part's life limit or changes the parameter of the life limit.

New and used calibrated tools and precision test equipment must be accompanied by an appropriate and current report. Calibration record and labeled in accordance with paragraph Calibration.

Parts that have been returned from this Repair Station's non-certificated maintenance service providers will be processed in accordance with paragraph Processing Articles Received for Maintenance or Alteration.

The paperwork received with the shipment shall be dated and initialed or signed by the receiving inspector to indicate acceptance (or rejection) of articles and materials.

Any material, part or component failing to meet the incoming review, including paperwork, shall be identified, and segregated using a Rejection Tag (T5.2.500) and Non-Conformance Report (F5.2.500). Final disposition of such articles will be documented on the Non-Conformance Report and the appropriate actions will be taken to address the discrepancies as stated on the Non-Conformance Report (i.e., scrap, return to vendor, use as is, or correct paperwork).

Discrepancies and corrections must be appropriately documented to ensure that problems are resolved prior to stocking for installation. In the NBH there is a caged area used for stores, shipping and received, and a quarantined area for non-conformance parts. After incoming inspection, the parts are given to the Stockroom Clerk where he/ she can place the items in the proper location within the caged area.

Certifications and other acceptance data will be electronically scanned and stored by the purchasing department. Data and certification shall be retrievable within 24-hours.

The Stockroom Clerk is responsible for ensuring the materials and parts stocked for installation in civil aviation articles are properly received, the documentation received with the article is properly scanned and filed and the articles are properly stored.

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The Chief Quality Inspector is responsible for determining the final disposition and approval of exceptions to items that have exceeded allowable shelf-life limits, been exposed to unacceptable storage conditions, or otherwise fail to meet incoming review.

12.5.1 FAA Approved Parts

New parts that have some form of regulatory airworthiness approval document, which refers to its manufacturing source (i.e., PMA, TSO, Type Certificate under 14 CFR Part 21, STC, Production Certificate, etc.).

Used serviceable aircraft parts must have a return to service tag that meets the provisions of 14 CFR Part 43.9 or 43.11.

Other aircraft parts (Repair Station purchased) can be received referencing the P.O. number alone. The FAA calls these “Standard Parts”, reference 14 CFR Part 21.9 (a) (3). Such parts are typically purchased directly from the manufacturer or from an Accredited Distributor. A “Standard Part” is a part manufactured in complete compliance with an established industry or U.S. Government specification that includes design, manufacturing, and uniform identification requirements. Material personnel will ensure bags/ containers are resealable and have PO# on them for traceability to Certificate of Compliance. Examples include, but are not limited to:

National Aerospace Standards (NAS)

Army – Navy Aeronautical Standards (AN)

Society of Automotive Engineers (SAE)

Aerospace Standards (AS)

Military Standards (MS)

12.5.2 Customer Supplied Material

Certification for customer supplied material may be by Certificate of Conformance (C of C) note and/ or a material certification C of C signed by an authorize representative from that company. Material received for specific customer shall not be used on any other customer aircraft.

Receiving Inspector shall check that quantity, condition, and identification is in accordance with the documentation supplied by the customer. Any discrepancies will be documented on a Maintenance F5.2.501.

12.5.3 Suspected Unapproved Parts

Generally, this Repair Station will attempt to correct discrepancies noted or to resolve any issues with the manufacturer, distributor, or service provider. However, if the discrepancy involves activity believed to be a violation of 14 CFR or if criminal activity is suspected, the Chief Quality Inspector shall voluntarily report the suspected unapproved part using the FAA Form 8120-11, as set forth in the Forms Manual.

The Forms Manual ensures that FAA Form 8120-11 is completed in accordance with its instructions as amplified by AC 21-29 (as revised), entitled “Detecting and Reporting Suspected Unapproved Parts.”

An article which is the subject of a SUP report shall be tagged with a Rejection Tag (T5.2.500) and placed in a segregated area until the Chief Quality Inspector approves its disposition.

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The Chief Quality Inspector is responsible for determining whether an article should be reported under this program, for filing the appropriate report and for ensuring the proper disposition of the article.

12.5.4 Preservation and Storage of Aviation Parts

Articles stored in the Repair Station's parts storeroom for installation or awaiting customer disposition shall be stored and/ or preserved in accordance with the manufacturer's recommendation specified in the contract or the purchase order. Additional requirements may include safety data and material sheets or industry standard practices applicable as specified by the Maintenance Manager.

Preservation measures shall afford adequate protection from humidity, extreme temperatures, dust, rough handling and/ or damage during storage, processing, or shipping. Particular care will be taken to ensure shelf-life items are stored in accordance with the manufacturer's instructions to protect against damage or deterioration.

Articles in storage shall be preserved in accordance with the article manufacturer's recommendations or other government or industry practices designed to provide the maximum protection from physical damage or deterioration.

The Stockroom Clerk is responsible for ensuring the preservation and storage of all articles, materials, parts, and supplies while they are carried in inventory. Non-conforming parts are segregated in a designated quarantine area with a "Rejected Part Tag" T5.2.500

Aircraft parts or components removed in the maintenance function shall be properly tagged with a "Serviceable (Continue-in-service)" T6.2.602, "Repairable" T6.2.603, or "Rejected" T5.2.500 parts tag, as required. Serviceable and Repairable parts are to be segregated on work shelfs, carts, trays etc. until reinstalled or reworked as applicable. Repairable or rejected parts are to have their discrepant status documented on an MWC F5.2.501 for appropriate reworking or replacement, as applicable. Rejected parts are to remain in quarantine for return to customer or disposed of as the customer agreement dictates.

ESDS sensitive parts are to be handled in accordance with the ESDS procedures in section 12.13.2.

Note: When removed, Cockpit Voice Recorder (CVR) and Flight Data Recorder (FDR) are to remain in quarantine segregation at all times, with no tampering or alteration of internal memory.

12.5.5 Shelf-Life Control

Manufacturer's instructions will be used to determine the shelf life of the product. All adhesives, sealers, primers, finishing, and other materials having shelf-life limits are identified during Incoming Review of Stock Received.

Storage conditions must ensure the item or material will not be exposed to unacceptable conditions. Before any item is subject to shelf-life control, Repair Station personnel will check the date of expiration placed on the item during incoming review to ensure the item's shelf life has not expired. Items with expired shelf life will be quarantined, rejected, and dispositioned by the Chief Quality Inspector.

The Quality department is responsible for a monthly shelf-life check of units and for verifying the units are labeled and stored correctly, a Monthly Shelf-Life Audit Form F5.2.505 will be completed. Stockroom clerk or Maintenance as applicable to the particular to cabinet location plus a QC Inspector perform the checks. The Chief Quality Inspector shall serve as back-up.

Expired shelf-life items will be disposed of in accordance with manufacturer's recommendations or through HAZMAT material sites.

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All items in stores shall be visually inspected for shelf-life dates. Upon arrival, shelf-life control date is entered into the Stockroom Clerk's computer. All adhesives, sealers, primers, finishing, and other materials having limited shelf life are identified by shelf-life control labels showing the expiration date of the product (shelf life) as established by manufacturers.

Any materials found with expired shelf life will be identified with a Rejection Tag (T5.2.500), a Non-Conformance Report (F5.2.500) will be completed and routed to the Chief Quality Inspector for disposition.

12.6 Material and Parts – Issuance and Return to Inventory

Purchase Requisitions are created to support Work Order material and parts requirements. A purchase order is then created which references the Work Order number. Parts are then received by the Stockroom Clerk and delivered to the technician making the request or appropriate workstation as applicable.

Parts that have been issued to a Work Order which are not used may be returned to stock provided:

The documentation issued with the part is returned with the part; or regenerated.

A properly authorized inspector, on the Repair Station Roster (F1.14.305), performs a visual inspection to validate current condition (no damage has occurred) and indicates on the Serviceable Tag (T1.14.202) that the parts are authorized for return to stock.

The article(s) are removed from the Work Order to ensure that the proper information is recorded.

12.7 Processing Articles Received for Maintenance or Alteration

Prior to performing any maintenance or alteration on civil aviation articles, the Chief Quality Inspector will assess the requirements of each customer order and verify that it has the capability to accomplish the work.

In particular, the Chief Quality Inspector (in conjunction with Planner) shall accomplish the following steps:

Evaluate the customer requirements and clarify with the customer any questions about the scope and type of work to be done and determine what maintenance data are to be used to perform the work.

Verify that the work required is within the authority of this Repair Station as defined in its Repair Station certificate and the limitations on the Operations Specifications.

Verify that the appropriate housing, facilities, equipment, and personnel are available to perform the requested work.

Verify all required maintenance data are available and current or to the revision or specifications of the customer and is printed and placed in the F5.2.502 Maintenance Work Order (F5.2.501) Tally Log folder.

Verify status of Applicable A.D.s and Service Bulletins.

Verify required parts and materials are available.

Generated through the Maintenance Work Card Tally (F5.2.502) in accordance with the Forms Manual. The next available number in the logbook is assigned and the customer's name, manufacturer's part number and serial number are entered in the book.

Consecutively numbered.

Used as reference for all maintenance, alteration or inspections performed on the article received.

Check paperwork to determine if any incoming article may have been involved in an accident. If there is any question, consult with the customer. If the article may have been involved in an accident, include an inspection for hidden damage as described in this manual.

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Check the incoming information to record any life status information.

Assign qualified maintenance personnel.

The Chief Quality Inspector is responsible for ensuring the initial processing of units is performed in accordance with these procedures.

12.8 Preliminary Inspection of Articles Received for Work

Articles received by this Repair Station for maintenance, preventive maintenance or alteration will be given a preliminary inspection to determine the state of preservation and obvious defects.

Aircraft inspections will be determined in accordance with the aircraft owners'/operators' specific program.

A preliminary inspection of the entire assembly will include:

A review of the work order package information to ensure it matches the article, i.e., the article nomenclature, part number, serial number and other identification has been recorded properly;

A visual inspection of the article to determine its general condition and state of preservation;

A review of the maintenance data provided or referenced, including ADs, to ensure it is current and complete; and

A review for any immediately recognizable issues that would prevent the work scope requested by the customer from being accomplished.

Qualified Inspector(s) shall perform the preliminary inspection and all findings shall be recorded in the results on the Non-Routine generated. Discrepancies or undesirable conditions will be delineated by those which will be slated for corrective action within the work scope and those which are merely evidence of other undesirable conditions that will be provided to the customer for its information and disposition.

The Chief Quality Inspector is responsible for determining whether the requested maintenance, preventive maintenance or alteration on article received for work can be accomplished within the maintenance data, despite any other damage or discrepancies noted.

12.9 Hidden Damage Inspection

All articles known to have been involved in an accident will be given a thorough inspection for hidden damage. Hidden damage inspections may also be generated by noted discrepancies during any preliminary or in-process inspection.

When a hidden damage inspection is required, it will be accomplished in accordance with the specific instructions provided by the applicable manufacturer of the article or as determined by the customer or Chief Quality Inspector and documented on an MWC F5.2.501. The scope of the inspection will account for:

Customer requirements (if any),

The extent of the damage, to include Inspection of the surrounding area by means of Detailed Visual or appropriate Non-Destructive Inspection Methods to locate and correct discrepancies,

The type of article involved, including the effect its failure may have on a completed aircraft,

Any suggestions for inspection that may be contained in the technical data or other information obtained from or referenced by the manufacturer of the article,

Areas adjacent to or likely to have been affected by the accident.

The Chief Quality Inspector is responsible for determining how and when a hidden damage inspection will be accomplished on articles known to have been involved in an accident.

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12.10 Non-Destructive Testing (NDT)

The Repair Station will perform NDT inspections in accordance with Customer supplied aircraft NDT manuals, Engineering guidance, and/or as per the Repair Station's NDT Program Manual, M1.1.103. Personnel Training and Qualification along with associated forms are listed in the manual. Additionally, the Training Manual (TM) addresses Personnel Training and Qualification for this Specialized Service.

12.11 Composite Materials Inspection

The Repair Station will perform composite materials inspection by means of Visual, "Tap Test" and Instrumented NDT inspections which are performed only by properly trained and qualified inspection personnel, under the parameters of the NDT Manual, M1.1.103.

12.12 Segregation and Handling of Parts

As complete units are disassembled during maintenance processes individual parts shall be appropriately tagged and/ or segregated to ensure that all individual parts are identified to the top assembly. Sub-components and parts of articles will also be appropriately tagged or segregated by the Stockroom Clerk or Technician and placing them in trays, racks, stands or other containers.

Items in the store location shall be stored per manufacturer's specification or segregated as the following –

Hydraulic lines shall be capped

Hydraulic components shall be capped to prevent leakage

All lines and tubes shall be capped

All electrical connectors shall be capped

Electronic components will be stored in static-proof bags

Interior parts may need to be plastic wrapped

All items shall be stored to protect from dust and other elements

Suitable trays, racks, stands and/ or containers are provided in the shop to ensure proper segregation and maximum protection of all parts during the maintenance and/ or alteration process.

All parts shall be handled according to the manufacturer's recommendations to ensure that articles or parts are not damaged in transit from one area of the Repair Station to another or while awaiting action.

Hazardous Materials removed from articles received for maintenance, preventive maintenance and alteration by the Repair Station shall be labelled and stored appropriately.

Environmentally sensitive articles shall be protected against damage after removal by being properly wrapping, packaging, etc.

12.12.1 Identification Tags

The tags issued by the Technician and Quality Department are to identify repairable, continue in-service and rejected articles are included in the Forms Manual.

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In general, parts removed from articles received for processing will be identified as to their status:

Repairable articles are those that need maintenance, preventive maintenance, or alteration prior to being eligible for installation. They will be identified with the Repairable Tag (T1.14.201). These articles may be processed in-house or be sent to a Maintenance Contractor.

Serviceable articles are those that have passed the appropriate check or inspection to determine that they may be re-installed without further processing. They will be identified with the Serviceable Tag (T1.14.202).

Rejected articles are those that are beyond economic repair or are unable to be re-installed due to defects or flaws. They will be identified with the Rejection Tag (T5.2.500). These articles will be segregated and scrapped or returned.

12.12.2 Life-Limited Parts

This Repair Station will be removing life-limited (14 CFR 43.10) parts during maintenance, preventive maintenance, or alterations. Even though most of those life-limited parts will be reinstalled on the same product without any life being added to either the aircraft or the part, when the life-limited part is removed, the Repair Station will place the following information on the appropriate tag:

Part number

Serial number

Current life status, (if known)

Technician(s) and Inspector(s) are responsible for ensuring life-limited parts are appropriately tagged.

12.12.3 Scrap Parts

The Chief Quality Inspector shall determine articles that are beyond economic repair per the manufacturer's data. The articles identified by the Quality Department that are unusable or not eligible for installation shall be identified with a Rejection Tag (T5.2.500) and be segregated in a manner that will prevent their use in maintenance, preventive maintenance, or alteration.

The parts or articles will be returned to the customer or scrapped at the customer's request.

The Quality Department shall scrap parts using the following processes to ensure they are unusable:

Grinding

Burning

Removal integral feature

Permit distortion of part

Cutting a significant size hole with a cutting torch or saw

Melting

Sawing into many small pieces

Removing manufacturing identification, part, lot, batch, and serial number.

12.12.4 Cannibalization/Robbed Parts

The Maintenance manager or supervisor must ensure that an MWC F5.2.501 is initiated against the donor aircraft for all robbed parts.

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The technician removing the part will ensure completeness of the MWC F5.2.501.

For all cannibalizations, Quality Control will verify part number, aircraft effectivity, part MOD status and approve the cannibalization by stamping “Can approved” in the discrepancy section of the MWC prior to the cannibalization act and will ensure serviceability of the cannibalized parts prior to installation. Software loads as applicable will be accomplished per current data and documented.

Cannibalization or robbing of serviceable parts from an aircraft, an engine, and/ or a serviceable component in stock will be a last resort and only after it has been determined that the part cannot be made available to meet delivery schedule.

All requests for part(s) cannibalization must be reviewed and approved by Chief Quality Inspector.

When cannibalizing serviceable part(s) from U.S. registered aircraft operating under a certificate in accordance with Part 121 or Part 135.

The Repair Station may cannibalize any part(s) from one type certificated aircraft, with customer approval, and approve the part(s) for return to service for use on another aircraft of the same type certificate that is being operated under the same air carrier certificate from which it was removed.

The part(s) removal and inspection must be accomplished in accordance with the air carrier GMM procedures using their paperwork or if approved by the air carrier, the Repair Stations Maintenance Work Card (F 5.2.501) under the respective aircraft customer order.

The cannibalized serviceable part(s) will be tagged as per the air carrier’s GMM procedures or, if approved for use by the customer, the Repair Station’s Identification Tag T6.2.602.

When cannibalizing serviceable part(s) from U.S. registered aircraft currently operating under a Continuous Airworthiness Maintenance Program or other FAA approved inspection program. (i.e., Part 91, 125, 129, etc.)

The Repair Station may cannibalize any part(s) from one type certificated aircraft with customer approval and approve the part(s) for return to service for use on another U.S. registered aircraft of the same type certificate that is being operating under the same type of FAA approved inspection program and subject to customer requirements and acceptance according to the dictates of their maintenance program.

The part(s) removal will be documented on the Repair Station’s Maintenance Work Card (F5.2.501) under the respective aircraft customer order.

FAA Form 8130-3 will be used for returning the part(s) to service.

When cannibalizing serviceable part(s) from US Registered aircraft with a current Certificate of Airworthiness however not on a FAA approved inspection program.

The Repair Station may cannibalize any part(s) from one type certificated aircraft with customer approval and approve the part(s) for return to service for use on another aircraft of the same type certificate provided the following steps are taken to determine the part(s) continuous airworthiness:

Verifying compliance with applicable ADs.

Modification status i.e., same part number on as off, if known.

Total time/ cycles for those parts that have not exceeded specific hard times and/ or life limits.

An inspection per the aircraft manufacturer manuals or the OEM’s component maintenance manual.

The part(s) removal will be documented on the Repair Station’s Maintenance Work Card (F5.2.501), under the respective aircraft customer order and the inspection must be accomplished and documented on the MWC F5.2.501.

FAA Form 8130-3 will be used for returning the part(s) to service. This applies to all parts, i.e., airframe, engines, components, accessories, and avionics.

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All other requests for either parts cannibalization or for parts removal and subsequent certification from an aircraft not covered in previous sections to include aircraft that does not have a current Certificate of Airworthiness and is not on a FAA approved inspection program.

The Repair Station (**as authorized by ratings held**) is limited to removing and certifying airframe parts only, this does not include items that require an accessory rating.

Some examples of parts that require an accessory rating in which the Repair Station cannot certify:

A mechanical accessory that depends on friction, hydraulics, mechanical linkage, or pneumatic pressure for operation, including aircraft wheel brakes, mechanically driven pumps, fuel controls, aircraft wheel assemblies, shock struts and hydraulic servo units.

An electrical accessory that depends on electrical energy for its operation, and a generator including starters, voltage regulators, elect motors, elect driven fuel pumps or similar electrical accessories.

An electronic accessory that depends on the use of an electron tube transistor, or similar device, including temperature, air conditioning controls or similar electronic controls.

The airframe part(s) removal will be documented on the Repair Station's Maintenance Work Card (F5.2.501), under the respective aircraft customer order and the inspection must be accomplished and documented on the F5.2.501.

FAA Form 8130-3 will be used for returning the part(s) to service.

The Repair Station is not authorized to process/ certify a product or part under this rule where an accessory rating would be required per FAR 145.157 and 145.213.

NOTE: When there is a need to cannibalize a serviceable part from a serviceable next higher assembly and/ or serviceable parts kit in stock for installation on an aircraft or on another higher assembly.

The Repair Station may cannibalize any part(s) from an in stock serviceable component (higher assembly) and/ or serviceable parts kit provided the following steps are taken to ensure the cannibalize part is procured for returning the cannibalize higher assembly and/ or parts kit to a serviceable status.

The certifying basis for the cannibalize part will consist of a duplicate copy of the original component (higher assembly) and/ or part kit certifying documents which will be forwarded with the cannibalized part to support the installation requirements.

The in-stock component (higher assembly) from which the item was cannibalized will then be re-tagged with a Repairable Parts Tag Form F6.2.600 and placed into quarantine until the procured part is received.

Once the part has been replaced, the MWC F5.2.501 copy and FAA Form 8130-3 will be issued stating the component (higher assembly) and/ or parts kit is returned to a serviceable condition.

The completed MWC F5.2.501 copy and the issued FAA Form 8130-3 will then be attached to the original certifying documents of the component (higher assembly) and/ or parts kit allowing removal from quarantine for placement back into stock.

12.13 In-Process Inspections

Inspection is a continuous process, which includes an initial inspection and in-process inspections at the various stages of maintenance or alteration. If not otherwise specified by the maintenance data, as work progresses on an article, inspections will be made as necessary so that final inspection to determine airworthiness will not require disassembly.

When in-process inspections identify additional discrepancies, qualified personnel will record them on the MWC F5.2.501 or customer documentation process as applicable.

When RII/Safety Inspection is required, the requirements per customer's GMM or other procedures, as well as those outlined in Sec. 12.15.1 RII/Safety Inspection Items, as applicable, are to be adhered to.

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When the customer requests a specifically limited work scope, and the preliminary or in-process inspection indicates discrepancies that do not affect the completion of that limited work scope, the final inspection and approval for return to service will be limited to the specific work performed; however, a thorough listing of these discrepancies shall be provided to the customer, listed on the Customer Work Summary F5.2.508.

The requirement for frequencies and type of the in-process inspections shall be determined by the Chief Quality Inspector, maintenance data, customer's requirements, and work scope requested by the customer. No maintenance or alteration step or task may be accomplished on an item that needs an in-process inspection until the inspection has been accomplished and the results found acceptable.

When an inspection by dimension or test is required by the applicable maintenance data, the results will be recorded in the task card or MWC F5.2.501 along with the employee's stamp, signature, or initials.

12.13.1 Buyback

All non-routine maintenance performed will require approval/ buy-back by an inspector to determine it to be airworthy with respect to the work performed. Calibrated tool number(s) and due dates will be documented.

Buyback (verifying proper installation, safety and security after the repair activity has been completed).

All work performed on the aircraft, airframe, aircraft engine, propeller, or appliance, by a non-certificated mechanic, must be approved for return to service by a certificated technician. This signature constitutes the approval for return to service only for the work performed.

Routine work i.e., task cards, customer provided EOs, FCDs, SBs etc. requires inspector approval only if required in the text of the document or if designated as a Required Inspection Item (RII/Safety Inspection).

The requirements for inspections of routine maintenance for a specific aircraft are included in the work package for the job. Inspection requirements for unscheduled repairs are determined through reference to applicable customer or internal documentation.

Required Inspection Items (RII/Safety Inspection) requires the critical process to be witnessed and documented by an inspector who has been trained, qualified, and authorized to perform these inspections.

NOTE: The "QC Ok to Close" inspection is performed on the critical access panels by a designated and/ or delegated inspector who has been granted the specific authority to do so. This inspection shall be performed following the completion of all work items and just prior to closing the area. Maintenance and inspection personnel may use an aircraft specific, dedicated panel book containing Form F5.2.510, as appropriate, to perform removals and installations.

Performance of the "OK to close" inspection must include a GVI of access areas to include the following:

Flight control system routing.

Proper installation of equipment and safeties.

Loose parts, tooling, and debris (FOD)

The final inspection of the panel will be conducted by a designated and/ or delegated inspector, after the panel is sealed if applicable, and will stamp/ date the appropriate blocks on the panel book.

Whenever an in-process inspection is completed by the Inspector, it shall be recorded on the task card or MWC F5.2.501, as applicable and become part of the work-scope package.

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12.13.2 Handling of Electrostatic Discharge Sensitive Device Equipment

Personnel, who remove, install and transport ESDS equipment are responsible to understand static electricity including its generation and the protection required from static discharges.

Before maintenance is performed on ESDS components, make sure all person(s) is properly grounded. To ensure the proper ground is adequate, the technician will test the ground of the ESDS workstation prior to performing ESDS maintenance. (Reference Antistatic Device Testing Procedure in this section.)

WARNING: ONLY WRIST STRAPS WITH A GROUNDING LEAD RESISTANCE OF 470K– 2M Ohms SHOULD BE UTILIZED. INADVERTENT CONTACT BETWEEN A LOW RESISTANCE WRIST STRAP AND A HIGH VOLTAGE CONSTITUTE A SHOCK HAZARD TO PERSONNEL.

CAUTION: WRIST STRAP MUST BE WORN WITH GROUNDING LEAD IN CONTACT WITH SKIN IN ORDER TO PROVIDE REQUIRED GROUNDING. FAILURE TO PROVIDE REQUIRED GROUNDING COULD RESULT IN DAMAGE TO ESDS PRINTED CIRCUIT BOARDS.

Electrostatic discharge (ESD) - A transfer of electrostatic charge between objects at different potentials caused by direct contacts or induced by an electrostatic field.

Electrostatic discharge sensitive (ESDS) - The relative tendency of a device's performance to be affected or damaged by an ESD event.

ESDS Equipment - Certain avionics boxes, electronic instruments, printed circuit boards, and electronic components, as identified by the equipment manufacturer. ESDS Equipment is identified with warning labels. The labels are normally attached to the equipment and to the containers used to ship the equipment.

Protective packaging - Packaging with ESD protective material to prevent ESD damage to ESDS items.

ESDS protective covers will not be sealed with any clips or staples. All covers will be sealed with only ESDS sensitive tape.

The picture below is an example of an ESDS label.



Discharges from clothing or human hair onto polyethylene or steel are capable of damaging unprotected ESDS components.

Damage to internal components of an ESDS component can cause catastrophic failure as a result of a single static discharge.

If the work scope determines that a maintenance function has been accomplished incorrectly, the QC inspector shall make a notation on an MWC F5.2.501. The part shall be reintroduced as a new non-routine into the work scope package process to correct any discrepancies and will be re-inspected to ensure proper completion.

Items designated as ESDS will be stored appropriately and segregated, identified by customer order.

12.14 Continuity of Inspection Responsibility

Work will be performed in the sequence determined by the applicable maintenance data. Steps will be accomplished in the order required by the applicable maintenance or alteration data; no step may be accomplished until the previous step is completed satisfactorily.

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Whenever there is notification of more than one daily work shift, an overlapping meeting between the Maintenance Supervisors, Inspectors, and Technicians will take place ensuring that those reporting for 2nd shift are aware of any maintenance that has not been completed from the previous shift. All maintenance work not completed from the previous shift shall be documented in the applicable Shift Turnover Log form. F1.14.320 Maintenance shift turnover log will be completed by the maintenance supervisor or Lead Technician and signed by the oncoming shift. Form F1.14.320 QC Shift turnover log will be completed by the Chief quality inspector or inspector on duty and signed by the oncoming shift. Form F1.14.321 Stockroom shift turnover log will be completed by the stock room clerk and signed by the oncoming shift.

12.15 Final Inspection

After the maintenance, preventive maintenance and alterations are completed, and before the Repair Station generates an approval for return to service, an appropriately qualified person (reference the Repair Station Roster) shall perform a final inspection.

The final inspection will include an audit of the article and the forms associated with the work scope to determine whether:

The work scope requested by the customer and required by the maintenance data was accomplished.

Each inspection has been recorded appropriately.

Parts replaced are appropriately recorded.

All items that require RII/Safety Inspections have been completed, recorded by a RII/Safety Inspection qualified Inspector.

Applicable portion of SBs and ADs are appropriately completed and recorded.

If a major repair or alteration was accomplished, the appropriate record has been completed.

The identification (stamp, signature, or initials) of the persons performing work is included as required by this manual or the form's instructions.

Any discrepancies in work and/ or records are appropriately dispositioned.

After review of both the article and paperwork the authorized inspector is responsible for stamping**,** initialing, or signing the task card or MWC F5.2.501, indicating that the final inspection was accomplished and that the work can be approved for return to service.

If an owner does not request or approve corrective action on unairworthy conditions, task card or MWC F5.2.501 will note that no action was taken; that form will be provided to the owner to delineate the uncleared conditions/ discrepancies. The list of discrepancies will be provided along with disapproval for return to service in accordance with maintenance records and Customer Order Summary.

12.15.1 RII/Safety Inspection Items

This procedure is to provide guidelines for performing inspections of RII/Safety Inspection Items for customer who have approved the Repair Station to utilize on their aircraft. Maintenance and Inspection personnel will be provided training as related to RII/Safety Inspection items, as well as training to identify those items deemed RII/Safety Inspection internally by AeroTEC if the customer has no defined RII/Safety Inspection procedure. If the customer does not have an approved RII/Safety Inspection process (i.e., leasing company etc.) the Repair Station will perform the inspections within this section of this procedure on all aircraft types undergoing a maintenance visit. RII/Safety inspections cannot be performed by the person accomplishing the work.

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NOTE: For aircraft under an approved maintenance inspection program reference the customer's GMM, GPM for RII/Safety Inspection requirements, countermand, and all documentation procedures etc.

RII/Safety Inspections apply to a specific maintenance or repair operation that must be inspected, accepted, and approved for service by an inspector who has been trained, qualified, and authorized to perform these inspections. Technicians performing maintenance actions that are identified as RII/Safety Inspection report to the Quality department while performing these functions. RII/Safety Inspection Inspector shall utilize a Red Ink Stamp with RII/Safety Inspection and "Stamp #" on all printed documents. QC Inspectors with RII/Safety Inspection authorization will be listed on QC Roster denoting RII/Safety Inspection authorization by customer as well as internally trained and authorized and as an AeroTEC RII/Safety Inspection QC Inspector for those customers without an FAA approved inspection program etc.

All required inspection item tasks must include a visual inspection of the parts and/or components for obvious damage, lose or missing parts/components and correct documentation and verification of part numbers and serial numbers (if applicable) before installation/assembly.

The Required Inspections that are identified by the customer and/ or the Repair Station listing and will be entered on both the customer and/or Repair Station paperwork Safety Inspection block on the MWC F5.2.501. An Inspector may direct that an additional item requires further detailed inspection for the purpose of accomplishing an individual task.

The Quality Manager has overall responsibility for the administration of the Required Inspection Program.

The Chief Quality Inspector has the responsibility to ensure that only certificated, properly trained, and qualified individuals, authorized by the Repair Station and carrier or commercial operator, perform Required Inspections. The Repair Station will not allow an individual to perform required inspections unless trained and authorized by the carrier/ commercial operator. In addition, the individual cannot perform the Safety Inspection if he/she performed the maintenance to be inspected.

It is the carrier/commercial operator's responsibility to ensure or provide someone who meets these requirements before an aircraft or article is approved to return to service.

For those customers with no approved maintenance program, the following items of work, as listed by ATA Chapter, are Critical Items (Safety Inspection) and must be inspected by an authorized inspector before an aircraft is approved for returned to service:

12.15.2 RII/Safety Inspection by ATA

ATA 22

Auto pilot or trim servo installation, reconnection, rigging, or adjustment.

ATA 24

Any electrical rewiring, if improperly done, that could affect flight characteristics, powerplant operation, performance, or weight and balance.

ATA 25

Pilot or First Officer Seat Assembly: installation.

ATA 26

Fire Protection:

Engine fire bottle

Airframe fire bottle, excluding handheld and lavatory

ATA 27, 55

Aileron and Tab:

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Surfaces: installation, reconnection, rigging, adjustment, balancing

Control cables: installation, reconnection, adjustment

Hydraulic, Electromechanical, and Mechanical Control Components: Installation, reconnection, rigging, assurance of no fluid leakage

Rudder and Tab:

Surfaces: installation, reconnection, rigging, adjustment, balancing

Control cables: installation, reconnection, adjustment

Hydraulic, Electromechanical, and Mechanical Control Components: Installation, reconnection, rigging, assurance of no fluid leakage

Elevator and Tab:

Surfaces: installation, reconnection, rigging, adjustment, balancing

Control cables: installation, reconnection, adjustment

Hydraulic, Electromechanical, and Mechanical Control Components: Installation, reconnection, rigging, assurance of no fluid leakage

Horizontal Stabilizer:

Surfaces: installation, reconnection, rigging, adjustment, balancing

Hydraulic, Electromechanical, and Mechanical Control Components: installation, reconnection, rigging, assurance of no fluid leakage.

Leading Edges: installation including at least the installation of any one complete row of screws.

Vertical Stabilizer:

Surfaces: installation, reconnection

Leading Edges: installation including at least the installation of any one complete row of screws.

Flaps:

Surfaces: installation, reconnection, rigging adjustment

Hydraulic, Electromechanical, and Mechanical Control Components: Installation, reconnection, rigging, assurance of no fluid leakage

Slats:

Surfaces: installation, reconnection, rigging adjustment

Hydraulic, Electromechanical, and Mechanical Control Components: installation, reconnection, rigging, assurance of no fluid leakage

Stall Avoidance System Component:

Installation, adjustment, Operational check on all primary/ secondary flight controls.

ATA 28

Fuel System Components, Lines, and Fitting, Fuel tube clamshell clamps: installation, reconnection, assurance of no fluid leakage

Along with the detailed visual inspection of any fuel tube coupling clamshell clamp the inspector must physically rotate clamp to ensure the clamp is latched.

ATA 29

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Hydraulic System components, hydraulically actuated components and associated lines and fitting: installation, reconnection, and assurance of no fluid leakage.

ATA 32

Landing Gear and Doors: installation, reconnection, rigging, or adjustment.

Hydraulic, Electromechanical and Mechanical Components that directly affect the

Extension, retraction or locking of the landing gear or doors or nose wheel steering: installation, reconnection, rigging, and assurance of no fluid leakage.

Extension and Retraction Checks: following landing gear or component maintenance that directly affects the extension, retraction, or locking of the landing Gear or doors.

Wheel/ Brakes assemblies-installation only.

ATA 34

Static System: reconnection of any component, line, fitting, or flight instrument

Requiring a leak check. (Ref. FAR 91.411 (a) (2).

Stall Avoidance System components: (See ATA 27).

ATA 49

APU: installation, reconnection, rigging, assurance of no fluid leakage.

ATA 51

Major Repair/ Major Alterations: Alterations/ installation or repair/ alterations to any component or structure that is classified as a major repair.

Pressure Vessel: Installation or repair to any component or structure that affects the integrity of the pressure valve.

Any structural repairs performed on flight controls.

Any structural repair(s) performed on/ in wet wing/ bay area.

Installation of primary structural components(s).

ATA 52

Passenger, Cargo, and Cabin Service Doors: installation, adjustment, seals repairs, locking mechanism repair or replacement.

Emergency Exits and Hatches: adjustment, seal repairs, locking mechanism repair or replacement.

ATA 56

Cockpit and Cabin windows: installation, adjustment.

ATA 57

Wings: installation, reconnection, or adjustment or wing/ fuselage attachment fittings or hardware.

Leading Edges: installation including at least the installation of any one complete row of screws.

ATA 61

Propeller and/ or Blades: installation, major repair, and assurance of no leakage.

Propeller controlling Units: installation, rigging, assurance of no leakage.

ATA 72-79

Powerplant: installation, reconnection, rigging, and assurance of no fluid leakage.

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Powerplant Modules, Accessories, and Controlling Units that could result in engine failure if installed improperly (including fuel system components, governors, hydraulic pump, oil pump, oil filter removal and installation, starter/ generator, AC and DC generators, IDG, variable geometry guide vanes, thrust reverser and actuating units, and associated plumbing and wiring): installation, reconnection, rigging, adjustment, and assurance of no fluid leakage.

Exhaust pipe/ stacks: installation

12.15.3 Dual Inspection

Air carrier/commercial operator having a continuous airworthiness program, will have maintenance performed IAW their maintenance manual. This includes the required inspection items (RII/Safety Inspection). However, regardless of the customer type, the Repair Station will perform dual inspections on all aircraft types undergoing a maintenance visit, as specified below.

Dual Inspections must include a general visual inspection of the parts and/ or components for obvious damage, which assures that installation of equipment and associated work has been completed, and no loose equipment or debris exists.

The following items of work have been determined by the Repair Station to require a Dual Inspections which will be performed by two authorized Inspector's prior to the work being completed. Both Inspectors will stamp the maintenance record after the item has been found satisfactory:

A Dual inspection will be performed by the Quality Control Department **anytime a flight control System cable has been disconnected for any reason**. This Dual Inspection must be performed after the final rigging is completed and the turnbuckle clips are installed.

A Dual inspection will be performed by the Quality Control Department for the "**ok to close" of all internal and/ or external fuel cell panels**. This Dual Inspection must be performed just prior to close-up of the panels.

A Dual Inspection will be performed by the Quality Control Department anytime there is a fuel system clamshell coupling (Wiggin's coupling) that is disturbed/ replaced or removed and reinstalled. The Dual Inspection must be performed as an element of the work performed buyback process.

12.15.4 Overrule Policy

Technical disputes related to any operation conducted under 14 CFR Part 145 and this manual and/ or a decision of an inspector, will be resolved through the appropriate management chain of command with the final resolution residing with the Quality Manager/ Chief Inspector.

Operations conducted under 14 CFR Part 121 and 135 will follow the Operators specific countermand procedures as defined in their accepted Manual.

12.15.5 Lost Tool/Item Reporting

The technician will immediately perform a search if a tool/ item cannot be located upon completion of an assigned task and/ or shift change. Both the Maintenance manager and QC Inspector will be notified and:

A Maintenance Work Card F5.2.501 will be generated by maintenance anytime a tool has been determined missing and/ or a Missing Tool/Item Report F6.9.601 is generated for a tool that was signed out against or used on an aircraft undergoing maintenance.

The QC Inspector, Maintenance Manager and the technician will complete a thorough inspection of the work area to ensure that the lost tool is not on the aircraft. If the aircraft has departed,

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Operator will be notified by means of Quality Escape Form F17.101, and/or other means of communication.

Final determination for Inspection to release the aircraft will reside with the Quality Manager/ Chief Inspector or Designee.

When a tool kit has been returned to the stockroom with parts missing a Lost Tool/ Item Report will be generated IAW this procedure, a copy of the Missing Tool/ Item Report will be inserted and remain in the kit until the part has been replaced or the kit is removed from service.

Lost tools will remain “issued” in the “Master Tooling Database” until QC has closed out the lost tool report and forwarded a copy to the Stockroom.

The Lost Tool/Item Report and a copy of the completed Maintenance Work Card will be forwarded to the Quality Manager for action and closure.

12.16 Approval for Return to Service of Work Performed on Articles

For an aircraft work Customer Order Summary, after the final inspection has been completed, it may be signed off by the issuance of a Customer Order Summary F5.2.508 which lists all maintenance and inspections performed on a customer’s aircraft. The approval for return to service shall be accomplished through the completion of an entry in the aircraft or engine logbook or customer required procedure.

For an accessories Customer Order Summary F5.2.508, after the final inspection has been completed, it may be signed off by the issuance of a maintenance or inspection record. The completed FAA Form 8130–3 airworthiness release tag will be provided to the owner or operator of the article. A copy will be placed in the Customer Order Summary F5.2.508 and a copy will be normally attached to the article.

Prior to release of an aircraft, all routine task cards will be verified completed per Routine Task card Tally per customer requirements, as well the MWC Tally F5.2.502 (F5.2.501 Tally Log) is completed by Maintenance Manager, Planner and Chief Inspector (or designees) to verify that all assigned work cards are present and complete.

Upon receipt of a customer provided work scope, the Chief Quality Inspector will:

Complete any Customer paperwork requirements.

Complete Weight and Balance computations and records as required.

Review the Customer Work Scope Summary and project paperwork package as applicable.

Aircraft not approved for return to service - compile a list of discrepancies, sign/ date and provide to the customer.

If satisfactory, sign off the Customer Order Summary F5.2.508 to signify approval.

For major repairs/ alteration, accomplish an appropriate Maintenance Release and (if required) prepare and sign an FAA Form 337. Training for this function will be provided to the Chief Quality Inspector using guidance from the FAA as to disposition and usage of FAA Form 337.

At any time, inspections may be added when a concern for airworthiness warrants.

An approval for return to service by entry in the logbook or by a FAA Form 8130–3 Airworthiness release tag will be accomplished by a person authorized and listed on the Repair Station Roster.

When logbook entries are used to issue an approval for return to service, the entry will include:

A description (or reference to data acceptable to the FAA) of the work performed,

NOTE: Ensure the entry describes the same work that is in the Work Scope package.

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The Work Scope Customer Order assigned number,

The date of completion of the work performed, and

The Repair Station certificate number, type of certification, and signature of the person authorized and listed on the Repair Station Roster with the authority to issue an approval for return to service for the work performed.

For minor inspections and replacement of components required under part 91, the following process shall be followed:

If the article is found to be airworthy and approved for return to service, the completed FAA Form 8130–3 airworthiness release tag will be provided to the owner or operator of the article. A copy will be placed in the Customer Order Summary and a copy will be normally attached to the article.

All maintenance record entries will be made in accordance with Title 14 CFR Part 43.9 and/ or Part 43.11 as applicable for the work performed within the appropriate maintenance record/ log for all work performed to the airframe, engine, propeller, and other components to include the results of inspections/ tests with an inspector's acknowledgement.

If the inspection is conducted under an inspection program provided for in 14 CFR Part 43.9 (b)(c), 91, 121, 125, or 135.411(a)(1), the work scope summary will identify the inspection program, that part of the inspection program accomplished, and contain a statement that the inspection was performed in accordance with the inspections and procedures for that particular program.

12.16.1 Customer Order Summary

A Customer Order Summary F5.2.508 will be used by the Repair Station to prepare for "Approval for the Return-to-Service" of the work performed on an aircraft undergoing a maintenance visit as per Title 14 CFR Part 43.9 and/ or Part 43.11 as applicable.

The Planner will generate the Customer Order Summary by listing the documented accomplished work:

Inspections and Maintenance Routine Task Cards

Service Bulletins/ AD's along with Job Order/ Operation

Major Repairs/ Alterations along with Job Order/ Operation

Additional items may be required by specific customer maintenance program along with Job Order/Operation

Items not accomplished (with explanation of why) along with Task Card/ Job Order/ Operation documents.

Filing into records of completed Customer Order Summary will be accomplished by Planner in coordination with Chief Quality Inspector.

Sequence of Events:

After all maintenance actions listed on Maintenance Work Card F5.2.501 have been completed, an inspector assigned to the job will:

Check the Maintenance Work Card paperwork for errors

Arrange for the correction of any paperwork errors

Data enter the completion of the maintenance actions

File the Maintenance Work Card with the project paperwork package

Parent & Sub-Job Task Card Completion Procedures:

After all items on a Routine Task card/ Job Order have been completed, the inspector assigned will:

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Review the paperwork package

Complete and sign off any work forms as required

File Job Order paperwork with the project paperwork package and coordinate with Planner for records.

NOTE: Customer may provide specific completion requirements or separate return to service depending on their maintenance program and may require an additional form or documentation for their records.

For articles that are disapproved for return to service after a require inspection due to unairworthy conditions/ discrepancies the following will be entered in the Customer Order summary & logbook:

A statement that the undersigned certifies that this aircraft has been inspected in accordance with "ABC" inspection and a list of discrepancies and unairworthy items dated MM/DD/YY has been provided to the aircraft owner or operator. Detailed information is on file in Customer Order Summary F5.2.508, similar to sign-off statement in part 43.11.

The signature of the person authorized and listed on the Repair Station Roster with the authority to disapprove a return to service for the work performed.

The Repair Station #4T1R174D.

In addition to logbook entries, the owner or operator will be provided a signed and dated list of discrepancies, and the following action shall occur:

For those items permitted to be inoperative under 14 CFR 91.213(d)(2), the owner or operator shall authorize this Repair Station to install placard(s) that meets the aircraft's airworthiness certification regulations, on each inoperative instrument and the cockpit control of each item of inoperative equipment, marking it "Inoperative," and shall add the items to the signed and dated list of discrepancies completed by this Repair Station and given to the owner or operator.

When the approval for return to service is entered into a customer's aircraft logbook, or by electronic means, as per customer requirements, the Repair Station will complete its paperwork and keep a copy of the customer's aircraft logbook or electronic sign-off indicating the approval for return to service.

The inspection will be recorded, and the aircraft approved for return to service (see, Approval for Return to Service of Work Performed on Articles) in conjunction with any maintenance required.

The Chief Quality Inspector is responsible for ensuring that the final inspection and approval for return to service is performed properly, to include the Delivery Checklist F5.2.507 completed by authorized QC Inspector.

12.17 Recording Major Repairs and Alterations

Records completed will depend on whether the work included a major repair or alteration.

Major repair records will include the original and a signed copy of F5.2.502 Maintenance Work Card (F5.2.501) Tally Log and FAA Form 337. The Quality Department and Technicians shall review and evaluate CFR part 43, appendix B and complete the Major/ Minor Determination Form (F1.14.319) per the Forms Manual. Major alterations will be recorded on the FAA Form 337. The Chief Quality Inspector is responsible for ensuring that when a major alteration or repair is performed, an FAA Form 337 for major alteration is completed.

If the form is for an article (aircraft or component), a copy is forwarded, in accordance with CFR part 43, appendix B, to Federal Aviation Administration, Aircraft Registration Branch, AFS–750, Post Office Box 25504, Oklahoma City, OK 73125, within forty-eight (48) hours after approving the aircraft for return to service. One copy will be provided to the customer and one copy shall be kept in F5.2.502 Maintenance Work Card (F5.2.501) Tally Log.

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12.18 Alternate Means of Compliance (AMOC)

For the purpose of complying with the instructions of an Airworthiness Directive (AD), the repair station may formulate methods to satisfy the intent of the AD instructions. This must be approved by the customer, and as well requires coordination and approval from the FAA Aircraft Certification Office (ACO) prior to implementation. Chief Quality Inspector will gather pertinent data for the purpose of submittal of the AMOC to the customer, and, upon customer approval and procedures, thence to ACO for approval. Records of AMOC action shall be maintained as per the requirements of RSQM 13.3 and must clearly identify and recurrent actions and due dates that are applicable.

12.19 Shipping

The Stockroom Clerk will ensure that articles are packaged and shipped in accordance with manufacturer and customer specifications. If special packaging restrictions and shipping considerations are required, it shall be handled on a case-by-case basis (i.e., HazMat, batteries).

12.20 Corrective Action Procedures

Whenever an inspection or maintenance task or work scope determines that a step or function has been accomplished incorrectly, a non-conformance report will be generated by the quality control inspector who determined the step or function was not performed properly, defining the discrepancy to ensure rework is completed and inspected to ensure corrective action of the discrepancy. Additionally, the incident will be reviewed to ensure that the improper work was not the result of a deficiency in facilities, equipment, tooling, or material.

Whenever it is discovered that an improper maintenance, preventive maintenance, or alteration action was approved for return to service, this Repair Station will immediately rectify the situation with the customer. This includes action up to and including recalling the article.

The Chief Quality Inspector is responsible for determining whether incidents or alleged non-compliance with the regulations should be reported to the FAA under the Voluntary Disclosure Reporting Program described in AC 00-58a, as revised.

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Section 13: Records and Reports

13.1 General

All records used to establish compliance with the requirements of 14 CFR part 145 shall be maintained by the Planner and audited by the Chief Quality Inspector or his designee. All records shall be retained in English. The records are kept with F5.2.502 Maintenance Work Card (F5.2.501) Tally Log as it travels through the Repair Station until the article is returned to service or returned to the customer. All records are maintained in paper form (kept in a secured, access limited location), and/ or in a digital database on the LAN, by customer work order as applicable. Access to records is controlled by means of the AeroTEC internal IT data security utilizing password and permission controls, and scheduled backups of data to ensure integrity.

All articles requiring special testing, will have the certification records retained to assist with the return to service requirements. The return to service is accomplished following maintenance operational and/ or functional checks per maintenance manuals, and within the requirements of the customer's maintenance program.

An example of an article requiring specialized testing, are those items requiring hydrostatic testing, which The Department of Transportation regulates in the Code of Federal Regulations (CFR), Chapter 49.

These records will be stored and maintained securely in a manner that they can be obtained and retrieved upon request for no less than 2 years. Records shall be made available for inspection by the FAA and NTSB.

13.2 Falsification, Reproduction, Alteration, or Omission of 14 CFR Part 145 Records

No person shall:

> Make or cause to be made a fraudulent or intentionally false entry in any application, record, or report; reproduce any application, record, or report for fraudulent purpose; or alter any application, record, or report for fraudulent purpose.

By omission, knowingly conceal or cause to be concealed a material fact in any application, record, or report.

13.3 Generating and Maintaining 14 CFR Part 145 Records

Unless otherwise specified in this manual, records required to be developed, maintained, and stored by the Repair Station and shall be available for no less than two (2) years. Records will be maintained in paper and/ or electronic form as applicable, and as per customer requirements. Storage of paper documents are maintained by the Chief Quality Inspector in a secured location, with access controlled by the Chief Quality Inspector. Retrieval of records is made by valid request to Chief Quality Inspector who is solely responsible for their dissemination to appropriate individuals. Training on these procedures will be provided to Chief Quality Inspector and designees by the Quality Manager. These records include:

> F5.2.502 Maintenance Work Card (F5.2.501) Tally Log, including the maintenance/inspection, preventive maintenance, and alteration records
>
> Manual revision records
>
> Repair Station rosters
>
> Stamp issuance and collection records

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Self-Evaluation Forms documenting changes to the Capability List

Employee records, including:

Repair Station vendor records and lists,

Approvals for maintenance functions,

Calibration records,

Tooling and material equivalency records,

Determinations of major and minor repairs,

Reports of serious failures, malfunctions, and defects; and

Audit and action forms.

ADs and Service Bulletin records, which will include the following:

Identification of the particular aircraft, aircraft engine, propeller, and appliance to which the AD or Service Bulletin is applicable.

The date and time, expressed in hours, cycles, calendar time, etc., when the required action was accomplished.

The specific action completed, including any Alternate Means of Compliance (AMOC), and when recurrent action is due and the method of compliance.

NOTE: All records required to be maintained under applicable civil aviation regulations are available for inspection by the applicable FAA and the NTSB upon request. Records and reports may also be made available to customer with the understanding the information data is confidential and may not be released, copied, or disseminated by the receiver.

The Accountable Manager is responsible for coordinating requests for records inspection.

13.4 Maintenance and Inspection Forms

The forms or examples of forms used to record maintenance and inspection activities that are developed and maintained by this Repair Station, including the instructions for completing such forms, shall be contained in a Forms Manual. The required forms are referenced in the appropriate sections of the manual.

NOTE: Repair Station Maintenance and Inspection Forms and tags, such as MWC F5.2.501 as an example, and associated Repair Station processes and procedures may be utilized on aircraft or articles for which this repair station is both rated or not rated. Examples include, but are not limited to, work on certain Experimental aircraft (reference 14 CFR part 43.1(b)(1)), and aircraft being maintained under Part 91 not on the Repair Station's ratings/OpsSpecs. When these forms and tags are utilized, they must be properly identified with "Not for Part 145 Work" stamped legibly in red ink or repair station number shaded in black.

The Forms Manual will be continuously updated as new and better provisions for recording maintenance actions are developed. All form blanks shall be signed/ stamped and dated; or in the case of a step having "N/A", it shall be signed with initials and dated. "N/As" must be stamped by a quality control inspector to ensure the "N/A" is appropriate. The Chief Quality Inspector shall review, accept, and approve all form revisions before release.

Forms created by owners, operators, or type certificate holders to record inspection, maintenance and alteration activities will be used when appropriate. These forms will not be available in the Forms Manual but will be completed as required to record the actions in accordance with the applicable requirements of 14 CFR parts 43 and/or 91.

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This procedure describes the documents and procedures used by the Repair Station to document and process routine and/or non-routine maintenance and the approval for “Return to Service” for the work performed as per Title 14 CFR Part 43.9 requirements. This procedure will only be utilized on an aircraft with the customer approval.

The Quality Manager has the overall authority to modify these policies and procedures.

The Quality Manager is responsible for ensuring this procedure is in compliance.

The Maintenance Manager, Supervisor and Quality Inspector will ensure the completeness and control of the maintenance document.

Non-certificated technicians performing work at the Repair Station must be under the direct supervision of an appropriately rated certificated technician. The non-certificated technicians will be required to “short sign” for the work they performed.

An appropriately rated technician who is certificated as per Title 14 CFR Part 65 requirements and authorized by the customer must perform the “Approval for the Return to Service” for the work they performed and/ or work they supervised.

Quality Control Inspections will be responsible to complete the maintenance record entry as per customer requirements as well as the following requirements:

RSQM 13.4.1 - OK to Close

RSQM 12.11.1 - Buybacks Inspection

RSQM 12.15.1 - Required Inspection Item RII/Safety Inspection

Verify Title 14 CFR Part 43.9 requirements are met.

Ensure the remaining open steps for any work interruption are carried forward in the maintenance entry section to ensure completion.

Each maintenance record entry for work being performed by the Repair Station must contain the following information. Reference Title 14 CFR Part 43.9:

A complete description of the work performed or a detailed reference to the acceptable technical data used to perform the work will include:

The date of completion of the work performed.

The name of the person performing the work.

The name of the certified technician approving the return to service for the work performed.

Each person performing maintenance, alterations, or preventative maintenance on an aircraft, engine, propeller, or appliance shall use methods, techniques, and practices prescribed in the current manufacturer’s maintenance manual or Instruction for Continued Airworthiness prepared by its manufacturer, or other methods, techniques, and practices acceptable to the FAA. The person shall use tools the tool, equipment, and test apparatus necessary to assure completion of the work in accordance with accepted industry practices. If special equipment or test apparatus is recommended by the manufacturer involved, he/ she must use that equipment or apparatus or its equivalent acceptable to the FAA. Reference Title 14 CFR Part 43.13 (a) requirements.

Each person maintaining or altering, or performing preventive maintenance, shall do that work in such a manner and use materials of such quality, that the condition of the aircraft, airframe, aircraft engine, propeller, or appliance worked on will be at least equal to its original or properly altered condition (with regard to aerodynamic function, structural strength, resistance to vibration and deterioration, and other qualities affecting airworthiness). Reference Title 14 CFR Part 43.13(b) requirements.

A certificated technician supervising a non-certificated/ authorized technicians work is responsible for ensuring that the work performed has been properly completed and all related work documents are properly filled out.

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Maintenance records may be in the form of work cards, (to include customer provided work cards) work process documents, tags, FAA forms, engineering authorizations or orders, logbooks, or other work records.

Regardless of the type of document the record must be complete, references must be clear, concise, and specific, and all required signatures or stamps must be included.

When a task is an RII/Safety Inspection the technician will be responsible for coordinating, prior to performing the work, with the Quality Control Inspector on the specific inspection RII/Safety Inspection steps. (See also Sec 12.13 for In-Process inspections). In addition, the technician will be responsible to ensure that the RII/Safety Inspection paperwork is presented to and stamped by an RII/Safety Inspection authorized inspector after completion of task or prior to shift ending.

13.4.1 Maintenance Work Card (F5.2.501)

The Maintenance Work Card (MWC) F5.2.501 is used primarily for recording non-routine maintenance i.e., addressing discrepancies found whilst performing routine task cards from an operator's maintenance and inspection program. It may also be used during routine maintenance, and for documenting work interruption, access, or added work scope.

The card can either be issued by the Planning Department for scheduled routine events or by technician/ inspectors for non-routine events detected on the shop floor. Reference Form F5.2.501 instructions for form completion.

A discrepancy will be generated on the Maintenance Work Card Form F5.2.501 when:

A defect outside the scope of the scheduled work is discovered.

A defect is found during the performance of an aircraft inspection.

A defect is found during the performance of any aircraft maintenance.

Or, whenever a customer approves the use for performing routine maintenance.

Each technician will reference the work he/ she completed and sign for only that work performed.

A new maintenance action will be documented using the next open item number, which will detail the remaining open steps for any work interruption. A QC Inspector will then verify that the remaining open steps are properly documented in the next open sequence number on the MWC F5.2.501 before approving the maintenance action/ corrective action when a work interruption occurs.

All shop aides/ holding fixture installed on an aircraft (ex. tape, clamps, tongue depressors, etc.) that will remain on the aircraft after the technician signs off the steps for which they were required will require documentation on the MWC in the maintenance action block.

If a technician installs a shop aide/ holding fixture as a means to assist job progression no documentation is required unless technician intends to leave the shop aid/ holding fixture in place when the next shift comes on.

If a shop aide/ holding fixture is installed on an aircraft in order to hold a replacement part in place until the cure time is met the installation and description of the shop aide installed will be documented on the MWC in the maintenance action block. The technician that removes the shop aide will give a brief description of the removal in the corrective action block, No AMM reference is required for this work.

The maintenance entry section is divided into two (2) sections:

Maintenance Action: This section will document what is needed to fix the discrepancy, and/ or will be used to document what action has been done to the aircraft/ article.

NOTE: This block will have a diagonal line applied when a corrective action is only documented.

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Corrective Action: This section will document what has been done to rectify the Maintenance Action block or the Discrepancy block.

Related Maintenance Action: Any actions generated as a result of the original finding will be entered in the Maintenance Action section with its own Sequence Number.

Items removed to facilitate other maintenance (FOM) shall be documented on MWC F5.2.501. In the case of access panels, these may be entered into the Panel Removal and Installation Log F5.2.510 and referenced on MWC.

If related Maintenance Action is not part of the attached approved data or accepted procedures, the required maintenance action must be listed in the next open Item block. (Example: Remove bonding wire to FOM)

For elementary maintenance actions that do not affect safety of flight, a specific reference to a maintenance manual is not required however a detailed description of the work performed will be required.

NOTE: New unrelated discrepancies exposed as a result of correcting the initial finding must be documented separately.

If a maintenance entry exceeds the amount of space provided, it is acceptable to extend the entry into the next space provided. The corresponding Maintenance Action will be lined out with initials of the person performing the line out, with a diagonal line indicating not being used.

The approved reference data must be attached at all times when performing maintenance on an MWC F5.2.501.

13.4.1.1 OK to Close

A general visual condition inspection performed prior to closing an area, which assures the safety and security of equipment installed and associated work has been completed, as well as ensuring no loose equipment or debris exists.

A final inspection of closing panels and a review of documentation to ensure all work items are completed.

The certificated technician will perform a GVI of the area and receive “OK to Close” on Panel Removal and installation Log, F5.2.510, as applicable or document the wording “OK to Close _____” within the corrective action block on the MWC Form F5.2.501 prior to notifying Quality Control the area is ready for inspection. An authorized QC inspector will perform the “Ok-to-Close” inspection and stamp within the “Ok-to-Close _____” space signifying the area can be closed.

The intention of the “OK to Close” activity is to only inspect and authorize panel closure for those panels which can be immediately closed.

The aircraft Maintenance Supervisor is responsible to ensure the panels authorized are closed during the same shift or the “OK to close” is voided.

13.4.1.2 Continuation Sheet MWC F5.2.509

When the maintenance entries exceed the spaces provided on the MWC F5.2.501, a Continuation Card F5.2.509 will be utilized.

The use of a continuation card will be annotated on the parent MWC F5.2.501 in the space indicated.

The “Parent” MWC F5.2.501 and Continuation Card(s) F5.2.509 will remain open until all continuation cards have been completed at which time the final audit can be performed by the Maintenance Supervisor and Quality personnel.

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Items will remain in a sequential order. The MWC Continuation Card will start at next Item# following that of the Parent card unless it is continuing verbiage for the entry of last Item # from Parent MWC.

The Job and Operation # of the continuation card will be annotated same as the parent MWC F5.2.501 in the space provided.

Enter the wording “Continued from Job/ Op#”, (and Item # if continuing an entry from Parent MWC).

The “Parent” MWC F5.2.501 and continued cards will remain open until all continuation cards have been completed at which time the final audit can be performed by the maintenance, quality, and Planner.

13.4.1.3 Final Review

The Maintenance Supervisor verifies that all work is properly documented, the maintenance action/ corrective actions has rectified the discrepancy, and the work performed is “Approved for Return to Service” by a certificated technician prior to signing the card-completed block.

A QC Inspector will verify proper documentation is met prior to signing the card completed block.

13.4.1.4 Engineering Orders

The Engineering Order is used primarily to perform specific type repairs to aircraft structure when no other repair is available. As well to provide instructions and/or course of action to maintain aircraft in airworthy condition. For Major Repairs, the requirements of Part 43 Appendix B (b) will be met.

The recording of the Engineering Order will be documented on Maintenance Work Card F5.2.501.

13.4.1.5 Standard Repairs

The Standard Repair is an engineering document that is a general type repair document.

The recording of the Standard Repair will be documented on Maintenance Work Card F5.2.501, or customer documentation, as applicable.

13.4.1.6 Signature Accountability for a Maintenance Record Entry

By signing that the work was accomplished, the person assumes responsibility that the work was properly accomplished because that individual personally performed the work and/ or is approving the “Return to Service” for the work performed. The signature in the Corrective Action column represents the work performed has been *Approved for Returned to Service.*

13.4.1.7 Standards for Making Maintenance Record Entries

All work cards, work orders, Non-Routines, EO’s and other records are documents that become part of an aircraft historical file. They provide evidence of compliance with the regulations.

These documents must be carefully and fully completed. All personnel handling records must make every effort to keep the document clean and intact.

All entries must be legible and made in permanent black or blue pen.

Dates are typically made in month/day/year (i.e., 01/01/2001 or Jan. 01, 2001) however day/month/year will be acceptable if the month is abbreviated. (i.e., 01 Jan 2001)

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Stamps may be utilized if one has been assigned. Signatures must consist of the person's signature. i.e.: 1st initial, last name, and employee number. It is recognized that an individual's signature is unique to them, but their employee # must be legible.

NOTE: Customer specific signature requirements will vary.

Inspection personnel may use their inspection stamp in lieu of their signature unless otherwise directed by the Chief Inspector.

Technical Data requirements are outlined in section 12.2.2.

When maintenance is being performed by multiple technicians, the approved technical data may be used as a record of maintenance to record step-by-step sign off for work progression. Tech data used for this purpose will remain with the completed generating document and retained as permanent records of maintenance.

NOTE: All steps shall be completed on the tech data

Each task must be signed for, if a technician completes a series (or multiple line items) these may be "bracketed" and then signed adjacent to the bracketed area.

The description of work performed must include a complete and accurate description of the work that was accomplished (or reference made to the use technical data)

For elementary maintenance actions that do not affect safety of flight, a specific reference to a maintenance manual is not required however a detailed description of the work performed will be required.

When performing a system integrity check, (i.e.: operational, function, leak, and rigging checks) the description will include a reference to the appropriate manual task number and the result of the check.

All part numbers/ serial numbers are to be recorded when the installed item is not the same as the removed item. Part numbers/ serial numbers are not required to be recorded if the item was removed to facilitate other maintenance.

NOTE: Consumables to include hardware (ex. NAS, MS, AN) are not required to be documented. A parts report is generated for the customer identifying all parts issued during the maintenance visit.

Erasing or obliterating words on aircraft records or removing and/ or replacing pages is not permitted.

Transfer of Work, reference Section 13.4.5.

Discrepant maintenance entry, reference customer requirements, and Section 13.4.1.9.

All steps on a work document will be completed and signed-off on that document. Work-steps on an MWC F5.2.501 or routine work card cannot be closed out by referring the item to another task card and/ or MWC with similar work.

Personnel performing inspections are qualified internally for each type of inspection or activity to be inspected. Most customers also require their own qualification of internal personnel on an aircraft-specific and activity-specific basis.

QC and training dept. maintain lists of personnel qualified by the Repair Station and by customers.

13.4.1.8 Work Card/MWC Tally

This procedure ensures that Work Cards/ Non-Routines are issued and controlled throughout the aircraft maintenance visit in order to accurately account for all maintenance, repairs, inspections, and modifications.

The Quality Manager has the overall authority for adherence to Work Card Procedures.

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Planning will be responsible to issue all work packages. Repair Station MWC F5.2.501 used, as necessary.

Planning will use the customer statement of work/ contract for the basis of this package.

Planning will utilize a customer provided Tally or one tailored to the customer to capture all Routine work cards. This may involve use of customer maintenance and inspection program software.

Form F5.2.502 Tally log will be issued by the Planning Department for use with the Repair Station's MWC F5.2.501, and F5.2.509 to inspect, repair and/ or modify aircraft, as applicable.

The person initiating the MWC F5.2.501 will initial the issue by block when generating it.

Quality Control Inspectors will stamp the completed by block when all maintenance actions are completed satisfactorily and having verified that RII/Safety Inspection functions were stamped by RII/Safety Inspection qualified inspector.

The Maintenance Manager, Chief Quality Inspector and Planner will acknowledge all Routine work cards and all MWC F5.2.501 that are generated are audited and accounted for prior to closing the tally. Repair Station MWC F5.2.501 tally is F5.2.502.

13.4.1.9 Record Corrections

Should there be a valid need to closeout a document with an open step, then that step must be stated on a stand-alone MWC F5.2.501, using the identical wording as on the parent document.

It is not permissible for one employee to make any change(s) to another employee's maintenance entry.

If the technician or Inspector who generated the entry is not available to make the change, then the discrepant entry will be evaluated/ resolved through the Quality Control management chain of command with the final resolution residing with the Quality Manager.

Quality management will perform a re-inspection to validate the discrepancy and make an entry on the work document explaining the correction being made.

Should it be discovered that a maintenance entry on a shop floor generated work document be incomplete, inaccurate, or not applicable, only the technician or Inspector who generated the maintenance entry shall correct his/ her own error or omission by inserting the correct or complete information where it was lacking or by drawing a single line through the inaccurate information, then initialing with employee number to the cross through. The corrected data will be entered next to the crossed through information.

13.4.1.10 Reconstruction of a Record of Maintenance (Maintenance Work Card, Task Card)

Reconstructing a Record of Maintenance is only a means of last resort and must be authorized by the Quality Manager or Chief Quality Inspector.

Reconstruction of a Record of Maintenance can be accomplished if one or more of the following conditions exists:

Lost

Damaged/ Destroyed

Difficult to Follow

Illegible

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If a card has been lost, damaged, or destroyed a thorough search and interviews must be done by the Maintenance Supervisor and Quality Inspector by no less than the following:

Maintenance and Inspection including desks/areas

Data Entry personnel work areas

Records personnel and areas

Last employee who handled the card including personal toolbox

Customer Representative, and office area

The reconstructed card will have “Original-Lost-Damaged-Destroyed” written at the top of the card and should be written with as close to the same wording as possible it is replacing.

NOTE: If employees who originally accomplished the work are not available and disassembly is not required, then the completion must be verified by reinspection of the work by a properly trained and qualified technician and Inspector.

If a maintenance entry is illegible or difficult to follow, it needs to be corrected by lining out and shall contain the initials of the employee who entered the information and signed for the return to service of that work performed, as well as the initials of the inspector who approved the work and/ or RII/Safety Inspection. Re-Issuance of a damaged or greatly illegible work card is subject to approval by the Chief Quality Inspector.

13.4.2 Maintenance Records

A detailed record of all work performed by the Repair Station shall be maintained for each article which underwent maintenance, preventive maintenance, or alteration under the authority of the Repair Station certificate. A description of the work performed shall be set forth in the documents developed, completed, and maintained by the Repair Station. Records are maintained by the Repair Station for 2 years, both in paper form in a secured location, as well as scanned and/ or digitally on the LAN as applicable.

The CQI will perform both weekly as random audits of maintenance records to ensure records are completed correctly, legibly, and that all documents are accounted for during a maintenance visit. Any deficiencies are to be addressed immediately.

The Customer Order Summary form F5.2.508, completed by the Chief Quality Inspector in coordination with Planner, shall comply with maintenance records and include:

Work Scope or Statement of Work from customer

Forms required to be completed such as:

Inspection records

Identification tags

Maintenance data used to record maintenance, preventive maintenance, and alteration actions

Routers, travelers, and other documents used to record maintenance, preventive maintenance, and alteration actions

Approval for return to service (FAA Form 8130-3).

Special instructions from air carrier or commercial operator customers.

Evidence that leased or borrowed tools and equipment were in the company when the work was performed and were within their calibration due dates.

References to or SB(s) and documentation of accomplishment.

References to AD(s) and methods of accomplishment.

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Request and approval documentation for work performed at a location other than a fixed location.

Documentation of work performed by approved vendors including contract maintenance vendor (without Return to Service capability), and associated AeroTEC certification paperwork.

STC data and instructions.

Any other documents or data that describe work performed, including those required by customer.

A clear description of any change to aircraft operating limitation or flight data contained in the approved aircraft flight manual generated by repairs or alterations requiring revision and as set forth as prescribed in 14 CFR 91.9 and, incorporation of that data prior to return to service of that article or aircraft in accordance with customer requirements and in accordance with that customer's maintenance program, procedures, and processes.

13.4.3 Completing Maintenance Records

All records shall be completed in permanent black or blue ink as follows:

All steps in each maintenance or inspection document shall be:

Completed, or

Determined to be inapplicable to the scope of work. If any steps on the forms are found to be inapplicable, (see also 13.4.4 below) they will be:

Completed and signed, initialed, or stamped by the individual completing the work, or

Determined to be inapplicable to the scope of work. If any steps on the forms are found to be inapplicable, they will be marked N/A, and signed, initialed, or stamped by the individual making that determination.

NOTE: Notation of why the step was not applicable is required and is to be verified by Quality Inspector.

When an inspection by dimension or test is required by the applicable maintenance data, the results and calibrated tools and calibration dates will be recorded and included in the applicable maintenance or inspection document.

Inspectors shall review the records for accuracy and completeness before approval to return to service.

At the completion of a work step the person performing the step will sign and date the appropriate place on the document.

Inspectors shall indicate the acceptance of the work or inspection performed by affixing their stamp or initials or signature and date next to the Repairman/ Technician's on the maintenance document.

After all steps are completed, the article is prepared for final closure.

All Inspector(s) and Technician(s) are responsible for completing the appropriate paperwork.

13.4.4 Documentation of Items That are Non-Applicable (N/A)

If a pre-planned task or inspection document instructs maintenance personnel to perform a task which cannot be accomplished *due to MOD status, SB effectivity, AD effectivity, etc.), "N/A" may be placed in the Mechanic and Inspection block(s), as required.

The Mechanic and Inspection blocks will still require initials and employee number in the same block next to the "N/A". A brief statement as to why will also be required adjacent to the "N/A" block.

If there is only a Mechanic block, then an RII/Safety Inspection Inspector must stamp next to the block verifying the validity of the N/A with the Mechanic.

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NOTE: If the task card or inspection form has an "if applicable" statement on one task, but the other method of compliance task immediately follows, then this is considered explanation enough. A detailed statement as to why the block is being marked "N/A" is not required.

13.4.5 Transfer of Work

Work steps on a routine work card or MWC F5.2.501 cannot be closed out by referring the item to another work card and/or MWC F5.2.501 with similar work. This is to avoid missed functional, operational, etc. steps. However, a customer's GMM/procedures may permit transfers, thus extra caution must ensue to ensure maintenance manual requirements are met.

Should there be a valid need, confirmed by Maintenance Manager or Supervisor and Chief Quality Inspector to closeout a document with an open step, then that step must be stated on a stand-alone MWC F5.2.501 using the identical wording as on the parent document.

13.4.6 Signature Policy

Throughout this manual, the term "signature" means to always use "First Initial, Last Name and Employee Number". The term "Initial(ed)" means to use "First and Last Initial" along with "Employee Number".

The signature policy, as identified above, is applicable only to the Repair Station's procedures and associated forms and is not applicable for a return to service entry required by Title 14 CFR Part 43.9 and Part 43.11.

Work being performed for an air carrier or commercial operators that have a continuous airworthiness maintenance program under Title 14 CFR Part 121 or Part 135 will be signed-off as per their respective procedure.

Stamps are authorized for use in lieu of signature on any Repair Station paperwork where form instructions permit and/ or if allowed by the customer. Reference respective form instructions to determine the stamp and date requirements.

13.5 Reports of Serious Defects, Failures, or Malfunctions

Reports on serious failures, malfunctions or defects will be made within ninety-six (96) hours after their discovery, on an FAA Form 8070-1 Service Difficulty Report (SDR) in the manner set forth in the Forms Manual. The types of items that will be reported are defined on Serious Difficulty Report. The report must be made without withholding any pertinent information.

Report will include:

Air Carrier

Aircraft registration number

Type, make, and model of the article

Date of discovery of the failure or malfunction defect

Nature of the failure or malfunction defect

Time since overhaul, as applicable

Apparent cause of failure, malfunction, or defect; and

Other pertinent information necessary for complete identification and determination of seriousness or corrective action.

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The Chief Quality Inspector will consult with the customer/ operator on who will complete this report. This agreement will be documented in the Airworthiness Agreement (AWA) or Statement of Work (SOW), Contract, or Work Order (WO) as applicable. A copy will be provided to the customer/ operator prior to or in conjunction with filing their report with the FAA.

The Chief Quality Inspector is responsible for the proper and timely gathering of pertinent data on serious failures, malfunctions, or defects as necessary to facilitate the completion of report.

13.5.1 Maintenance Record Entry

13.5.1.1 Customers with a Continuous Airworthiness Inspection Program

Maintenance record entries for customers with an Approved Continuous Airworthiness Inspection Program will be made in accordance with the procedures in their manual. In addition, all work accomplished by the Repair Station personnel will be listed by Quality Control on the Customer Order Summary.

13.5.1.2 Customers without a Continuous Airworthiness Inspection Program

All maintenance record entries will be made in accordance with Title 14 CFR Part 43.9 and/ or Part 43.11 as applicable for the work performed within the appropriate maintenance record/ log for all work performed to the airframe, engine, propeller, and other components to include the results of inspections/ tests with an inspector's acknowledgement.

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Section 14: Work Scope Planning

14.1 General Requirements for Work Scope Planning

Purpose is to define how customer work-scope instructions are developed and controlled to include any later changes to those instructions. Reference F5.2.506, 2 Week Look-Ahead Meeting and F5.2.514 All Hands Kickoff meeting.

The work scope meetings are used to create the work package and provide customer requirements. If not an established customer, the work scope is delivered to Planning from marketing or contracts personnel. Established customers communicate directly with the Planning Department regarding their work scope.

A work scope is received directly from an established customer to Planning.

Planning creates a work scope file that is filed by aircraft and customer.

A customer order is created in the computer (intranet) and jobs and operations are generated as necessary to perform each task.

Planning will review the work scope identifying all pre-draw material and tooling required for the aircraft visit and in addition, an electronic pre-draw list will be provided with the completed work package.

Prior to the aircraft arrival a pre-induction meeting is conducted by Planning, with the customer, Purchasing Department, Maintenance Manager, Quality Manager, and Chief Quality Inspector. The work scope is reviewed for any changes that may have occurred since receipt of the initial work scope. In addition, the acceptance of “Additional Work” and schedule adjustments will be determined at this time. Planning presides over this meeting. A determination is made to ensure availability of trained personnel, tooling, data etc. to perform the work scope in a safe and effective manner.

If the work scope is revised at any time after the All Hands Kickoff Meeting, Planning will immediately notify the Accountable Manager, Quality Manager, Chief Quality Inspector and Maintenance Manager of all changes to ensure all subsequent changes are identified and properly scheduled. The revised work scope must be reviewed by Planning to ensure that all changes are accurate, and the aircraft span time is adjusted accordingly. All changes will then be communicated to the customer, Maintenance and Quality personnel as applicable. Planning will then insert the new work scope instructions into the work package or deliver the revised work-scope instructions to the floor if the aircraft is in work. Planning will pull the old work scope document and insert the new work scope document and any related changes to the package as required.

Any changes made to the work scope must be dated and filed in the aircraft file. These files are located on the Planner’s drive and files area on the LAN, and accessible to appropriate personnel at any time.

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Appendix A: Cross-Reference Table

14 CFR part 43	**Maintenance, Preventative Maintenance, and Alterations**
43.9	Maintenance and Inspection Forms
43.11	Records and Reports
14 CFR part 65	**Certification Airman Other Than Flight Crewmembers**
65.101	Certification of Personnel under Part 65
65.101	Key Personnel – See qualifications for each position
14 CFR part 145	**Repair Station Quality Manual Reference**
145.1 Applicability.	Introduction
145.3 Definition of terms.	
145.3(a)	Accountable Manager
145.3(b)	Article
145.3(c)	Directly in Charge
145.3(d)(1)	Line Maintenance
145.3(d)(2)	Line Maintenance
145.5 Certificate operations specifications requirements.	
145.5(a)	General Certification Requirements
145.5(b)	Availability of the Repair Station Certificate
145.12 Repair Station records: Falsification, reproduction, alteration, or omission.	
145.12(a)-(c)	Falsification, Reproduction, Alteration, or Omission of 14 CFR part 145 Records
145.51 Application for certificate.	
145.51(a)	Applies to applicants, continuing obligations covered by General Certification Requirements
145.51(a)(1)	
145.51(a)(2)	
145.51(a)(3)	
145.51(a)(4)	
145.51(a)(5)	
145.51(a)(6)	
145.51(a)(7)	
145.51(b)	
145.51(c)	
145.51(c)(1)	
145.51(c)(1)(i)	
145.51(c)(1)(ii)	
145.51(c)(2)	
145.51(d)	Certificate Requirement, Change or Transfer and Duration
145.51(e)	Applies to applicants and applications: no compliance elements appropriate for Repair Station manual contents
145.51(f)	Duration of the Repair Station Certificate
145.53 Issue of certificate.	
145.53(a)	Issuance of Certificate

145.53(b)	This paragraph applies to persons located in foreign countries that have bilateral agreements with the United States and does not require action by this company.
145.53(c)	Hazardous Material Compliance
145.53(d)	This paragraph applies to persons located in foreign countries and therefore does not apply to this company.
145.55 Duration and renewal of certificate.	
145.55(a)	Duration of the Repair Station Certificate
145.55(b)	These paragraphs apply to persons located in foreign countries and therefore does not apply to this company.
145.55(c)	
145.55(c)(1)	
145.55(c)(2)	
145.55(c)(3)	
145.55(d)	Duration of the Repair Station Certificate
145.57 Amendment to or transfer of certificate.	
145.57(a) (1-2)	Certificate Requirement, Change or Transfer and Duration
145.57(b)	Transfer of Assets
145.59 Ratings.	
145.59(a)	This section of the regulations explains the types of class ratings the FAA issues as part of the Repair Station's certificate, therefore they do not require any action by the company.
145.59(b)	
145.59(c)	
145.59(d)	
145.59(e)	
145.59(f)	
145.61 Limited ratings.	
145.61(a)	This section of the regulations explains the types of limited ratings the FAA issues as part of the Repair Station's certificate, therefore they do not require any action by the company. With respect to working within the rating issued by the FAA, please refer to the Capability List.
145.61(b)	
145.61(c)	This section of the regulations explains that if the Repair Station is issued a limited rating for specialized service, it must have the process specification it will used (either a military or civil one or one developed by the applicant) must be listed on the Repair Station certificate's Operations Specifications, therefore it does not require action by the company.
145.61(c)(1)	
145.61(c)(2)	
145.101 General.	Maintenance of Housing, Facilities, Equipment, Materials, and Data
145.103 Housing and facilities requirements.	
145. 103(a)	These paragraphs of the regulation explain the general requirements for housing and facilities that are adequate for the rating(s) issued and that ensures that work will be performed properly. The description of the housing, major facility areas and equipment is set forth in Housing and Facilities
145.103(a)(1)	
145.103(a)(2)	
145.103(a)(2)(i)	
145.103(a)(2)(ii)	
145.103(a)(2)(iii)	
145.103(a)(2)(iv)	
145.103(a)(2)(v)	

145.103(b)	This paragraph of the regulation requires Repair Stations performing maintenance, preventive maintenance, and alteration on complete aircraft to have permanent housing capable of enclosing the largest aircraft upon which work will be performed. The size of the hangars is explained in paragraphs Housing and Facilities; Description of Housing and Facility Drawings
145.105 Change of location, housing, or facilities.	
145.105(a)	Procedures for Changing Location, Housing or Facilities
145.105(b)	
145.105(c)	
145.107 Satellite Repair Stations.	
145.107(a)	This Repair Station does not have satellite Repair Stations and therefore this section of the regulation does not apply
145.107(a)(1)-(4)	
145.107(b)	
145.107(c)	
145.109 Equipment, materials, and data requirements.	
145.109(a)	Certificate Requirement, Change or Transfer and Duration
145.109(b)	Calibration
145.109(c)	Calibration
145.109(d)(1-7)	Maintenance Data
145.151 Personnel requirements.	
145.151(a)	Head of Aircraft and Test Site Ops (Accountable Manager)
145.151(b)	Personnel; General
145.151(c)	Personnel; General
145.151(d)	General Program Description
145.153 Supervisory personnel requirements.	
145.153(a)	Personnel General, Head of Aircraft and Test Site Ops (Accountable Manager) responsibility for ensuring sufficient numbers of employees
145.153(b)(1)	See qualifications for Maintenance Supervisor and other positions that will be or are responsible for supervision
145.153(b)(2)	These paragraphs apply to persons located in foreign countries and therefore does not apply to this company.
145.153(c)	See qualifications for Maintenance Supervisor and other positions that will be or are responsible for supervision
145.155 Inspection personnel requirements.	
145.155(a)(1)-(2)	See qualifications of Chief Quality Inspector & Inspector(s) and other persons authorized on the Repair Station Roster to perform inspection duties
145.155(b)	See qualifications of Chief Quality Inspector & Inspector(s)
145.157 Personnel authorized to approve an article for return to service.	
145.157(a)	Key Personnel sets forth the duties and responsibilities of key personnel; if the person's duties and responsibilities include approval for return to service, the paragraph notes that one of the qualifications is for the person to be certificated under 14 CFR part 65.
145.157(b)	These paragraphs apply to persons located in foreign countries and therefore does not apply to this company.

145.157(c)	Key Personnel sets forth the duties and responsibilities of key personnel; if the person's duties and responsibilities include approval for return to service, the paragraph notes that one of the qualifications is for the person to be able to read, write and understand the English language (it is also a requirement for persons certificated under 14 CFR part 65).
145.159 Recommendation of a person for certification as a repairman.	
145.159 (a)-(b)	Certification of Personnel under Part 65
145.160 Employment of former FAA employees.	
145.160(a)-(c)	Employment of Former FAA Employees
145.161 Records of management, supervisory and inspection personnel.	
145.161(a)(1)-(3)	Repair Station Roster
145.161(a)(4)	Employment Summary
145.161(b)	Roster Revisions
145.163 Training requirements.	
145.163(a)	This Repair Station submitted its training program to the FAA for approval on February 12, 2018.
145.163(b)	General Program Description
145.163(c)	Training Records
145.163(d)	Procedures for Revising the Training Program Manual
145.165 Hazardous materials training.	
145.165(a)	Hazardous Material Training
145.165(b)	Hazardous Material Training
145.201 Privileges and limitations of certificate.	
145.201(a)(1)	General Certification Requirements
145.201(a)(2)	Maintenance Contractors
145.201(a)(3)	Final Inspection
145.201(b)	Repair Station Certificate Privileges and Limitations
145.201(c)(1)	Repair Station Certificate Privileges and Limitations
145.201(c)(2)	Major/ Minor Determinations
145.201(c)(3)	This Repair Station ensures that all the work performed under its Repair Station certificate is done in accordance with 14 CFR 43.13.
145.203 Work performed at another location.	
145.203(a)-(b)	Work Performed at Other Than the Fixed Location
145.205 Maintenance, preventive maintenance and alterations performed for certificate holders under Parts 121, 125 and 135, and for foreign air carriers or foreign persons operating a U.S.-registered aircraft in common carriage under Part 129.	
145.205(a)	Work Performed for Air Carriers
145.205(b)	Work Performed for Air Carriers
145.205(c)	Work Performed for Air Carriers
145.205(d)(1)-(3)	Line Maintenance
145.206 Notification of hazardous materials authorizations.	
145.206(a)-(b)	Notification of Hazardous Material Status
145.207 Repair Station manual.	
145.207(a)	Introduction
145.207(b)	Manual Control and Distribution

145.207(c)	Manual Control and Distribution
145.207(d)	Manual Control and Distribution
145.207(e)	Manual Control and Distribution
145.209 Repair Station manual contents.	
145.209(a)(1)	Organizational Chart
145.209(a)(2)-(3)	Key Personnel
145.209(b)	Roster Revisions
145.209(c)	Housing and Facilities
145.209(d)(1)	Capability List
145.209(d)(2)	Capability List
145.209(e)	Procedures for Revising the Training Program Manual
145.209(f)	Work Performed at Other Than the Fixed Location
145.209(g)	Work Performed for Air Carriers
145.209(h)(1)	FAA Approval of Contracted Maintenance Function
145.209(h)(2)	Maintenance Contractors
145.209(i)	Records and Reports
145.209(j)	Revision Procedure
145.209(k)	Manual Control
145.211 Quality control system.	
145.211(a)	Quality Control System
145.211(b)	Quality Control System
145.211(c)	Introduction
145.211(c)(1)(i)	Incoming Review of Stock Received
145.211(c)(1)(ii)	Preliminary Inspection of Articles Received for Work
145.211(c)(1)(iii)	Hidden Damage Inspection
145.211(c)(1)(iv)	Proficiency of Inspection Personnel
145.211(c)(1)(v)	Maintenance Data
145.211(c)(1)(vi)	Non-Certificated Maintenance Contractors
145.211(c)(1)(vii)	Final Inspection, Approval for Return to Service of Work Performed on Articles
145.211(c)(1)(viii)	Calibration
145.211(c)(1)(ix)	Corrective Action Procedures
145.211(c)(2)	Maintenance Data
145.211(c)(3)	Training, Forms Manual & Other Referenced Documents
145.211(c)(4)	Manual Control
145.211(d)	Manual Distribution and Revision Procedure
145.213 Inspection of maintenance, preventive maintenance, or alterations.	
145.213(a)	Final Inspection
145.213(b)	Final Inspection
145.213(b)(1)	Final Inspection
145.213(b)(2)	Final Inspection
145.213(c)	See, Inspector(s) qualifications and information from the Employment Summary for each individual with authority on the Repair Station Roster

145.213(d)	See, Key Personnel for qualifications of persons authorized to approve work for return to service and from the Employment Summary for each individual with authority on the Repair Station Roster.
145.215 Capability list.	
145.215(a)	Capability List
145.215(b)	Capability List
145.215(c)	Capability List
145.215(d)	Capability List
145.217 Contract maintenance.	
145.217(a)	Contracting Maintenance Functions
145.217(a)(1)	Contracting Maintenance Functions
145.217(a)(2)	Contracting Maintenance Functions
145.217(a)(2)(i)	Contract Maintenance Vendor List
145.217(a)(2)(ii)	Contract Maintenance Vendor List
145.217(b)	Non-Certificated Maintenance Contractors
145.217(b)(1)	Non-Certificated Maintenance Contractors
145.217(b)(2)	Non-Certificated Maintenance Contractors
145.217(b)(3)	Incoming Review of Stock Received
145.217(c)	This Repair Station will not provide only an approval for return to service on type certificated products after contract maintenance has been performed as is stated in Repair Station Certificate Privileges and Limitations.
145.219 Recordkeeping.	
145.219(a)	Maintenance and Inspection Forms
145.219(b)	Approval for Return to Service of Work Performed on Articles
145.219(c)	Generating and Maintaining 14 CFR part 145 Records
145.219(d)	Generating and Maintaining 14 CFR part 145 Records
145.221 Service difficulty reports.	
145.221(a)-(e)	Reports of Serious Defects, Failures or Malfunctions
145.223 FAA inspections.	
145.223(a)-(c)	Non-Certificated Maintenance Contractors

Appendix B: Acronyms and Definitions

The following acronyms and definitions apply to the activities of this Repair Station. The definitions are consistent with those found in the applicable Code of Federal Regulations or in guidance material issued by the FAA.

NOTE: This is a list of both acronyms and definitions. Not all acronyms have definitions.

A&P

Airframe and Powerplant

AC

Advisory circular

ACs are not mandatory and do not constitute a regulation. They outline one method (but not the only method) of compliance with the rules. A person may elect to follow an alternative method, provided the FAA finds the alternative method to be an acceptable means of complying with the applicable requirements of 14 CFR.

Acceptable

When an action, process, or subject (data) meet the applicable requirements of 14 CFR. (*See*, AC 145.9)

Accident

With respect to aircraft, the term is defined by the NTSB and means an occurrence associated with the operation of an aircraft which takes place between the time any person boards the aircraft with the intention of flight and all such persons have disembarked, and in which any person suffers death or serious injury, or in which the aircraft receives substantial damage. (*See,* 49 CFR 830.2).

With respect to other civil aviation articles, the term refers to the article being subjected to extreme conditions not covered by or anticipated to be corrected by maintenance data issued by the manufacturer. The Repair Station must have actual knowledge that the article was involved in such an occurrence.

Accountable Manager

The person designated by the certificated Repair Station who is responsible for and has the authority over all Repair Station operations conducted under 14 CFR Part 145, including ensuring that Repair Station personnel follow the regulations and serving as the primary contact for official communication with the FAA. (*See,* 14 CFR 145.3(a)).

AD

Airworthiness Directive

Legally enforceable rules that apply to aircraft, aircraft engines, propellers, and appliances. (*See,* 14 CFR Part 39).

Advisory Circular

See AC11

Aircraft

A device that is used or intended to be used for flight in the air. (*See,* 14 CFR 1.1).

Aircraft Engine

An engine that is used or intended to be used for propelling aircraft. It includes turbo superchargers, appurtenances, and accessories necessary for its functioning but does not include propellers. (*See,* 14 CFR 1.1).

Airworthiness Agreement

An Airworthiness Agreement is a written agreement reviewed and approved by the customer and the Repair Station, that summarizes how work will be performed by the Repair Station for the customer, including inspection and maintenance procedures and corresponding documentation and record keeping.

Airworthiness Directive

See AD

Alteration

Change or modification.

Appliance

Any instrument, mechanism, equipment, part, apparatus, appurtenance, or accessory, including communications equipment, that is used or intended to be used in operating or controlling an aircraft in flight, is installed in, or attached to the aircraft, and is not part of an airframe, engine, or propeller. (*See,* 14 CFR 1.1).

Approved

Unless used in reference to another person, means approved by the FAA or other applicable NAA. (*See,* 14 CFR 1.1).

Article

An aircraft, airframe, aircraft engine, propeller, appliance, or component part. (*See,* 14 CFR 145.3(b)).

BOI

Board of Inquiry convened to address Quality Escapes and other significant items requiring corrective action.

CFR

Code of Federal Regulations

The codification of the general and permanent rules published in the Federal Register by the departments and agencies of the Federal Government.

CMM

Component Maintenance Manual

Code of Federal Regulations

See CFR

Contracting

Entering into an agreement between the originating certificated Repair Station and another person or people to perform maintenance functions on an article. The originating Repair Station will exercise the privileges of its certificate and assume responsibility for the work performed by the contracted person(s).

Correction

An action taken to eliminate a detected nonconformity or other undesirable condition. A correction may involve repair or rework and/or may be made in conjunction with a corrective action.

Corrective Action

An action taken to eliminate the cause of a detected nonconformity or other undesirable condition.

DAR

Designated Airworthiness Representative

A Designated Airworthiness Representative (DAR) is an individual appointed in accordance with 14 CFR 183.33 who may perform examination, inspection, and testing services necessary to the issuance of certificates of Airworthiness.

DER

Designated Engineering Representative

A private person designated by the FAA to act as its representative for examining, inspecting, and testing aircraft and related data. A DER may recommend approval or approve data within the limitations of a certificate of authority issued in accordance with 14 CFR Part 183.

Designated Engineering Representative

See DER

Directly in Charge

Having the responsibility for the work done by a certificated Repair Station that performs maintenance, preventive maintenance, alterations, or other functions affecting a civil aviation article's airworthiness. A person directly in charge does not need to physically observe and direct each worker constantly but must be available for consultation on matters requiring instruction or decision from higher authority. (*See,* 14 CFR 145.3(c)).

DOT

Department of Transportation

EASA

European Aviation Safety Agency

FAA

Federal Aviation Administration

Forms

Documents used to provide objective evidence that the quality system is being followed.

NOTE: Forms associated with performing maintenance, preventive maintenance, and alterations on civil aviation articles are kept in the Forms Manual.

Hazardous Materials

See HazMat

HazMat

Hazardous Materials

Operations subject to requirements of 49 CFR subtitle B, subchapter C: Hazardous Materials Regulations.

IA

Inspection Authorization

Authorization issued by the FAA to a mechanic with the qualification set forth in 14 CFR 65.91.

ICA

Instructions for Continued Airworthiness

Maintenance data issued by the design approval holder under the auspices of 14 CFR 21.509b); this may include aircraft maintenance manuals, structural repair manuals, engine maintenance or overhaul manuals, component maintenance manuals and similar documents.

Inspection Authorization

See IA

Instructions for Continued Airworthiness

See ICA

ISO

International Organization for Standardization

LAN

Local Area Network

Source of information and software controlled by the company for company employees; can be located on the premises, such as computer “servers” or through internet services, such as SharePoint.

Life Status

The accumulated cycles, hours, or any other mandatory replacement limit of a life-limited part. (*See,* 14 CFR 43.10(a)).

NOTE: This definition does not include parts for which an operator has set a required overhaul limit.

Line Maintenance

Any unscheduled maintenance resulting from unforeseen events or scheduled checks that contain servicing and/or inspections that do not require specialized training, equipment, or facilities. (*See,* 14 CFR 145.3(d)).

LLP

See, Life-Limited Part

Maintenance

Inspection, overhaul, repair, preservation, and replacement of parts, excluding preventive maintenance. (*See,* 14 CFR 1.1).

Maintenance Data

The methods, techniques, and practices (“how-to” instructions) used to accomplish maintenance, preventive maintenance, and alteration activities. Maintenance data includes, but is not limited to, Aircraft Maintenance Manuals (AMMs), Structural Repair Manuals (SRMs), Component Maintenance Manuals (CMMs), overhaul manuals, repair manuals, task cards and other Instructions for Continued Airworthiness (ICA), service letters, service bulletins, airworthiness directives, air carrier or type certificate holder engineering orders/instructions, or other similar information that is approved by or acceptable to the FAA for accomplishing maintenance, preventive maintenance, or alteration functions on civil aviation articles. (*See,* AC 120-77).

Maintenance Function

Any maintenance or step in the maintenance process that is:

1. Performed under the authority of this Repair Station’s FAA-issued air agency certificate and for which,
2. The Repair Station issues the approval for return to service for the exact and entire work scope performed.

NOTE: Purchase of maintained parts from another Repair Station (including exchanges), brokerages and using another certificated Repair Station to perform work that is outside the original Repair Station’s ratings are not maintenance functions requiring FAA approval. These are instances where the purchasing Repair Station is not exercising the privileges of its certificate. When a Repair Station requests work or sells a previously maintained article (including type certificate products) it is acting solely as a distributor. Although the purchasing Repair Station may induct the part through its receiving inspection process, it is merely relying on the work previously performed at another certificated entity and is not exercising the privileges under 14 CFR 145.201(a)(2).

Major Alteration

An alteration not listed in the aircraft, aircraft engine, or propeller specifications:

1. That might appreciably affect weight, balance, structural strength, performance, powerplant operation, flight characteristics or other qualities affecting airworthiness; or
2. That is not done according to accepted practices or cannot be done by elementary operations. (*See,* 14 CFR 1.1).

NOTE: Additional information on work that may be considered a major alteration is found in 14 CFR Part 43, Appendix A(a).

Major Repair

A repair:

1. That, if improperly done, might appreciably affect weight, balance, structural strength, performance, powerplant operation, flight characteristics or other qualities affecting airworthiness; or
2. That is not done according to accepted practices or cannot be done by elementary operations. (*See,* 14 CFR 1.1).

NOTE: Additional information on work that may be considered a major alteration is found in 14 CFR Part 43, Appendix A(b).

Minor Alteration

An alteration other than a major alteration. (*See,* 14 CFR 1.1).

Minor Repair

A repair other than a major repair. (*See,* 14 CFR 1.1).

MWC

Maintenance Work Card Form F5.2.501

NIST

National Institute of Standards and Technology

NTSB

National Transportation Safety Board

Ops Specs

The official FAA document, Operations Specification A003, which is part of the air agency certificate that describes the authorizations, ratings, and limitations of the Repair Station.

Overhaul

Using methods, techniques and practices acceptable to the Administrator, a part that has been disassembled, cleaned, inspected, repaired as necessary and reassembled; and tested in accordance with approved standards and technical data, or in accordance with current standards and technical data acceptable to the Administrator, which have been developed and documented by the holder of the type certificate, supplemental type certificate or a material, part, process, or appliance approval under 14 CFR 21.305. (See, 14 CFR 43.2(a)).

NOTE: The use of this term is determined by the extent of work performed on an aviation article, not by the name of the document used to perform the maintenance. In other words, use of an “overhaul” manual does not guarantee that the work scope equates to an overhaul under the regulations and conversely, use of a “component maintenance manual” does not preclude an overhaul from being performed.

PAH

Production Approval Holder

Person holding:

- Authority to produce under a type certificate only; or
- A Production Certificate (PC); or

- A Parts Manufacturer Approval (PMA); or
- A Technical Standard Order Authorization (TSOA)

PC

Production Certificate

A certificate issued by the FAA to the holder of a type certificate or supplemental type certificate holder or its licensee upon application and showing compliance with 14 CFR part 21, subpart G. The PC gives the holder the privilege of manufacturing products and replacement parts consistent with the associated approved design and the PC's limitations

Person

An individual, firm, partnership, corporation, company, association, joint-stock association, or governmental entity including a trustee, receiver, assignee, or similar representative. (*See*, 14 CFR 1.1).

Preventive Action

An action taken to eliminate the cause of a potential nonconformity or other potentially undesirable situation. (*See*, AC 145-9).

Preventive Maintenance

Simple or minor preservation operations and the replacement of those small standard parts not involving complex assembly operations. (*See*, 14 CFR 1.1 and 14 CFR Part 43, Appendix A(c)).

Procedure

A specified written method to perform an activity. (*See,* AC 145-9).

Product

Aircraft, aircraft engine or propeller. (*See*, 14 CFR 21.1(b)).

Production Approval Holder

See PAH

Production Certificate

See PC

Repair

Restoration of a civil aviation article to at least its original (or properly altered) condition in accordance with 14 CFR 43.13.

Repair Station Certificate

A Repair Station certificate includes the air agency certificate issued by the FAA with the appropriate ratings prescribing such operations specifications and limitations as are necessary in the interest of safety. (*See*, 14 CFR 145.53).

Repair Station and Quality Manual

The document and any required references that establish compliance with 14 CFR 145.207, 145.209 and 145.211.

Required Inspection Item

An item of maintenance identified by a part 121 or 135 operator that, if not performed properly or if improper parts or materials are used could result in a failure, malfunction, or defect, endangering the safe operation of the aircraft.

NOTE: RII/Safety Inspection items are designated by the air carrier under 14 CFR 121.369(b)(2) or 135.427(b)(2). An RII/Safety Inspection must be inspected by an AeroTEC Inspector that is trained, qualified, and authorized by the air carrier. The inspector must be listed on the Repair Station's roster and cannot be the same individual who performed the work.

RII/Safety Inspection

See Required Inspection Item

RSQM

See Repair Station and Quality Manual

SB

Service Bulletin

A document used to convey service information (e.g., modifications, inspections, etc.) to owners/ operators of products.

Serious Defect, Failure or Malfunction

A defect, failure or malfunction that is not covered or contemplated by a manufacturer's maintenance manuals (e.g., repair, maintenance, or overhaul manuals), service bulletins, service letters, an Airworthiness Directive and/ or other data acceptable to or approved by the FAA.

Service Bulletin

See SB

Standard Parts

Items that are manufactured in compliance with an established government or third-party standard setting organization specification. The specifications must be available to the public and include design, manufacturing, test/ acceptance data and uniform identification requirements.

STC

Supplemental Type Certificate

A design approval issued by the FAA under 14 CFR Part 21, subpart E for a major change in type design.

SUP

Suspected Unapproved Parts

A part that is suspected of failing to meet any of the criteria pursuant to 14 CFR 21.8 or 21.9. A part that for any reason, a person believes is not approved for use on a TC product. Reasons for suspecting a part is unapproved may include:

Differences in finish, size, or color;

Improper (or lack of) identification;

Incomplete or altered paperwork; or

Any other unusual or abnormal characteristic.

NOTE 1: An approved part used in the wrong application must be addressed as a potential part 43 violation. It should not be reported as a SUP.

NOTE 2: For purposes of this RSQM, the term "part" does not include raw materials, (i.e., sheet metal stock, sealants, lubricants, raw forgings, casting, or billet material, etc.). (AC 21-29D, Change 1, Feb. 13, 2018.)

Supervisor

A person who directs the work of the Repair Station and oversees the work of persons unfamiliar with the methods, techniques and practices used to perform maintenance, preventive maintenance, and alteration under the Repair Station's certificate. (*See*, 14 CFR 145.153(a)).

TC

Type Certificate

A design approval issued by the FAA to applicants showing compliance with 14 CFR Part 21, subpart B.

Technician

An individual who is capable of performing maintenance, preventative maintenance, or alteration tasks on articles. Once it is established, through the assessment and/ or training program that the person can perform assigned tasks.

TPM

Training Program Manual