# Add \$247 Complete Repair Station Kit to Cart

# Add \$297 Comprehensive PMA/Repair Station Kit to Cart (your Company name) Repair Station Manual Origination Date: (mo/yr)

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Revisions Rev: Orig Change Order Number - Description Letter Date Original Release (your release date) Orig FAA Repair Station # Reserved (your number) (YOUR COMPANY NAME) (insert Approved By: Address, Phone, Email **Repair Station Manual** (your logo) Repair Station Manual Number: xxxxxxxx Size: Reserved Form Rev: Orig 1 of 23 UNCONTROLLED WHEN PRINTED

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Orig. Station # Repair Station Manual

#### 1.0 **Repair Station Manual**

Part 145 Sections 145.207(e), 145.209(j), 145.209(k), 145.211(c)(4), 145.211(d) and AC 120-78

The Company operates a repair station management system to:



#### Organization 2.0

Part 145 Section 145.209(a)

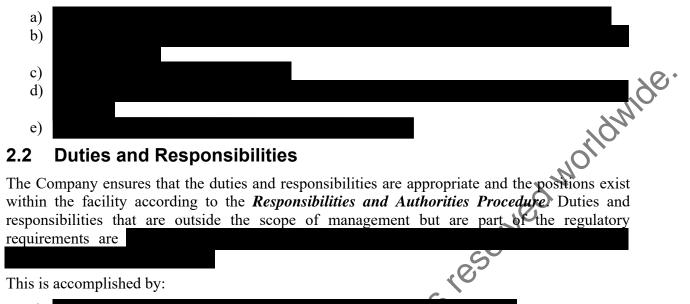
#### **Organization Chart** 2.1

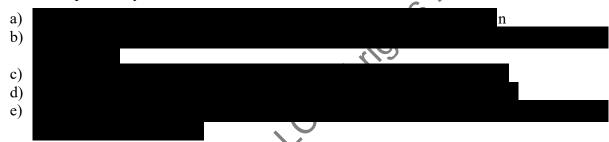
An Organization Chart identifies (by title only) each management position with authority to act on behalf of the Company. Positions described in the Organization Chart are

When the Company performs work for Air Carriers or Air Operators under Section 145.205 and is performing Required Inspection Item (RII), the Organization Chart

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This is accomplished by:



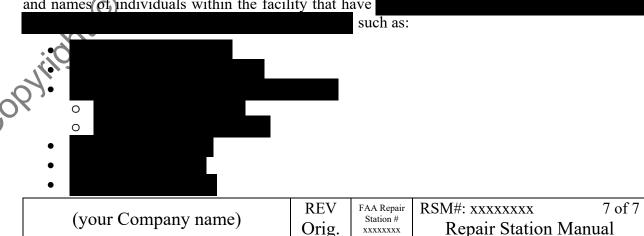


The following conditions are considered when assigning duties and responsibilities within the Company:

#### Personnel Roster 3.0

Part 65.101, Part 145 Sections 145.153, 145.159, 145.161, 145.161(a)(4), 145.209(b)

A Personnel Roster is retained and maintained in the Document Control Center that lists titles and names of individuals within the facility that have



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with the authority to grant such permission.

The *Personnel Roster* is accessible for review and inspection by the FAA. The Company retains and maintains a *Personnel Roster* or rosters in the Document Control Center that

This is accomplished by:



# 3.1 Repairman

The Accountable Manager initiates a recommendation for Repairman based upon the Company's capabilities and confirms the applicant is compliant with *Part 65.101* and *Part 145.159*. The Accountable Manager

When surrendering repair certificates, the Accountable Manager

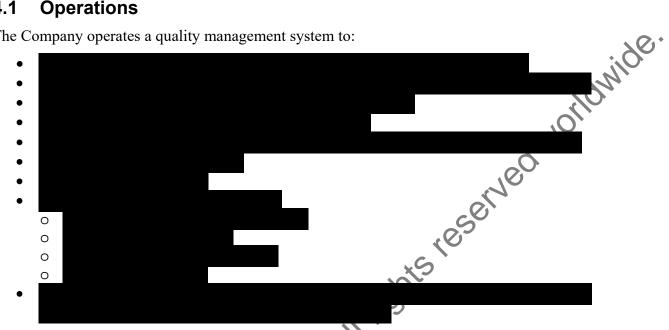
(your Company name)	REV		RSM#: xxxxxxxx	8 of 8
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#### 4.0 Facilities, Equipment, Materials, Operations and Housing

Part 43 and Part 145, Sections 145,101 through 145,109

#### 4.1 **Operations**

The Company operates a quality management system to:



#### 4.2 **Housing and Facilities**

The Company makes available a description of the housing and facilities and a drawing showing the floor plan in the Document Control Center. The drawing may include

The drawing and description may also include

#### **Equipment, Tools and Materials** 4.3

The Company has the equipment, tools and materials necessary to perform certificated maintenance and alterations. The equipment, tools and materials (hereafter referred to as equipment) are located on Company premises and are

The description of the equipment, location of their use, including the special handling for sensitive equipment is defined in the Company's Equipment, Tool and Material List.

The equipment used by the Company is

The Company's *Equipment*, *Tool and Material List* is available for review and approval by the FAA.

# 4.3.1 Equivalent Tools and Equipment

When the Company uses equipment, tools or materials other than those recommended by the manufacturer, the equivalency of equipment, tools and materials are

(vious Commony nomo)	REV		RSM#: xxxxxxxx	9 of 9
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The equipment or test apparatus is equivalent to the article recommended by the manufacturer. The basis of equivalency is, Each piece of special equipment or test apparatus has This is accomplished by: a) b) c) d) e) f) g) h) **Capability List** 5.0

Part 145, Sections 145.209(d), 145.215 and 145.215(c)

#### **Limited Certification Services** 5.1

When the Company performs limited certification services of maintenance, preventive maintenance or alterations on an article, it is listed on a current Capability List acceptable to the

FAA. The revised Capability List and any other necessary technical data are

The latest

revision of the *Capability List* is shown by

When the Company no

longer wishes to maintain an article on its *Capability List*, the article is deleted.

The Company has the necessary tools, equipment, housing, facilities and trained personnel to The Accountable

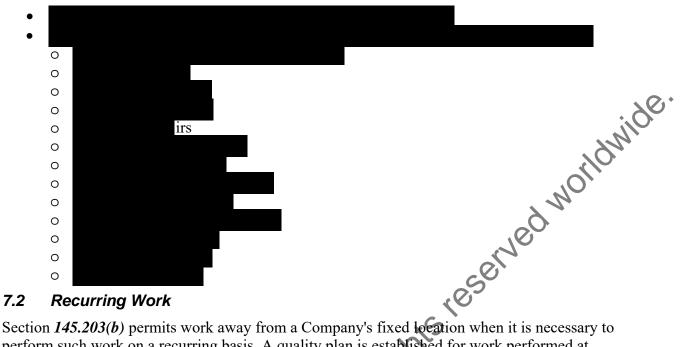
Manager audits the *Capability List* on a regular basis to

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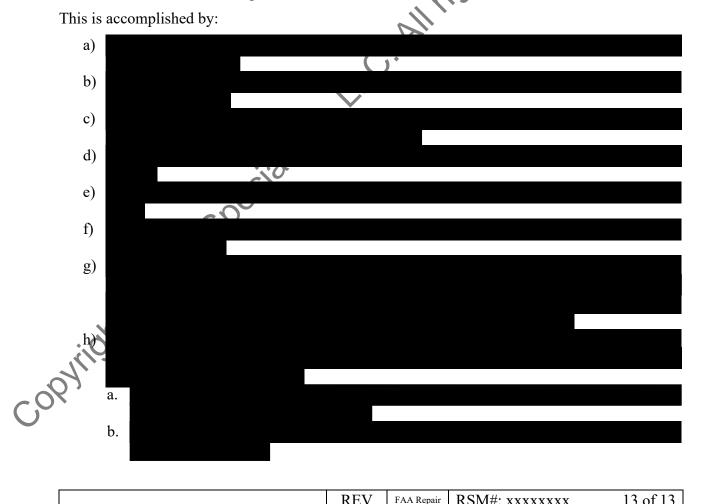
Whenever equipment, tooling, personnel and data must be obtained in order to perform the maintenance or alteration on an article that is going to be added to the Capability List, the Company The Company works with the FSDO to Orldwide. This is accomplished by: a) b) c) d) e) f) g) h) i) 6.0 Training Program Part 145, Sections 145.163 and 145.209(e) The Company's Training Manual addresses who is responsible for managing the training program and who is responsible for The Training Manual addresses how often the program is reviewed to determine A periodic review of training needs is performed. The *Training Manual* includes The Company's Management **Process Procedure** includes review of the training program. **Work Performed at Another Location** 7.0 Part 43 Section 43.9, Part 65 and Part 145 Sections 145.109 through 145.219 To perform work outside the Company's Country of origin, the Company obtains Work may be performed away from the Company's fixed location on a temporary basis (1) 11 of 11 **REV** RSM#: xxxxxxxx FAA Repair (your Company name) Station # Repair Station Manual Orig. xxxxxxxx

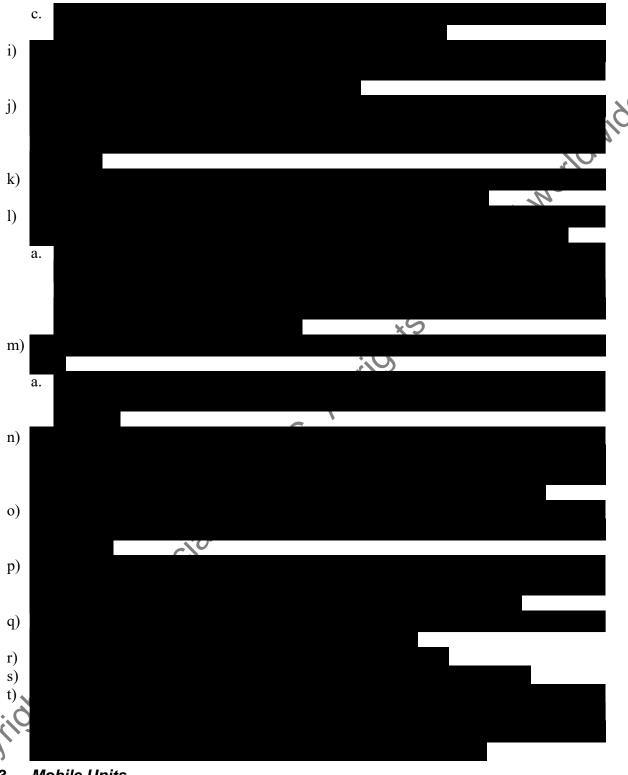
# 7.1 Special Circumstances

Normally, work performed at another loc	cation doe	es not incl	ude
A Work Breakdown is established for			
Maintenance and alterations are perform	ed only		
The Mobile Repair Team provides:			681
•			
		. WILL	(9)
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•			
If only one (1) person is assigned to the M	Mobile Re	pair Team	n (MRT), that person is authorized to
The Responsible Authority for the Mob	ile Repai	r Team th	nat is assigned Final Inspection and
approval for Return to Service (RTS) is a	also respo	nsible for	
It is permissible for the person performing	ng the wo	rk to insp	ect their own work according to the
it is permissible for the person performin	ig the wo	ik to msp	eet then own work according to the
The following are determined for special	circumsta	nces:	
•			
0			
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Section 145.203(b) permits work away from a Company's fixed location when it is necessary to perform such work on a recurring basis. A quality plan is established for work performed at another location on a recurring basis.





## 7.3 Mobile Units

When the Company intends to perform work at another location using mobile units, a quality plan is established for work performed at another location using mobile units.

This is accomplished by:

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#### Part 125 Certificate Holder 8.2

When the Comp	any performs an inspection	on for a C	Certificate	Holder conducting opera	tions under
Part 125, the fac	cility				
	The Company ident	tifies who	is respon	sible (by title) for keepir	ng all of the
Operator's data of	current and				
The Company	provides applicable Ai	ir Carrie	r or Cor	nmercial Operator info	rmation to
maintenance per	rsonnel when the work is	performe	ed. The <b>P</b>	roposal Development an	id Contract
Review Procedi					
The Translar or	Work-Order system ma	v ha nga	1 to		
THE Traveler Of	work-order system ma	y oc used	1 10		
				Additionally when the	Company
narfarma Pagui	rad Inspection Itam (D)	II) increa	tions th		
periornis Requi	red Inspection Item (R)	n) mspec	tions, in	e organizational structur	re provides
				41,	
8.3 RII Insp	ections			(9)	
When the Comp	pany inspectors are author	rized to n	erform RI	I for the Air Carrier the	Air Carrier
When the comp	any inspectors are addition	ized to p	errorin rei	i for the fin curren, the	THE CUITICE
This is accompli	shed by:				
a)					
b)					
•					
•					S
•	St				
•					
•					
c).					
8.4 Line Wa	aintenance				
The Company r	nay perform line mainte	nance for	an Air (	Carrier conducting opera	tions under
Parts 121, 129 a	and 135, provided that:				
2)					
a)					
		I			
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with the authority to grant such					

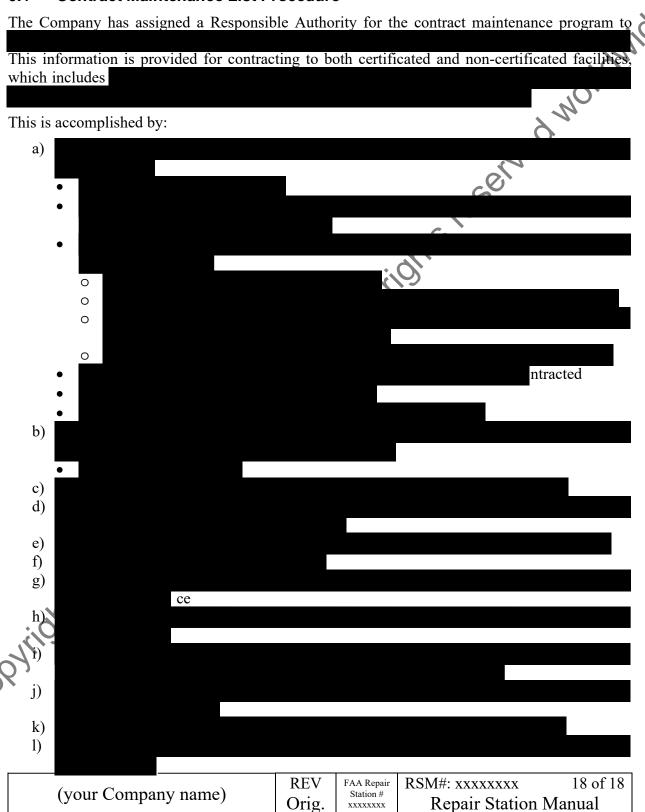
ipment, technical data and trained personnel are
d in coordination with the Air Carrier. The specific  The Company
equirements with respect to
Air carrier training does not relieve the Company
· Mis
tion maintenance for an Air Carrier is not a rating.

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#### 9.0 **Contract Maintenance Information**

FAR Part 65, Part 145 Sections 145.157(a), 145.201(a), 145.209(h), 145.211(c), 145.213(d) and 145.217(a).

#### 9.1 Contract Maintenance List Procedure



xxxxxxxx

•				
m) n)				
0)				
p)				
				1.
•				,0/1
q)				
9.2 Certificated and Non-Certific	ated Co	ntracts	<u>, 76</u>	
When the contracted Company is certificated.  The Company has the material appropriate to its rating; however,				ne functions
The Company acquires FAA approval t facilities and functions by the CHDO/FSDO before			requests approval of when the FAA a	maintena <u>nce</u>
9.3 Types of Maintenance Contra	acts 6	\		
The Company lists the types of contract		) * ust be rel	eased because it does r	not have the
These may include				
The list is categorized broadly, such as	e Compai	ny also li	sts	
			For example,	
	The Co	ompany d	oes not contract the wor	k unless
provides a method for			Additionally, th	e Company
	his is acco	omplished	by	
The Company coordinates closely with regarding	its Princip	oal Inspec	etor (PI) and its local C	HDO/FSDO
9.4 Maintenance Contract to FAA	A Certific	cated Co	mpany	
When the Company contracts a maintena certificated Company may	nce funct	ion to and	ther FAA-certificated C	ompany, the
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Return to Service for a maintenance Company			•	
The Company may				
(1)		provide	ed the Company:	
(1) (2) (3)	E			oildvi
tems received from a certificated	Company are p	rocessed	l through the Compar	ny's <b>Receiving</b>
Inspection Procedure. The Company	y does not			
			77	
The Company is responsible for				
		Inspectio	n results enable the	Company to the Company
cannot			W Hen	i inc Company
The Company ident maintenance program. The program formation in a format acceptable to	m includes p		person responsible for s for maintaining th	
The information identifies:	C	*		
a) b) c)				
9.5 Qualification of Non-Cert	ificated Main	tenance	e Contractors	
Prior to work, the Company confirms				The Company
When the Company contracts to non-	FAA certificate	ed facilit	ies, the Company:	
			orily	
Maintenance contracts with non-FA	AA certificated	facilitie		Daguer '11
Authority for the contract maint	enance progra	am is r		e Responsible
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The inspections determine if

#### 9.6 **Coordinating Communications**

The Company coordinates communication with the contracted source. When the Company performs any maintenance for an Air Carrier, the Company

The Company's *Control* of

Nonconformities Procedure describes how

according to the Company's Corrective Action

Procedure. The Company retains and maintains the contracting information in a format IU.U Paragraphs 10 through 12 are Reserved

See the Company's Quality Control Manual (QCM) for policies regarding:

Calibration of Measuring and Test Equipment

Current Technical Data

Inspection and Quality Control System

Proficiency of Inspection Personnel

Taking Corrective Action on Deficiencies

Part 43 Section 43.9, 43.11 and Part 145 Sections 145.209(i) and 145.219.

The Company assigns a Responsible Authority to maintain the recordkeeping process and determine required records to

The records are in Englishand comply with Section 43.9. The Company trains and assigns a Responsible Authority to

Records are made available upon request to the FAA and the National Transportation Safety Board (NTSB). The Company transfers any records

# Records Package

The records package includes

The records package also includes

In addition, the record

includes

The Company may use the Customer's work order to

The Company uses *FAA Form 337* to

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### 13.2 Records Package Forms

Forms in a records package may include, but are not limited to:

- a) b)
- c) d)
- e) f)

## 13.3 Records Storage and Retrieval

notidivide. The Company assigns a Responsible Authority to organize records for retrieval at

the following locations:

Records are retained and maintained for at least

## 13.4 Electronic Recordkeeping

The Company provides Users with directions about how to access records on applicable storage media. The Company's electronic recordkeeping provides confidentiality of the information and prevents unauthorized alteration of records.

This is accomplished by:

- a) b) c) d)
- Electronic Signatures

The Company addresses guidelines and requirements for electronic signatures according to the Electronic Signatures Procedure,

#### 13.6 Maintenance Record Entries for an Air Carrier

Maintenance record entries for an Air Carrier are completed according to the Air Carrier's Procedures and may include

The Company provides a copy of the *Maintenance Release* to the Owner/Operator.

When FAA Form 8130-3 is used as a maintenance release, the records include

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repairs according to DER approved technical data, a c in the records package. DER approved technical data in the records package. DER approved technical data in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. DER approved technical data are in the records package. When the Company performs repairs according to DER approved technical data, a copy of FAA

Form 8110-3 is included in the records package. DER approved technical data

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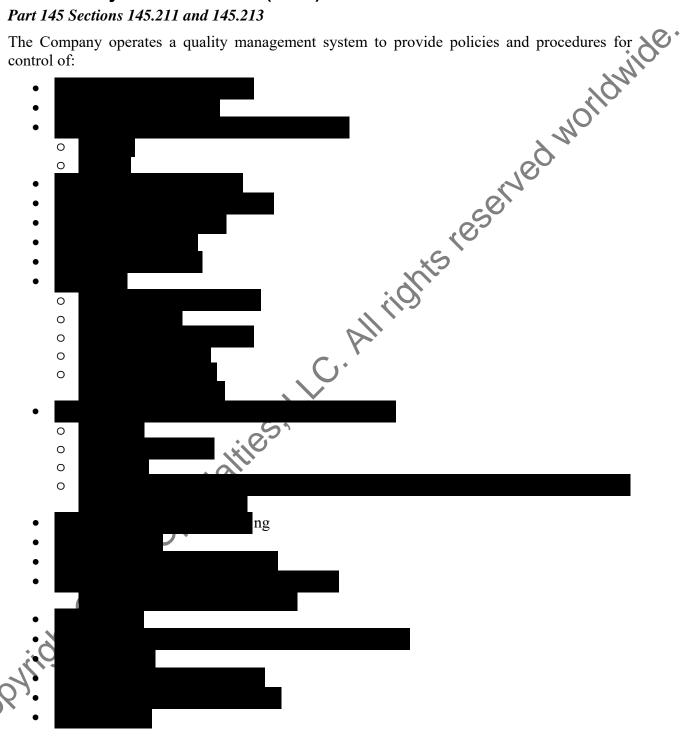
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#### **Quality Control Manual (QCM)** 9.0

Part 145 Sections 145.211 and 145.213



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#### 9.1 Revision Control

FAR 145.207(e), 145.209(j), 145.209(k), 145.211(c)(4), and 145.211(d)

The Quality Manager is responsible for making revisions to the RSM/QCM manuals and submits revisions:

Minor changes to the **RSM** and/or QCM manuals are The Company does not incorporate changes to RSM/QCM manual(s) that are unacceptable to the FAA or do not conform to applicable regulations. Maintenance and/or administrative actions are The Company provides each RSM/QCM Manual Holder and designated location with each revision. Revisions to individual pages in the RSM/QCM manual(s) are identified in the List of Effective Pages and by a vertical bar in the margin or other suitable method to indicate the revised portion of text. This is accomplished by: The Company uses a Revision Acknowledgement Form (RAF) to track the receipt and insertion of each revision by the assigned Manual Holder to After receiving a revision, each Manual Holder The Responsible Authority follows each RAF to 9.1.1 FAA Approved Company Documents The following Company documents are subject to the above revision controls, less the and require signature approval by the FAA: (your list, for instance...)

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#### 9.2 Electronic Format

Paper copies of RSM/QCM manuals are uncontrolled. Manual(s) may be maintained on a computer network or other electronic medium. If the manual(s) are maintained on a network server, the Company provides for the following:



When the manual(s) are maintained on other electronic medium, the Company provides for the following:

•	
•	
•	
•	

All Company document submissions to the FAA, regardless of the media used, are

# 10.0 Proficiency of Inspection Personnel

14 CFR Part 65, Part 145 Sections 145.155, 145.157, 145.161, 145.211

The Company trains inspection personnel to become thoroughly familiar with the following:



Inspectors are listed on the Company's *Personnel Roster* and changes to the Roster are documented according to applicable *Revision Controls* herein then

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### 10.1 Qualifications of Inspection Personnel

Responsible Authority to make the determination.

The Company records the qualifications of inspection personnel according to the *Training Manual*, which are based on

If the Inspector has are recorded on the *Personnel Roster*. The Company has established as the minimum amount of experience required before an Inspector can be listed on the *Personnel Roster* and has assigned a

10.2 Inspector Training

The Company has assigned a Responsible Authority for the training program and has established how Inspectors become qualified through

The Responsible Authority provides training that includes

of training are kept current and

are retained and maintained according to the *Control of Documented Information Procedure*.

Inspectors are required to read, write and understand English.

Inspection personnel are provided Technical Data to perform their tasks and are trained to

Inspection personnel are trained to

Inspection personnel undergo special training or when

when

## 10.3 Final Inspection Certification

When the Responsible Authority for Final Inspection is authorized to approve an Article for Return to Service, that Responsible Authority is

When the Company establishes satellite facilities outside the United States, the Responsible Authority for Final Inspection that is authorized to approve an Article for Return to Service is

When Final Inspection personnel are authorized to approve an Article for Return to Service, the Company defines their authorization and qualification in the *Personnel Roster*.

# 11.0 Technical Data

Part 43 Section 43.13(a) and Part 145 Sections 145.201(c) and 145.211(b)

## 11.1 Document Translation

The Company has assigned a Responsible Authority to

The Company retains

in English any data that demonstrates compliance with the requirements of *Part 43*.

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#### **Distribution of Documents** 11.2

The Company has established the <i>Control</i>	l of Docu	mented Ir	v	<i>re</i> to provide for hich defines:
•				oildni
11.3 Approved Technical Data				, 1/0
For performing its scope of work, the Co	mpany ha	as assigne	d a Responsible Au	thority to
The Company provides <i>Manufacturer's</i> to the requirements of <i>Section 43.13(a)</i> . Company (when applicable) are				
The Company requires each person	nerform	ino main	tenance alteration	or preventive
maintenance to use	репонн	mg mar	rollance, arctation	or preventive
does not converte for Detrum to Com-		W	u1.a.a.	The Company
does not approve for Return to Serv	ice any	Article u	inless	
Status of the Manufacturer's Maintenan	de Manud	al is confi	rmed by:	
• tion				
The Responsible Authority applies for an	d renews			
Approved <b>Technical Data</b> used by the Co	ompany in	ncludes an	y of the following:	
•				
11.4 Component Testing Software				
The Company has assigned a Responsib		rity to		
				Software used
for component testing of airborne syste	ems or e	quipment,	avionics systems,	engines, etc. is
(YOUR COMPANY NAME)	REV Orig.	FAA Repair Station # xxxxxxxx	QCM#: xxxxxxxx Quality Contr	9 of 23 ol Manual

This document may not be disclosed or reproduced in whole or in part without prior written permission from a representative of the Company with the authority to grant such permission. controlled according to the Configuration Management **Procedure**. Only the current revision/version of the software is available to Users. cerved Perlamide. 12.0 Inspection and Quality Control System Part 43 Sections 43.9 and 43.11, Part 145 Sections 145.103, 145.155, 145.211, 145.213, 145.221, and AC21-29C The Company: 12.1 General The Company: 12.1.1 Reporting Malfunctions or Defects In a format that is acceptable to the FAA, the Company notifies the FAA within after discovering any failure, malfunction or defect of an Article. The Company initially documents any nonconformity according to the *Control of Nonconformities Procedure*. When applicable, the Company may When applicable, the Company may that is completed according to instructions that are The Company does not report the same failure, malfunction or defect using more than one report.

12.1.2 Continuity of Inspection Responsibility

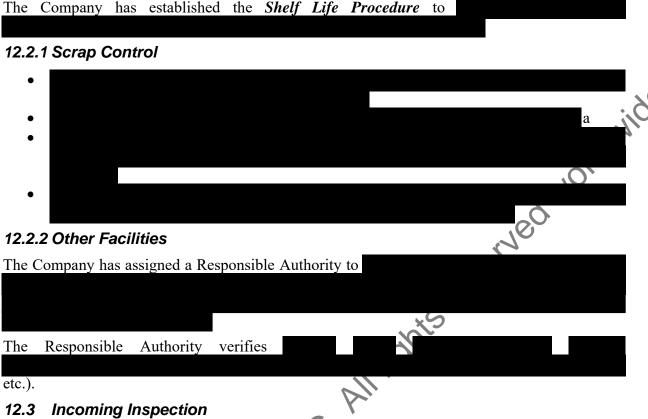
When the Company uses multiple shifts to perform work, the responsibility for in progress maintenance inspection is

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Each person performing work on an Air Carrier is relieved from duty for or as directed by which has precedence in the event of conflict. 12.1.3 Segregation of Repairable and Non-Repairable Articles Articles that are deemed non-repairable are clearly identified and are 12.1.4 Tagging and Identifying Articles All Articles undergoing maintenance within the Company are identified using to ensure 12.2 Material Handling and Receiving Personnel are trained to identify suspected unapproved parts according to FAA Advisory Circular *AC 21-29*. The Company provides sufficient space to segregate Articles and goods stocked for performance of work from Throughout the maintenance cycle, care is provided The Company emphasizes that personnel Particular attention is paid to Necessary precautions are taken for The Company has assigned a Responsible Authority to process purchased and Customer provided goods according to the Receiving Procedure. The *Receiving Procedure* defines controls for: Company has established the *Control of Nonconformities Procedure* to control The Company has established the *Purchasing Procedure* to control FAA Repair **REV** QCM#: xxxxxxxx 11 of 23 (YOUR COMPANY NAME) Station # Quality Control Manual

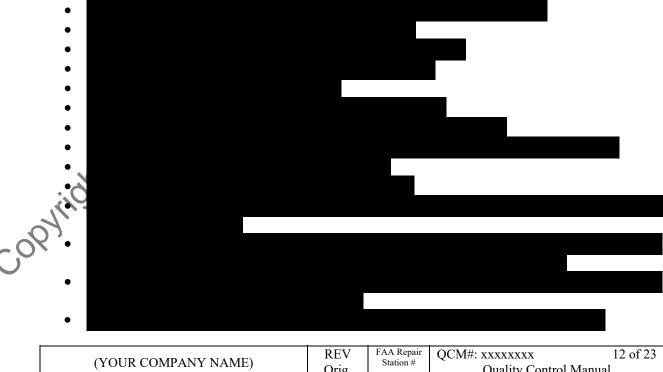
XXXXXXX

Orig.



The Company has assigned a Responsible Authority to perform incoming inspections and has established the Receiving Procedure to describe the incoming inspection of goods used by the Company for maintenance, preventive maintenance and alteration.

Incoming inspection is accomplished



### 12.3.1 Training for Receiving Personnel

The Company trains receiving inspection personnel to perform their tasks according to the *Training Manual*, which includes:



## 12.4 Preliminary Inspection

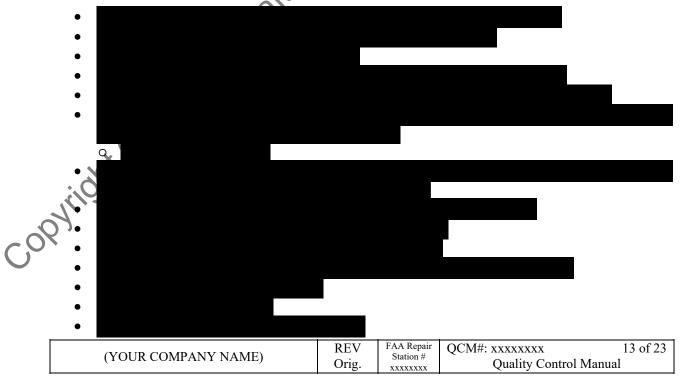
Preliminary inspections are performed by an assigned Responsible Authority prior to any maintenance or alteration on Articles. Preliminary inspection findings are detailed in The Responsible Authority checks for

The Company notifies the Owner/Operator of any defects that are outside the scope of the authorized repair according to the *Control of Nonconformities Procedure*.

When applicable, the life or overhaul cycle

The results of inspections are documented and communicated to the Owner/Operator. The forms used to record the inspections are retained and maintained in

Preliminary inspections are accomplished by:



#### 12.5 Hidden Damage Inspection

Hidden damage inspection is performed that has been involved in an accident a	•	_	•
inspection is	na saomi	ited for e	variation of repair. Indeen damage
1:11			The scope and detail of the
hidden damage inspection are Hidden damage inspection includes			,/0,
rindden damage inspection includes			Inspection personnel are
Hidden damage inspections are accomplis	shed by:		onis reserved
•	•		CS
•			6
•			With
•		À	0)
12.6 In-Process Inspection		<i>D</i> 1.	
In-process inspections are performed	during	various s	tages of disassembly, repair and
reassembly of an Article and are described in the <i>Maintenance Manuals</i> of	or other <i>IC</i>	CA that are	These inspections are usually a used to perform the maintenance or
alteration and are			
	The Insp	ector also	reviews
Cla			
In-process inspections are accomplished	by:		
•			ormed
•			0
•			
27			
•			
•			
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T	•	. •	
In-proce	ss insp	ections	are:

in process inspections are:	
•	
•	
• performed on sub-contra	cted maintenance functions performed by non-certificate
fa	
•	
•	
When the Inspector discovers any	nonconformity,
<u> </u>	appletes a <b>Request for Support</b> and forwards the report to the
	tion according to the <i>Control of Nonconformities Procedure</i> .
12.7 Final Inspection	
Final inspection is performed on ea	ach Article before it is approved for Return to Service.
Final inspection is	and includes
Prior to final acceptance, the Ins	The Inspector's stamp, initia
or signature in	dicates approval for Return to Service.
When the Inspector discovers any	
when the inspector discovers any	noncomornity,
	upletes a Request for Support and forwards the report to the
Responsible Authority for disposit	tion according to the Control of Nonconformities Procedure.
The individual performing final	
which requires the person	<u>n</u>
The n	person is also
The p	ATSON IS UISO
As stated in Section 145.213, exce	ept for individuals employed by a repair station located outsid
the United States, only	
Final inspections are accomplished	d by:
•	

**REV** 

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(YOUR COMPANY NAME)

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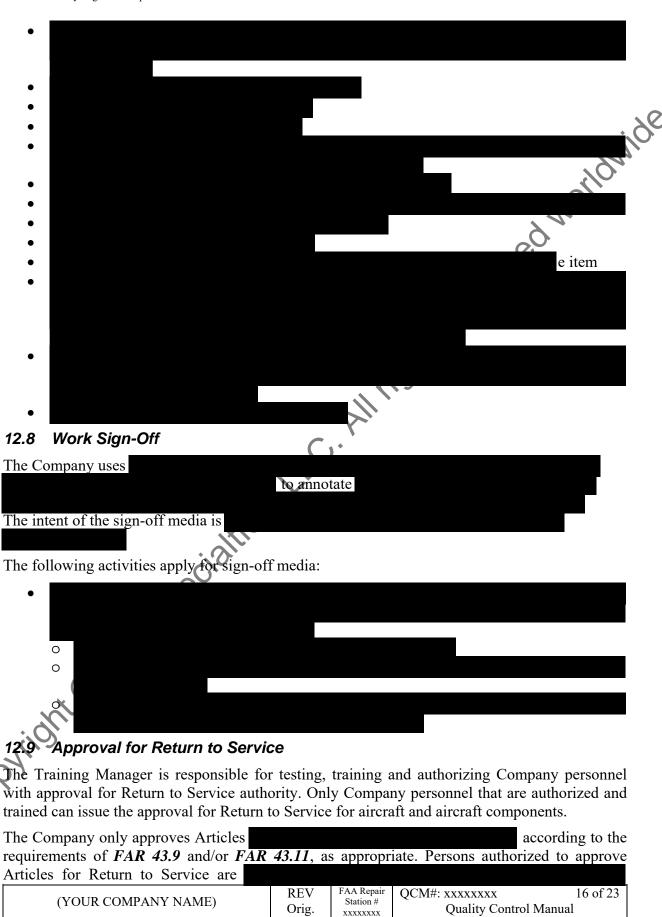
xxxxxxx

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When the Comp Release Procedu		nance for	an Air C	arrier, the Air Carrier's <i>Maintenance</i>
The Company's	maintenance release docu	ment incl	ludes the:	•
•			ice	14,
•				
•				
				5
•				
				Q'
•		r	K	
			Υ.	
•				
			engines	are made in the Owner/Operator's
Maintenance Ko	ecords Log Book, which i	nerudes:		
•				
•				
•				
1.000		1		4 4 1 1
Approval for Re	turn to Service for applian	nces and	componer	nt parts includes:
•				
160				
24.				
•				
•				
			B	1
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-				

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Following inspection, if an aircraft is not approved for Return to Service because it does not
meet the applicable Type Certificate Data, Airworthiness Directives or other data upon which
airworthiness depends, the Owner/Operators are
The Accountable Manager references <i>FAR 1</i> and <i>FAR 43 Appendix A</i> to determine if repairs or
alterations are major. Following major repair or alterations, Company personnel having Return to
Service authority are
FAA Form 337 is used to record major repairs and major alterations. AC 43.91, as amended,
describes how to complete FAA <i>Form 337</i> .
The Company:
describes how to complete FAA <i>Form 337</i> .  The Company:  • raft
• raft
• rator
FAA <i>Form 337</i> may only be completed by persons certificated according to <i>Part 65</i> and are
listed on the Company's <b>Personnel Roster</b> .
This is accomplished by:
•
51
•
FAA Form 8130-3 is the approval document for Return to Service of
Only authorized Inspectors sign the approval portion of the
Form 8130-3.
3.0 Property Control
13.1 Property means all hardware property
which includes, but is not limited to:

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•	
13.2	All Customer furnished and leased property shall
13.3	Property is identified with
12.4	
13.4	Sensitive material, as defined by the Customer, is
13.5	Property is only be used
13.6	Customer furnished and leased property is subject to
13.7	The Responsible Authority investigates and reports to the Customer Owner any
13.7	The Responsible Authority investigates and reports to the Customer Owner any
13.8	Requirements for the control of property are
	Calibration of Measuring and Test Equipment 3 Section 43.13(a) and Part 145 Sections 145.109(b) and 145.211(c)
14.1	General
	ompany has assigned a Responsible Authority for the calibration system, which includes
The C	Company ensures
to as N	Measurement and Test Equipment (M&TE).
	Company is responsible for the calibration program, whether
The C	M&TE calibration is
	which includes
M&TI	E are calibrated at regular intervals, which are established by
the cal	The Company maintains records of libration for
The C	Company maintains a list of calibrated equipment by
****	
When	the Company allows employee owned

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When a computer system is			
Personnel that perform calibration of measure	uring an	d test equ	ipment have
			:.
The <b>Receiving Procedure</b> describes			
			7 1/4
14.2 Calibration Records			drits reser
Calibration records include the following:			(6)
•			Nis
•			
•		(>)	
•		•	
The result of the calibration includes			
M&TE calibration intervals are	7		
When the Company calibrates its own eq	uipment	-	
The techniques describes			
Calibration techniques are		•	
The technique inclu	ides		
Calibrated equipment is identified to  The identified to	lentificat	tion inclu	udes
All calibrated tools	s and e	quipment	are
The Company may use some equipment	that dag	a mat maa	vina calibuation if
			The Calibration Procedure
describes how non-calibrated equipment is			
Equipment whose calibration is significant	ay out-o	I-toleranc	e
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#### 15.0 Corrective Action on Deficiencies

Section 145.211(c)

The Company has assigned a Respondeficiencies  Action Procedure to control  using the Request for		The Com	or initiating corrective actions for pany has established the <i>Corrective ctive Action Request</i> form.
Each step in the applicable repair/mai			
Several levels of management within the to Complaced on	-	•	elved in the corrective action process estigations begin with focus is
The affected items are checked by the Re	esponsible	Authority	/ to
This is accomplished by:			
•		ū	
•		*	emented
When regularly scheduled management in the scheduled manag	review m	eetings are	e conducted,
The Company has assigned a Responsariodically	nsible A	uthority f	or the self-evaluation program to
The Company is responsible for ensuring according to the objectives and guidance	-		tion audit program is accomplished
• ure			
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with the authority to grant such permission.
The Responsible Authority that is assigned as Lead Auditor
Self-evaluations are conducted by the Company at least
If discrepancies or improvement opportunities are discovered during self-evaluation audits, the Auditor
The Responsible Authority that performs self-evaluations:
The Responsible Authority that performs self-evaluations:  ts  odds  The self-evaluation ensures that the Company has:
The self-evaluation ensures that the Company has:
The Responsible Authority that conducts the self-evaluation records the results on the Self-Evaluation Audit form according to the Capability List Procedure or the Internal Audit Report according to the Internal Auditing Procedure and submits the report to the Responsible Authority for review and disposition.
The results of self-evaluation and internal audits are a topic of discussion during regularly scheduled management review meetings according to the <i>Management Process Procedure</i> .
17.0 Forms and Instructions
Section 145.211(c)(3) and Section 145.219(c)
17.1 General
The Company provides samples of inspection and maintenance forms and provides instructions for their completion. The forms include
The instructions for completing the form may
This is accomplished by:

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CALIBRATION  Origination Date	PROCEDURE  te: XXXX  te: XXXX
Document Identifier:	Calibration Procedure
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

t de Abstract:
This document describes calibration procedures.

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Calibration Procedure

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#### **REVISION LOG**

Issue	Date	Comment	Author
Orig			18/1
			10/1
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			76

#### DOCUMENT CHANGE RECORD

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COPY	PURPOSE THEORY DEFINITIONS. GENERAL CALIBRATION PROCEDURE OUT-OF-TOLERANCE EQUIPMENT AND TOOLING LOST EQUIPMENT MANAGEMENT REVIEW ENDIX 1 ENDIX 2  SOCIETATION  S	

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Calibration Procedure

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#### 1.0 PURPOSE

This document defines the procedures necessary for calibration of measuring equipment.

#### 2.0 THEORY

Measurement results are only valid when M&TE of known accuracy is used. This calibration procedure ensures M&TE is properly verified for accuracy against known standards. Measurement devices that are used to indicate process feedback are not subject to calibration, such as short-circuit or open-circuit, hot or cold, off or on, etc; however, when a measurement device is used to determine conformance to a Customer requirement, then the device should be properly verified for accuracy.

# 

## 4.0 GENERAL CALIBRATION PROCEDURE

Calibration is performed by trained employees or approved calibration service providers.

	4.2	Measuring	instrument	s are ca	alibrate	d at a	temp	perature		ar	nd	
)	relative	humidity	. Sufficient	tempe	rature							
	For ca	ses where	calibration	must b	e cond	ucted	in t	he repair	area,	calibration	equipmen	ıt i

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------	------

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4.3	A number is issued	The numbers
The n	umber is	
Newly calibra	acquired M&TE that is accompanied by a certificate of conformance or by	a certificate o
4.4	All M&TE are	.10.
4.5	A <b>Recall Log</b> is maintained on all M&TE and standards. The log provides	s lable gages are
M&TE	that is permanently installed	
4.6	The number of items scheduled for monthly recertification is	
4.7 gage/s	In addition to the <i>Recall Log</i> , a <i>Calibration Report</i> is kept on each Costandard, which includes  The purpose	ompany-owned
	The record also	
are up	These instructions contain ograded any time they are determined to be insufficient. When no such stifications	standard exists
•	ctions may be prepared, or may	
4.8	Calibration intervals may	
	Calibration intervals are	
4.9	Adjustable M&TE is periodically recalibrated based upon or the schedule of Table I. Nonadjustable M&TE is	
inhere	The calibrate that is used for acceptance is	tion interval fo

Left blank intentionally

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#### TABLE I, Calibration Intervals

`	dibration into valo						
	Calibration Cycle	Qualify	on Cycles to for New	New Ca	alibratic	n Cycle	76.
		Calibrati	on Cycle				10
							10.
							70.
							10
		_	_				7

4.10 Interval Adjustment: M&TE whose calibration error is recorded as being greater than the last recorded calibration error but not significantly out of tolerance as described in Table I. Out of tolerance M&TE is controlled according to paragraph 5.0.

4.11 M	&TE	calil	bration ir	nterva	ls may						
											Interval
extension	ns or	adj	ustments	are	based	upon					
						Calib	ration	stickers	and tags	are	
								11 1			

4.12 Overdue items are

A Calibration Sticker is used to identify

A Calibration Tag is used to identify

A Calibration Tag is used to identify

A tag or sticker identifies M&TE that is

The tag or sticker may

The calibration technician verifies the calibration status of M&TE and standards prior to issue or use. Calibrated M&TE and standards are not issued for use when

4.13.1 Equipment that does not require calibration is:

4.14 Calibration Standards/Special Equipment and Designated M&TE

Calibration of standards, special equipment and designated M&TE is

Approved calibration laboratories

When calibrations are subcontracted for standards, special equipment and designated M&TE, the calibration lab

PROPRIETARY INFORMATION	This document expires 1 day after printing unless marked "Released".	Form Rev: Orig
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•	
•	
•	
•	
•	
•	
The fol	llowing is the position of the National Conference of Standards Laboratories (NCSL):
4.15	A Calibration Report and Recall Log is
4.16	The calibration department places all
1.10	Records are retained and maintained that identify
4.17	Traceability: The M&TE number that is used for conformance inspection is
4.18	Non-Calibrated M&TE: Upon request, non-calibrated M&TE may
1.10	
	under the following conditions:
1)	
2)	.}
A non	-calibrated measurement device that is verified accurate
1.40	Calibration Not Dequired MOTE
4.19	Calibration Not Required M&TE
4.19.1	Chemical laboratory glassware is
4.19.2	Chemical analysis equipment that is checked for accuracy prior to use

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4.19.3	Titration tools and solutions are
4.19.4	Chemical standards are
	Prepared chemical solutions used for Software programs that are used for operation of test equipment are the Responsible Authority
	(Your list, e.g., power supplies, indicators, etc.) that are used in process control and ted test equipment are ; however,
4.20	Employee Owned Tools: Personal tooling or gages owned by employees are
4.21	Storage and Handling of M&TE: M&TE is handled except
4.22	M&TE requiring transportation to a calibration laboratory is
4.23	M&TE storage areas are Recalibration of M&TE is required
4.24 <i>i</i>	Archive / Long-Term Storage: M&TE does not if it was not:
• •	that has been calibrated and stored
IVIQIE	that has been calibrated and stored
The ex	piration date on the item's calibration tag or sticker
Upon re	elease of stored M&TE, the release date is
5.0	OUT-OF-TOLERANCE FOLLIPMENT AND TOOLING

Calibrated M&TE that is found to be significantly out of tolerance, is identified with

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The impact on the quality of items examined or tested by M&TE found to be out-oftolerance during calibration is Records of the result of the analysis and M&TE found significantly out of tolerance at recalibration for 5.2 All out of tolerance data and previous measurement results An instrument whose calibration error is significantly out-of-tolerance 5.3

This instrument is not used for

Any item(s) certified with M&TE subsequently found to be out-of-tolerance The impact on the quality

#### LOST EQUIPMENT 6.0

6.1 Measurement and test equipment that cannot be located

The recall log and/or working record may

#### MANAGEMENT REVIEW 7.0

Management Review meetings are conducted according to the Management Process 7.1 Procedure. During Management Review, process resources

eft blank intentionally



Calibration Procedure

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#### **APPENDIX 1**

Setting and/or selecting a reference standard to calibrate a measurement device.

Requirement:

The measurement range of a device being checked for accuracy must

**VOLTMETER:** 

A voltmeter shall be verified for accuracy within an equivalent range on the reference standard:

A voltmeter reference standard may have scales that range from 2-20V, 20-200V etc.

The voltmeter being checked for accuracy must be set to bracket within a range of the reference standard - or - the reference standard must be set to a range that brackets the range on the voltmeter being checked for accuracy. For instance,

#### OTHER MEASUREMENT DEVICES:

Any reference standard whose maximum measurement range is the same as the device being checked for accuracy must

For instance,

#### **APPENDIX 2**

Nonadjustable M&TE is inherently stable and includes

Of course, inherently stable M&TE can

The Operator is only required to

For instance,

Prior to each use



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To control the inventory of inherently stable M&TE, the Responsible Authority

If the tolerance given by the manufacturer

For instance,

Operators are required to

With this method, as long as there is no need to There is also no need to

-copyright on Forecialties, I.C. A

orldwide.
CAPABILITY LIST PROCEDURE  Origination Date: (month year)
ionistation of the state of the
Document Identifier: Capability List Procedure
Date: Your Date
Document Status: Released

Abstract:

stat crit This document describes the procedure for retaining, maintaining and auditing the Company's Capability List.



Capability List Procedure

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# **List of Effective Pages (LEP)**

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Accountable Manager		

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Capability List Procedure

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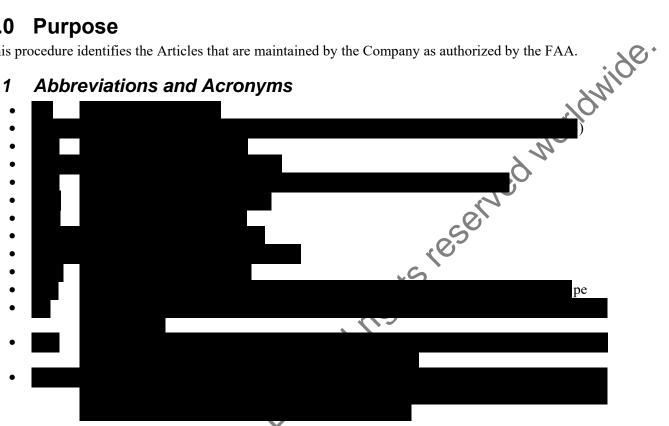
Capability List Procedure

Rev: Orig

#### 1.0 **Purpose**

This procedure identifies the Articles that are maintained by the Company as authorized by the FAA.

#### Abbreviations and Acronyms



#### **Procedure** 2.0

The Company has assigned the Accountable Manager for the management of the Capability List to ensure that listed equipment is within the Company's authorized scope of work.

As required by *Part §145.215*, a certificated repair station only The Capability List identifies each Article in a format acceptable to the FAA.

See Capability List in Appendix 2.

### Frequency of Capability List Updates

This Capability List is revised

The Capability List is only updated

Your	Logo
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Your Company Name

Capability List Procedure

Rev: Orig

2.1.1	Company Equipment - The Capability List is updated
In the	case of new TSOA approvals or PMA's, the FAA's approval
2.1.2	Non-Company Equipment - The Capability List is updated
	change is proposed to add non-Company built equipment (instruments, accessories, etc.) to the
Capabi	lity List, the Accountable Manager
2.1.3	Other Evaluations - The Capability List is updated
	time that a significant change is made, e.g.,
Compa	ny eny eny eny eny eny eny eny eny eny e
2.2	Methods of Evaluations
2.2.1	The evaluation for adding items to the Capability List
NOTE:	For new TSOA approval requests,
2.2.2	The evaluation for adding items to the Capability List
NOTE:	'Minor changes' are
2.2.3	The evaluation for adding items to the Capability List
NOTE:	
224	
2.2.4	Non-Company instruments and accessories are evaluated
2.3	Evaluation Procedure
The Ca	apability List may
	The Company ensures

Your l	Logo
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Your Company Name

Capability List Procedure

Rev: Orig

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when an Article is to be added to the Capability List, the Accountable Manager ensures that:	
•	I
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•	,
	ł
Only those Articles that satisfy the above self-evaluation requirements are added to the Capability List.	
A copy of all self-evaluations is	I
	_
When a change is proposed to add Manager  the Accountable	e
2.3.1 The Auditor ensures the applicable FAA approved design data	
2.3.2 The self-evaluation is performed according to  The audit  The self-evaluation is performed according to	t
An Article is listed on the Capability List only	1

2.3.3 As required by Part 145, the Company was required to initially perform a self-evaluation to determine that all of the housing, facilities, equipment, material, technical data, processes and trained personnel were in place to perform the work on the Articles listed on the original Capability List. As a result,

2.3.4 If the self-evaluation audit discovers opportunities for improvement or nonconformities, the Accountable Manager Before an addition to the Capability List is made,

The Capability List is updated

- 2.35 Any item requiring an FAA approval for Return to Service
- 2.3.6 The Company retains and maintains documentation of self-evaluations for
- 2.3.7 Under NO circumstances

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#### 2.4 Procedure for Revising the Capability List

The Capability List is revised to Revisions to The Capability List is only updated the Capability List are approved by Amendments are changes to the Capability List that do not require a full revision of the procedure; for example example, Part numbers may only be added: Amendments do not Within , the Accountable Manager Revisions to the Capability List are Personnel affected by changes to the Capability List Left blank intentionally

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# **Appendix 1: Self-Evaluation Audit Form**



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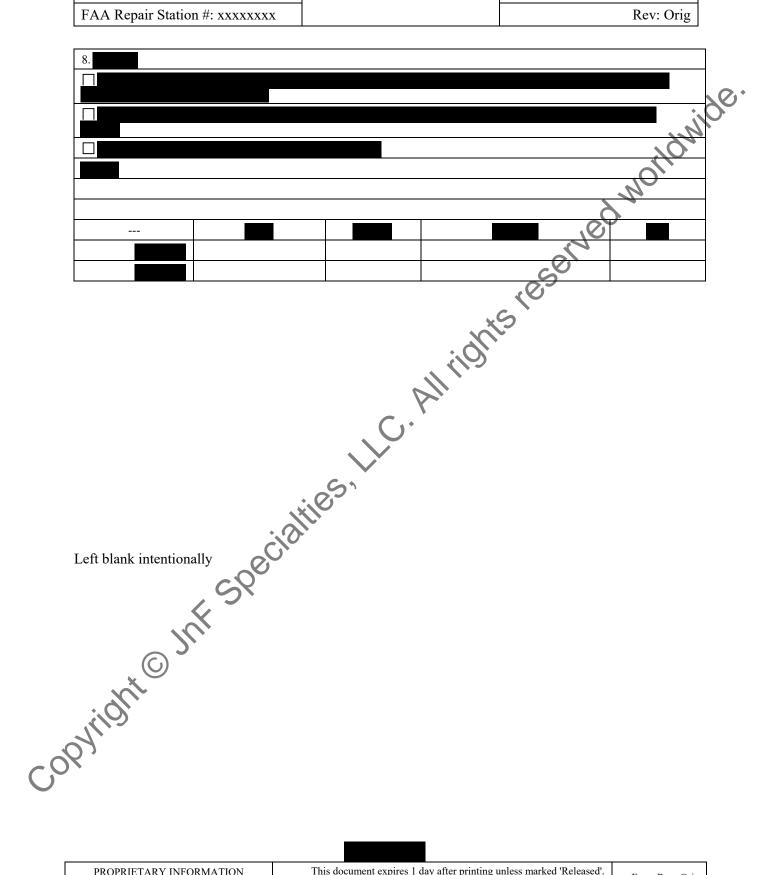
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# **Appendix 2: Capability List**

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# **CONFIGURATION MANAGEMENT**

	Document Identifier:	Configuration Management Procedure
	Date:	Latest Revision Date
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ecian	Document Status:	Draft, Redline, Released, Obsolete
458	Document Link:	Location on Server (if used)
Abstract:		
This document describes config	uration manager	nent procedures.

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6.0	SUBCONTRACTOR AND VENDOR CHANGES
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COPYÍ	CONFIGURATION CONTROL BOARD (CCB)

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Configuration Management Procedure

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#### 1.0 PURPOSE

This procedure defines the requirements for the management of the configuration of products produced by the Company's configuration management activities include the following:



#### 2.0 THEORY

Part configuration includes a variety of aspects of a given part, including

Because a given product may change over its life, typically due to it is important to

This procedure has been developed based on

#### 3.0 CONFIGURATION DOCUMENTATION

3.1. The current configuration of a given part is identified through applicable technical documents.

These may include, but are not limited to:

- ers
- 3.2. All such technical documents are developed and approved by the Responsible Authority, which are their controlled according to this procedure. (See section 4.0)
- 3.3. Configuration documents and Customer intellectual property received by are Project

personnel are responsible for

#### 4.0 CONFIGURATION CONTROL BOARD (CCB)

4.1. Responsible Authorities (RA) serve as the Configuration Control Board, which has full authority and responsibility for

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4.2. CCB responsibilities inc	clude:
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•	selve
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•	
•	
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•	
	ON CHANGE CONTROL
5.1. Evaluation of a change	In configuration for a deliverable item takes into consideration . Typically, this
includes	
5.2. All associated changes	and affected hardware items or computer programs are included
	ne evaluation by the CCB includes
Redlined techr	nical documents may
5.3. Types of Configuration	Change
Changes to the configuratio	n are implemented nition for each is as follows:
5.3.1. Engineering Change:	
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### 5.4. Change Classification

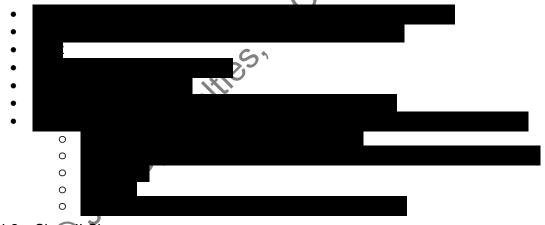
Changes in configuration are classified by the CCB as either Class I or Class II. The change classification assigned by the CCB is entered on the Change Order, which

Proposed Class I engineering changes are

Implementation is

### 5.4.1. Class I Changes

The engineering change is classified as Class I when it affects one or more of the following:



### 5.4.2. Class | Changes

Any change that does not fall within the Class I definition is are

Class II changes

### 5.5. Change Implementation

The CCB provides a complete description of the effort required to accomplish the approved change. The definition of the actual tasks required is

Engineering changes are fully documented on a Change Order (CO) or and presented to the CCB for evaluation. All proposed changes are

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5.5.1. The Responsible Authority verifies	
Authority accounts	The Responsible
Authority asserts	
5.5.2. The Document Control Center may retain purposes, but electronic documents are	older hardcopies or softcopies for historical Superseded revision levels of and superseded hardcopies, Superseded documents may
The Responsible Author	ority
5.5.3. Proposed Class I engineering changes are	
Engineering Change is	A Class I
Zinginioning original go is	The determination of need for all Class I
Engineering Changes is the responsibility of the Co	CB which
identification of their approval, it is ent document.	ered on the applicable CO as the authorizing
$\cdot \circ \circ$	a fallaccio e cantha da c
5.6. Document approval is indicated by any of the	ne following methods:
•	
CA CURCONTRACTOR AND VE	NDOD CHANGEO

### SUBCONTRACTOR AND VENDOR CHANGES 6.0

Supplier and vendor requests for change are controlled according to the Purchasing 6.1. Procedure.

### PRODUCT AND TEST SOFTWARE CONTROL

Revision control is applicable to software programs that are used for operation of production and test equipment.

### CONTRACT MAINTENANCE LIST PROCEDURE Origination Date: (month year) Document

Document	Contract Maintenance List
Identifier:	Procedure
Date:	Your Date
Document Status:	Released

Specialities of the second sec Abstract:
This document describes the Company's contract maintenance program.

**Date Printed:** 



Contract Maintenance List Procedure

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OPY	ES OF CONTRACTS THAT MUST BE SUBCONTRACTED OF ARE NEEDED DUE EMERGENCY OR OTHER REASON

Your	Logo
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Your Company Name

Contract Maintenance List Procedure

Rev: Orig

### 1.0 SCOPE

The Company has assigned a Responsible Authority for the Contract Maintenance Program to maintain and revise the contract maintenance information required by Section 145.217, which is applicable for and includes

### REQUIREMENTS 2.0

- The Responsible Authority for the Contract Maintenance Program is also responsible for: 2.1
  - 1. 2. 3. 4. 2. 3. 4.
- The Company

according to  $1\overline{45.201(a)(2)}$  (quality system) and the *Purchasing Procedure*.

The frequency

according to the *Purchasing Procedure*.

The Company performs receiving inspection

according to the Receiving Procedure.

2.5 The Company submits according to **QCM** 

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2.6	The Company notifies	according to QCM
2.7	The Company periodically	
2.8	The Company notifies the CHDO according to <i>QCI</i>	
2.9	(Your Responsible Authority's Titl	e) is responsible for
2.10	Discrepancies with contracted sour according to the <i>Control o</i>	rces are f Nonconformities Procedure.
2.11	The Company  Training Manual.	according to the
2.12	The Company includes according to 145.21 according to the	7(b)(3) for ne Purchasing Procedure.
2.13	The Company	according to the Training Manual.
2.14	The Company provides	to determine
2.15	The Company provides according to the <i>Purc</i>	hasing Procedure.
2.16	The Company performs according to applicable su	abparagraphs of $145.211(c)(1)$ and to
2.17	The Company provides	when
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### **CONTRACT MAINTENANCE LIST**

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### TYPES OF CONTRACTS THAT MUST BE SUBCONTRACTED OR ARE NEEDED DUE TO EMERGENCY OR OTHER REASON

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This document describes proceed	dures for controll	ling documents.

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Control of Documented Information Procedure

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### 1.0 PURPOSE

This procedure defines the requirements for the control of documents within the quality management system (QMS). The scope of this procedure is to control documents specifically defined in section 3.0.

The following documents are not subject to this procedure:



### 2.0 THEORY

Documents must be controlled so that only reviewed and approved information is released and used by employees. This ensures

### 3.0 DOCUMENT TYPES

The Document Control Center maintains documented information to ensure

3.1. Quality Control Manual (QCM) and Repair Station Manual (RSM)

 $\mathcal{O}^{\circ}$ 

3.2. QMS Procedures

3.3. Work Instructions

3.4. Inspection Instructions

3.5. Forms

Your	Logo
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Your Company Name

Control of Documented Information Procedure

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Any department manager or area supervisor may

3.6. Records that are created for temporary retention of miscellaneous information are

### 4.0 QUALITY CONTROL MANUAL AND REPAIR STATION MANUAL

4.1. Creating the Quality Control Manual and Repair Station Manual

The Quality Control Manual and Repair Station Manual have been established by top management of the Company, which includes

4.2. Review and Approval

The Quality Control Manual and Repair Station Manual are reviewed and approved by top management before release. Approval is indicated by

4.3. Distribution

The Quality Control Manual and Repair Station Manual are distributed electronically through the Company's internet server. The Document Control Center may

In some cases, a hardcopy of the Quality Control Manual and Repair Station Manual may

Each employee must

4.4. Change Control

Any employee may request a change to the Quality Control Manual and Repair Station Manual. Requests for changes may

All changes to the Quality Control Manual and Repair Station Manual When changes are approved,

The Quality Control Manual and Repair Station Manual require

### 5.0 QUALITY MANAGEMENT SYSTEM PROCEDURES

Creating New QMS Procedures

QMS procedures such as the training manual, purchasing procedure, configuration management procedure, etc.. It is recommended



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### 5.2. Review and Approval

QMS Procedures are reviewed and approved by top management.

Approval is indicated by

5.3. Distribution

QMS procedures are The Document Control Center may

In some cases, a hardcopy of the procedure may

Each employee

must

5.4. **Change Control** 

Any employee may

All changes to QMS procedures

When changes are approved,

The following QMS procedures require FAA approval and are subject to additional revision controls that are specified in the QCM

- **WORK INSTRUCTIONS** 6.0

Creating New Work Instructions 6.1.

Where necessary, work affecting quality is

that define

Typically, new work instructions are

Work instructions

Work instructions should include, as applicable:

NOTE REGARDING JOB SPECIFIC WORK INSTRUCTIONS:

Engineering may develop work instructions that are

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6.2. Review and Approval

Work instructions are reviewed and approved by top management.

Approval is indicated by

6.3. Distribution

Work instructions are distributed

The Document Control Center may

In some cases, a hardcopy of the work instruction may

Each employee

must

6.4. Change Control

Any employee may

All changes to work instructions

When changes are approved

### 7.0 INSPECTION INSTRUCTIONS

7.1. Creating New Inspection Instructions

New inspection instructions are developed by

Inspection instructions

NOTE REGARDING JOB SPECIFIC INSPECTION INSTRUCTIONS:

Engineering may develop inspection instructions that

7.2. Review and Approval

Approval is indicated by

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### 7.3. Distribution

Inspection instructions are distributed

The Document Control Center may

In some cases, a hardcopy of the inspection instruction may

Each employee must

7.4. Change Control

Any employee may

All changes to inspection instructions
When changes are approved,

### 8.0 FORMS

### 8.1. Creating New Forms

Forms undergo a streamlined creation and control process. Any department manager or area supervisor

photocopied as needed; managers are responsible for refms are a special kind of document that may be Department

8.2. Review and Approval

Forms may be reviewed and approved by

Porms do not require

It is the appropriate manager's responsibility

8.3. Distribution

Forms are made available

These may be

### 8.4. Change Control

Any employee may

Revised forms

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### 9.0 EXTERNAL DOCUMENTS

9.1. Some external (third party) standards or specifications may

This is

necessary because

engineering documents that refer to

Unless otherwise specified,

9.2. Third party specifications and engineering drawings, including are controlled according to the **Configuration Management Procedure**. Where control of an external document is deemed necessary, they

In some cases, a hardcopy of the external document may

Each employee

must

### 10.0 PERIODIC RE-EVALUATION OF DOCUMENTS

The entire set of quality documentation is subject to continuous improvement. Change control documents are filed as needed to request changes or updates.

### 11.0 CONTROL OF RECORDS

11.1 The controls for each type of record are defined in **Appendix A** of this procedure.

11.2	The listed	"controller" must		
	_			
	,			

11.3 Records for active contracts are Records are removed

11.4 The Document Control Center maintains archive files for records. Records shall be maintained

Records that are discarded after retention shall be

.6 Hardcopy records are to be stored

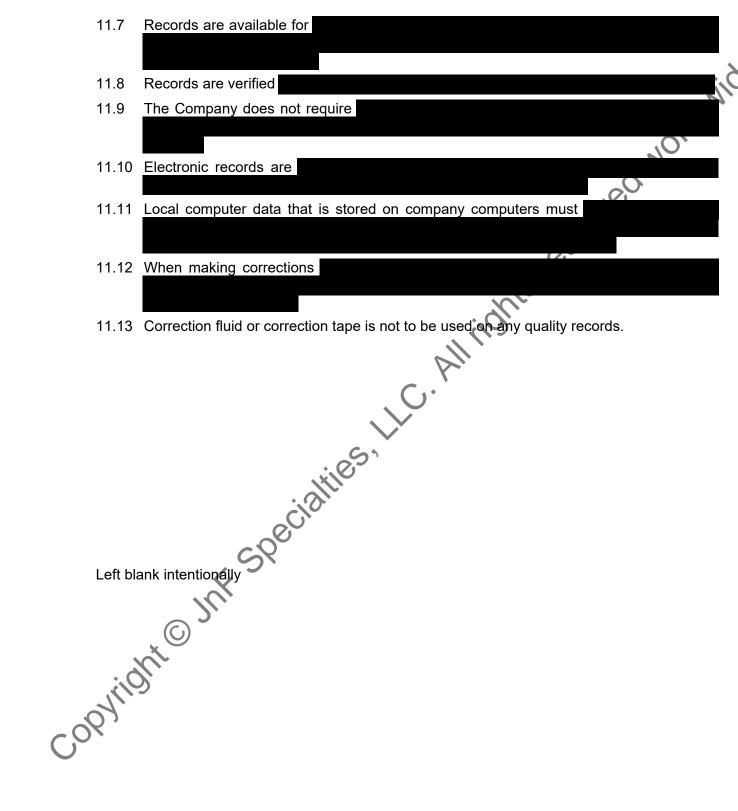
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11.13 Correction fluid or correction tape is not to be used on any quality records.



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### **APPENDIX A: RECORD RETENTION MATRIX**

Required Record or Document Type	Company Record	Controller	Туре	Location	Minimum Retention
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# CONTROL OF NONCONFORMITIES PROCEDURE Origination Date: XXXX Document

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Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

stract. This document describes procedures for control of nonconformities.

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COPYIN	PURPOSE	

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Control of Nonconformities
Procedure

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### 1.0 PURPOSE

This document defines and makes reference to the procedures necessary for the control of nonconformities.

### 2.0 THEORY

Product or services that have failed inspections or tests or that in any way do not meet requirements are considered "nonconforming". Nonconformities must be controlled to

Corrective actions are taken to

### 3.0 GENERAL PROCEDURE

- 3.1 A nonconformity occurs when any service or product made by the Company or raw material used by the Company or returned from the Customer does not meet:
  - •
  - •
- 3.2 Nonconformities must be withheld pending disposition by a completed *Request for*

No employee

- Support (RFS).

  3.3 All employees are empowered to
- 3.4 Upon discovery of a nonconformity, an employee

  For example,
- 3.5 When an employee cannot
- 3.6 If an employee or supervisor cannot
- The employee shall which includes
- 3.8 The employee shall

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Control of Nonconformities Procedure

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3.9	Upon receipt of the RF	FS, the Responsible Authority	
The	Responsible Authority	If possib	ole,
whic	h includes		
		.0	<b>)</b>
3.10	The Responsible Auth	nority	
		Recording of corrective actions taken may inclu	de
		*6	
3.11 Resr	If the nonconformity is consible Authority	s ascertained or estimated to be the fault of a	Supplier, the
100	In such cases,		
3.12	If a document suppler	ment is required	
3.13	The DES shall then be	e submitted to the Material Review Board (MRB)	for review and
	osition. Necessary actions	S	or review and
	MRB a	actions that affect	
		A signature approved Ri	S that affects are
retair	ned and maintained acco	the results of corrective actions are	n Procedure.
	such as	the results of corrective actions are	
3.14	The MRB consists of th	ne following managers, at a minimum:	
•			
•			
3.14.	1 MRB Qualification		
A Ma	aterial Review Board mem	ber must:	
1)			
2)			
3.15	In the event of a nor	n-unanimous decision	
P	PROPRIETARY INFORMATION PAGE 5 of 8	This document expires 1 day after printing unless marked "Released".	Form Rev: Orig

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Control of Nonconformities Procedure

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3.16	The Company shall provide timely reporting of
	A clear description of the nonconformity shall
include	
4.0	DISPOSITIONS Dispositions are classified as Major, Minor or None.
4.1	Dispositions are classified as Major, Minor or None.
4.1.1	Major:
4.1.2	Minor:
4.1.3	None:
1.1.0	Trong.
4.2	MRB dispositions may include, but are not limited to:
<b>∓.∠</b> ●	WIND dispositions may include, but are not illinear to.
•	
•	
•	
4.2.1	Clarification
	RB may determine that a <i>Request for Support</i> was prepared because of
	The MRB records the correct
	Further disposition action is
4.2.2	Conditional Acceptance
	forming supplies or processes may be dispositioned if
they d	o not
roquir	Corrective action instructions, when
require	This MRB disposition is subject to

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Control of Nonconformities Procedure

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### 4.2.3 Non-Deliverable

Suspect supplies must be dispositioned 'Non-Deliverable' when

Counterfeit, or suspect counterfeit parts are
This MRB disposition is not subject to

4.2.4 Notification

It is possible that a Continuous Improvement Opportunity may

This MRB disposition is not subject to

4.2.5 Precautionary

The MRB may determine that a *Request for Support* was prepared because

The condition must not

The MRB evaluates the condition and indicates on the RFS

This MRB disposition is not subject to

4.2.6 Repair (Non-Standard and Standard)

When an acceptable repair is possible, repair action may

This MRB disposition is

subject to

4.2.7 Request for Waiver/Deviation

When a supply is considered 'fit-for-use' by the MRB but

This MRB disposition is subject to

2.8 Return to Supplier (Receiving Inspection)

When supplies deviate from requirements but

This MRB

disposition is subject to

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Control of Nonconformities
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### 4.2.9 Rework (Non-Standard and Standard) The MRB may disposition "Rework" according to This MRB disposition is subject 4.2.10 Scrap Raw materials, parts and components are (see below). A **Request for Support** is This MRB disposition is not subject to CUSTOMER DISPOSITION AUTHOR 5.0 5.1 Major: 5.2 RTV and Scrap 5.3 Minor: Standard Rework dispositions are 5.4 5.5 None: PROCESSING SCRAP 6.0 Items dispositioned as scrap are 6.1 6.2 Such scrap is or positively 6.3 Identifying scrap with markings is Scrap is controlled internally which



### CORRECTIVE ACTION de mondre de la constitución de l

Document Identifier:	Corrective Action Procedure	
Date:	Latest Revision Date	
Project:	Customer, Unique ID, Part Number	
Document Status:	Draft, Redline, Released, Obsolete	
Document Link:	Location on Server (if used)	

Abstract:
This denotes This document nonconformities. document describes the procedures used to correct and prevent

Your	Logo
FAA Repair Sta	tion #: xxxxxxxx

Corrective Action Procedure

Rev: Orig

### **REVISION LOG**

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Co.	PROCEDURE: INTERNAL REPORTS

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FAA Repair Sta	tion #: xxxxxxxx

Corrective Action Procedure

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### 1.0 **PURPOSE**

This document provides details and procedures for the process governing the discovery, reporting, resolution and recording of actions taken to correct or prevent nonconformities.

### 2.0 **THEORY**

Corrective action is taken to correct nonconformities, which could 'Corrective action" is Whenever we take corrective action Sources for preventive action opportunities include Having a formal system to record and resolve PROCEDURE: INTERNAL REPORTS 3.0

The Company utilizes a Request for Support (RFS) form to record 3.1 The form and system are used for may be reported In all cases, The Company determines if and takes further additional action when required. ALL employees are No disciplinary action 3.3

- 3.4 The Quality Manager has been assigned the role of RFS Administrator.
- 3.5 See Process Map for the processing and routing of RFS's.
- 3.7 Actions taken shall

3.6

- 3.8 The Quality Manager
- In addition to corrective action efforts, management
- 3.10 The management review process



Your Company Name

Corrective Action Procedure

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### PROCEDURE: CORRECTIVE ACTION REQUESTS (CAR's)

4.1 Any purchasing agent may submit that has

onally specialties, I.C. All rights reconstruction of the copyright. Copyright Copyright Copyright. routed to the Supplier 4.2 CAR's are

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Corrective Action Procedure

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### **PROCESS MAP** 5.0





## 

	V	-
	Document Identifier:	Definitions and Abbreviations Procedure
	Date:	Latest Revision Date
	Project:	Customer, Unique ID, Part Number
i al	Document Status:	Draft, Redline, Released, Obsolete
SPEC	Document Link:	Location on Server (if used)
Abstract: This document describes defini	tions and abbrev	riations used by the Company.

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**Definitions and Abbreviations** Procedure

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#### **REVISION LOG**

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Your Company Name

**Definitions and Abbreviations** Procedure

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#### 1.0 **PURPOSE**

All rights reserved worldwide. This document provides the accepted definitions and abbreviations for terms used by the Company.

#### 2.0 **ABBREVIATIONS**

- AC: **Advisory Circular**
- ACO: Aircraft Certification Office
- AD: Airworthiness Directive
- AOG: Aircraft On Ground
- APIS: Approved Production Inspection System
- ASI: Aviation Safety Inspector
- ATA: Air Transport Association of America
- ATP: Acceptance Test Procedure
- CAA: Civil Aviation Authority
- CAN: Corrective Action Notification
- CCB: Configuration Control Board
- CFR: Code of Federal Regulations
- CHDO: Certificate Holder District Office
- COA: Certificate of Authority
- CSN: Cycles Since New
- CSO: Cycles Since Overhaul
- DAR: Designated Airworthiness Representative
- DAS: Designated Alteration Station
- DER: Designated Engineering Representative
- DI: Designated Inspector
- DMIR: Designated Manufacturing Inspection Representative
- Data Review DR:
- DSN: Days Since New
- DSO: Days Since Overhaul
- EASA: European Aviation Safety Agency
- FAA: Federal Aviation Administration
- FAR: Federal Aviation Regulation
- FSDO: Flight Standards District Office
- GSE Ground Support Equipment
- łCA: **Instruction for Continued Airworthiness**
- Inherently Stable IHS:
  - ľPC: Illustrated Parts Catalog
- IS: Is or As Found
- M&TE: Measuring and Test Equipment
- MIP: Maintenance Implementation Procedure
- MIP: **Mandatory Inspection Point**
- MM: Maintenance Manual
- MRB: Material Review Board
- MRT: Mobile Repair Team

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**Definitions and Abbreviations** Procedure

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MS: Military Standard

NAS: National Aerospace Standard

NCP: Nonconforming Product

NCR: Nonconformance Report

NDT: Nondestructive Testing

C. All rights reserved worldwide. NIST: National Institute of Standards and Technology

ODA: Organization Delegation Authorization

**OEM: Original Equipment Manufacturer** 

OJT: On-the-Job Training

PAH: Production Approval Holder PAI: **Principal Avionics Inspector** 

PC: **Production Certificate** PI: Principal Inspector

PMA: Parts Manufacturer Approval

PMI: Principal Maintenance Inspector

QA: **Quality Assurance** 

QAN: Quality Alert Notice

QC: **Quality Control** 

QCM: Quality Control Manual

QI: **Quality Inspector** 

QTP: Qualification Test Procedure

QTR: Qualification Test Report

R&D: Research and Development

RA: Responsible Authority

REA: Responsible Engineering Authority

RFCA: Request for Corrective Action

RFP: Request for Price/Proposal

RFS: Request for Support

RII: Required Inspection Item

RQA: Responsible Quality Authority

RSM: Repair Station Manual

RTS: Return-to-Service

Return to Vendor RTV:

S/B: Should Be

SAE) Society of Automotive Engineers

Service Bulletin

Supplemental Type Certificate

TBA: To Be Advised

TBD: To Be Determined

TC: Type Certificate

TPM: Training Program Manual

TSN: Time Since New

TSO: Time Since Overhaul

TSO: Technical Standard Order

TSOA: Technical Standard Order Authorization

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Definitions and Abbreviations
Procedure

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A complete FAA list of A to Z abbreviations is located at:
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https://www.faa.gov/iobs/abbreviations/

PROPRIETARY INFORMATION

Tittps://www.taa.gov/jobs/abbreviations/
3.0 DEFINITIONS (GLOSSARY)  ACCEPTABLE  Data is acceptable when  ACCEPTANCE
Data is acceptable when
ACCEPTANCE
ACCESSIBILITY
The feature of design and installation that
ACCOUNTABLE MANAGER
The person designated by the certificated Company who is responsible for under <i>Part 145</i> . This person's duties include
unde Part 145. This person's duties include
ADJUSTMENT **
Functional or operational
AIRWORTHINESS DIRECTIVE
Issued by the FAA to
AIRWORTHINESS RELEASE WALK-AROUND INSPECTION
Walk-around
APPROVAL FOR RETURN TO SERVICE
The process
APPROVED
Approved by

Remainder of A to Z definitions is in download

## ELECTRONIC SIGNATURES PROCEDURE Origination Date: (month year) Document

Document Identifier:	Electronic Signatures Procedure	
Date:	Your Date	
Document Status:	Released	

of Speciality Abstract:
This document describes the procedure for controlling electronic signatures.

Your	Logo
FAA Repair St	tation #: xxxxxxxx

Electronic Signatures
Procedure

Rev: Orig

#### **REVISION LOG**

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Electronic Signatures Procedure

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Electronic Signatures
Procedure

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1.0	ELECTRONIC SIGNATURES
	lectronic Signatures in Global and National Commerce Act (ESIGN) defines an electronic ure as
NOTE	: The term "electronic signature" refers to
1.1	GENERAL
	urpose of electronic signatures is identical to that of a handwritten signature or any other of signature currently accepted or approved by the FAA. Electronic signatures possess
a) Ty	pes of Electronic Signatures
•	Examples of electronic signature formats include, but are not limited to:  o o o
b) Ele	ectronic Signature Standards
Electro	onic signatures include any or all of the following criteria, which are legally binding.
•	
•	
•	
•	
Night.	
c) Di	gital Electronic Signatures
The C	Company's digital signatures are electronic signatures that



Electronic Signatures
Procedure

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#### 1.2 ELECTRONIC SIGNATURE PROCESS

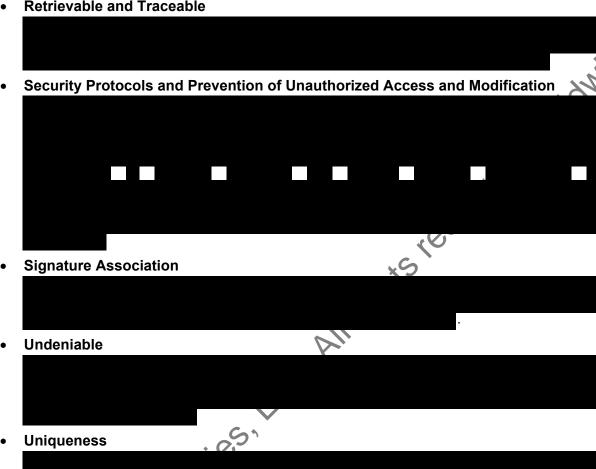
An electronic signature used by the Company describes, contains or addresses the following:

•	Archivable
•	Control
•	Control of Private Keys and Access Codes
•	Correctable
•	Deliberate
•	Identification and Authentication
•	Intent to Sign
•	Notification
•	Permanent and Unalterable

Electronic Signatures Procedure

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**Retrievable and Traceable** 



The following resources are compatible with the Uniform Electronic Transactions Act (UETA) and Electronic Signatures in Global and National Commerce Act (ESIGN).

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Document Identifier;	Equipment, Tool and Material List
Date:	Your Date
Document Status:	Released

Speciality of the state of the Abstract:
This document describes the Company's equipment, tool and material list.



Equipment, Tool and Material List

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Equipment, Tool and Material List

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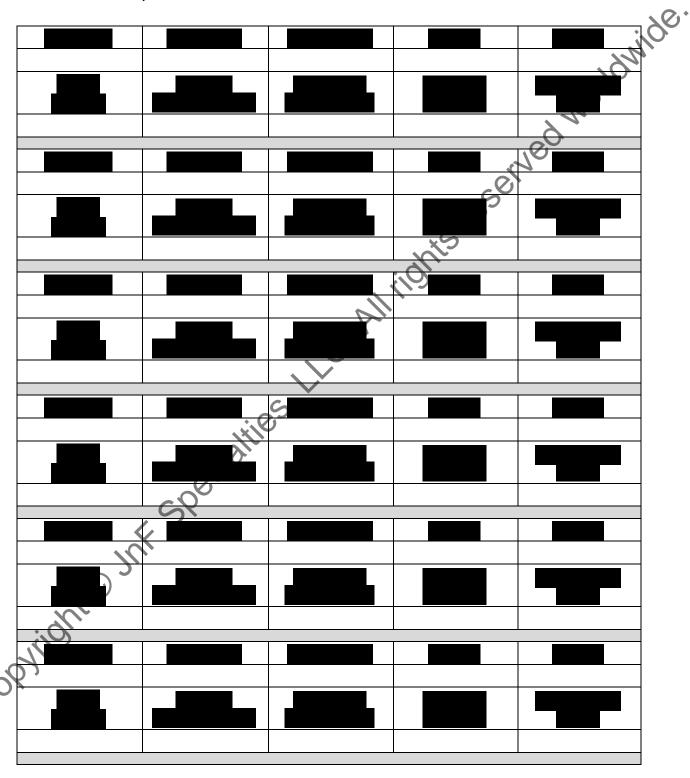
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Equipment, Tool and Material List

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#### **EQUIPMENT, TOOL and MATERIAL LIST**



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(Your Company Name)

Equipment, Tool and Material List

Rev: Orig



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# 

Document	General Workmanship		
Identifier:	Requirements		
Date:	Latest Revision Date		
Project:	Customer, Unique ID, Part Number		
Document	Draft, Redline, Released, Obsolete		
Status:			
Document			
Link:	Location on Server (if used)		

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de This document describes general workmanship and dimensional interpretation requirements.

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General Workmanship Requirements

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General Workmanship
Requirements

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#### 1. SCOPE

This document describes general requirements and methods of interpreting engineering requirements specified in specifications and/or drawings.

2 THEORY

#### 2. **THEORY**

The space available on product drawings sometimes limits the opportunity for a clear description of engineering requirements. Details that the engineer would like to include on the drawing are

3. **REFERENCES** 

- (Your list, for instance...)

#### REQUIREMENTS 4.

#### Order of Precedence

In the event of conflicting requirements the following order of precedence governs:



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General Workmanship Requirements

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#### 4.2 Significant Digits

Calculations may be performed with a greater number of significant digits than shown on the applicable drawing; however, measurements and calculations must

For instance,

Calculated values that determine compliance to the applicable drawing

## 4.3 Determining Conformance; Absolute Method or Rounding Method (ASTM E 29)

Unless otherwise specified by the CCB, the 'rounding method' is used for determining compliance of test data to product specifications according to **ASTM E 29**:

(some contracts specify "NO ROUNDING — TOLERANCES ARE ABSOLUTE")

Rounding is performed as follows:



Example — 0.0<u>21</u>"±0.001"

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Example — 0.0 <u>215</u> "±0.0015"	ing
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Example — 550±50	- 1050
	Wis .
	PI,
4.3.1 Equipment Tolerance	<del>ن</del> -
0.0211" or 0.0214"	
The instrument tolerance	
Instrument repeatability	
Instrument repeatability	
Test results	
	In most cases this rounding method

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General Workmanship Requirements

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ASTM E 29's "rounding" method allows us to **Example:** In this example, Target, Goal and Should-Be Specification Target, Goal and Should-Be specifications are 4.4.1 Application of the Drawing or Procedure Specification 4.4.2 Target and Range Specification When Range values are specified in addition to a Target value The Target value is The product must 4.5 Potting and Encapsulation 4.5.1 Engineering Drawing Note(s) Potting and encapsulation operations may or may not

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#### 4.5.1.1 Application of Drawing Specification

Unless otherwise specified, potting and encapsulation materials

All potting and encapsulation materials are

The expiration date is sometimes modified by

#### 4.6 Dimensional Requirements and Allowances

4.6.1 Surface Flaws

Surface flaws include

4.6.2 Free State Variation

If material flexibility

4.6.3 Blind Holes

The drill point

4.6.4 Gaging Hole Diameters

The diameter of a hole is within required limits when

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brievide. 4.6.5 Hole Quality The walls of holes Hole edges These requirements are 4.6.6 Removing Burrs and Sharp Edges All burrs and sharp edges These requirements do not apply to 4.6.7 Correction of Manufacturing Defects 4.6.7.1 Permissible Corrections Correction is permissible if Non-permissible Corrections 4.6.7.2 Corrective methods that are not permissible. Examples are 4.6.8 Correcting Defects in Coating Defects in chemical organic and metallic coatings may be corrected by

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Spot (touch-up) correction of defects in metallic coatings is
permissible only on
Touch-up of
Paint touch-up must
4.6.9 Flat Surfaces
4.6.9 Flat Surfaces
Where no parallelism tolerance is specified, flat surfaces of a part shown as
parallel on a drawing shall
The perpendicularity requirement for a flat surface and an axis or an axis and
another axis shown perpendicular and a drawing is that they shall be perpendicular
within
4.6.10 Thread Form
All threads shall be
Thread form shall
comply with the requirements specified by the applicable drawing. Where no
thread form is specified, threads shall comply with
Cold forming thread tools such as may be used in lieu of
A slight groove may appear along the thread crest as a result of
and is

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#### 4.6.11 Thread Gaging

When "GO" gages are used, the product shall
When "NOT GO" plug or ring gages are used, the product is acceptable when
For threads having three or fewer turns,
4.6.12 Surface Roughness
When the surface roughness specified is less than 32 microinches, measurement shall be performed according to using When the surface roughness specified is 32 microinches or greater,
4.7 Requirements for Cleaning, Protection and Identification of Raw Material, Parts and Assemblies 4.7.1 Protection
All parts and assemblies shall be adequately protected from accumulation of These requirements
shall apply to
Raw material and parts  Parts shall be transported  Raw material, parts, subassemblies,

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General Workmanship Requirements

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assemblies, etc., that are not in immediate use shall 4.7.2 Cleanup of Parts and Assemblies All finished parts and subassemblies shall All parts and assemblies shall DEFINITION OF TERMS

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## HAZARDOUS MATERIAL MORHANDLING PROCEDURE Origination Date: (month year) Document

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Document	Hazardous Material
Identifier:	Handling Procedure
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete

unt d Abstract: This document describes the Company's hazardous material handling procedure.

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Hazardous Material Handling Procedure

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#### **REVISION LOG**

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	ENDIX II: LISTED WASTES	
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Hazardous Material Handling Procedure

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#### 1.0 SCOPE

The use of hazardous materials is	Hazardous materials may include, but are not
limited to:	

These potentially hazardous materials must be handled as directed by federal, state and local laws and regulations.

The Federal Resource Conservation and Recovery Act of 1976 (RCRA) sets strict standards for the "cradle-to-grave" management of hazardous wastes. These standards are written and enforced by the U. S. Environmental Protection Agency (EPA).

The regulations require the generator maintain

In 1984, the Hazardous and Solid Waste Amendments (HSWA) to RCRA tightened the hazardous waste rules. It also brought the concept of waste minimization to the forefront as the preferred method of controlling hazardous waste production.

In order to comply with the various environmental laws, good safety practices, and to avoid future

The person in any work area that produces a hazardous material is responsible for

The Environmental, Health and Safety (EH&S) Department at the Company is charged with

The Company EH&S Department is defined as

Any questions concerning the protocol and procedures for generation, handling, minimization or disposal of waste materials

#### 2.0 APPLICABILITY

This policy applies to all personnel in all work areas of the Company. Any work area or individual that handles hazardous materials must comply with these procedures, applicable *Air Carrier Hazardous Material Handling Policies and Procedures*, and *Part 145.165*.

#### 3.0 WASTE MINIMIZATION

The most efficient and cost effect method of handling waste materials is

In a practical sense, it is



Your Company Name

Hazardous Material Handling Procedure

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#### **MATERIALS ACCUMULATION**

All material stored within a room or facility shall be  . Improperly stored containers
At least once a year, each work area  At the end of a project, or prior to the departure of a key person, all materials  When an Employee completes their work,
5.0 MATERIALS SEGREGATION
When feasible, materials  Materials of different chemical composition,  The mixing of chemically incompatible materials
For example,
A material exhibiting more than one hazard characteristic
Various reactive materials
DANGER:
6.0 WASTE IDENTIFICATION
Disposal regulations for chemical wastes require an accurate accounting of the chemical identification and amount of each in the waste material.
The material identification

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Your Company Name

Hazardous Material Handling Procedure

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Before a material car			
	If there are any quest	ions involving disposal	of a material,
By EPA definitions, so	ome wastes are		
	Other mater	ials	
			20
The Responsible Author	ority in the work area		
Collection containers			
Any unused materials			
		<b>*</b>	
Use only the labels prov	vided by the EH&S <b>Depart</b>	ment to label the contain	ers.
	vided by the EH&S <b>Depart</b> i		
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### 7.0 COLLECTION CONTAINERS

Containers

Use a container made of

Keep all containers holding hazardous materials

The containers

Each container must

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Your Company Name

Hazardous Material Handling Procedure

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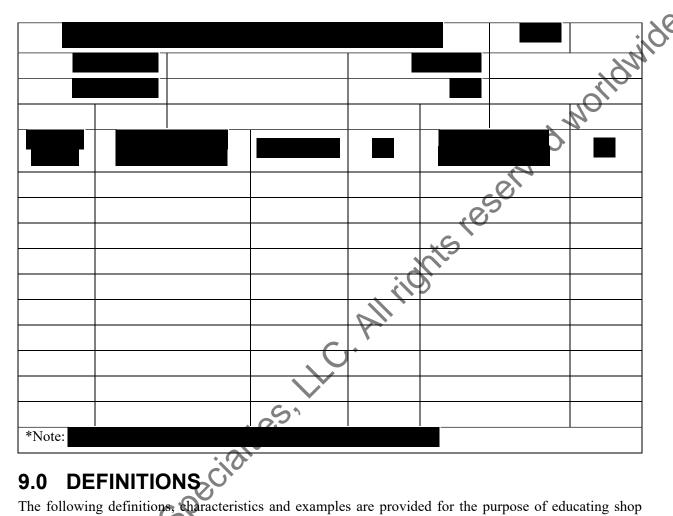
Chemicals that cause or produce tearing of the eyes	
	,,0,
Do not  This precaution will	
The containers	
Caution:	:0
O O LIAZADDOUC MATERIAL C CA	ON ECTION
8.0 HAZARDOUS MATERIALS C	PEFECTION
The EH&S Department is responsible for	
An EH&S representative	The EH&S Department is responsible for
	The Brown Soponers to
Federal and state regulations require  Regulations also require	
Because of the	ese legal requirements,
Authority of work area supervisor	The Responsible
Before the material is	

Your	Logo
FAA Repair S	tation #: xxxxxxxx

Hazardous Material Handling Procedure

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### FIGURE 2: WASTE PICKUP AND DISPOSAL REQUEST FORM



### 9.0

The following definitions, characteristics and examples are provided for the purpose of educating shop personnel as to the legal definitions of the hazardous waste categories. These definitions are adapted from

A "waste" is		
"Listed waste." A waste is		

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Hazardous Material Handling Procedure

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"Characteristic wastes." If the waste does not appear on one of the hazardous waste lists, it still might be considered hazardous if it demonstrates one or more of the following characteristics:

considered nazardous if it demonstrates one of in	note of the following characte	TISTICS.
		1/0
		77
	Co	
A 141 1 1	EDA 1.5 idia	
Although not considered a hazardous waste b	by EPA definition,	
A "reactive" waste is		
A reactive waste is		
A "toxic" waste is		
Γο determine if a waste is		
To describing it with the least of the least		
The National Institute of Occupational Health a	nd Safety (NIOSH) defines	
1/10		
10 0 HAZARDOUS MATERIA	I HANDLING PRO	OCEDURE

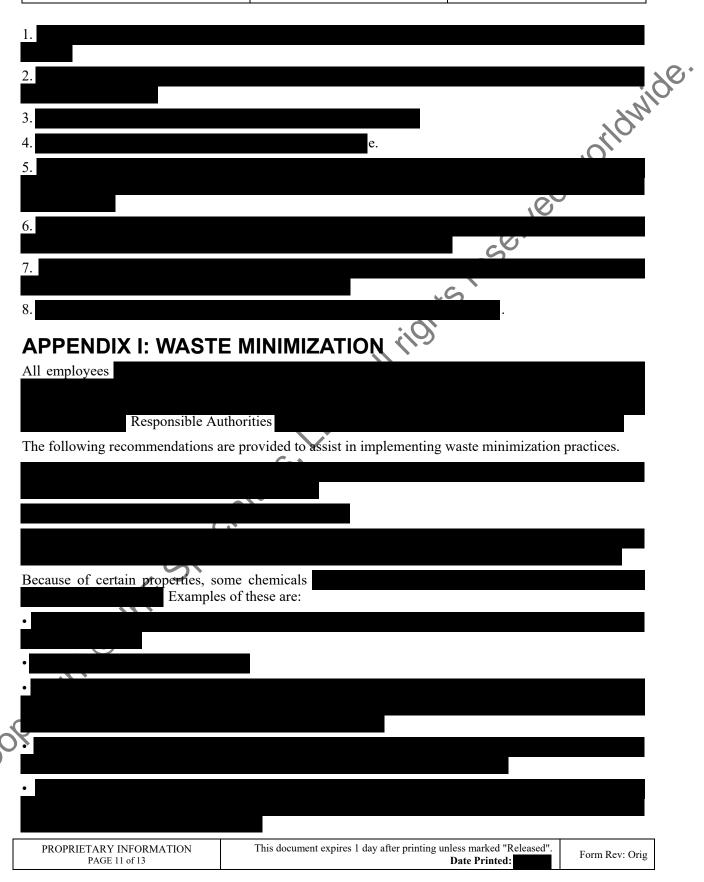
The proper handling of all hazardous materials is

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Hazardous Material Handling Procedure

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Hazardous Material Handling Procedure

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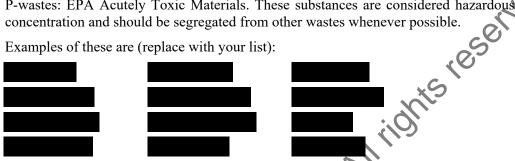
The Company is not permitted to

APPENDIX II: LISTED WASTES

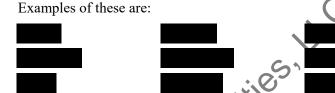
P-wastes: EPA Acutely Toxic Materials. These substances are considered hazardous regardless of their concentration and should be segregated from other wastes whenever possible.

Examples of these are ( )

Examples of these are (replace with your list):



U-Wastes: These wastes are materials that appear on EPA's Toxic list.



D-numbers: Waste numbers and the regulatory concentrations that determine whether a waste is a characteristic toxic waste.

Examples of these are (replace with your list):



Carcinogens: Substances that have been identified as a carcinogen by either the International Agency for Research on Cancer, the National Toxicology Program, or the National Cancer Institute.

Examples of these are (replace with your list):



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Hazardous Material Handling Procedure

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PROPRIETARY INFORMATION PAGE 13 of 13

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Date:	Latest Revision Date	
Project:	Customer, Unique ID, Part Number	
Document Status:	Draft, Redline, Released, Obsolete	
Document Link:	Location on Server (if used)	

Abstract:
This documents document describes the procedure used to audit the quality management



**Internal Auditing Procedure** 

Rev: Orig

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COPY	PURPOSE



**Internal Auditing Procedure** 

Rev: Orig

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### 1.0 PURPOSE

This document provides details and procedures for the internal auditing process.

### 2.0 THEORY

Internal auditing of a Company's quality system and repair/maintenance processes is

### 3.0 INTERNAL AUDITING PROCEDURE

The Responsible Authority takes into consideration

3.1 Internal quality audits are

accomplished by

This is

- 3.2 Audit requirements include
- 3.3 Auditors
- 3.4 Minimum auditor training requirements are as follows:
  - The Responsible Authority assigns

The Responsible

Authority applies

then considers:



Internal Auditing Procedure

Rev: Orig

The R	esponsible Authority defines
3.7	Using the Internal Audit Report,
3.8	
3.9	
0.0	
3.10 audit	During the corrective action effectiveness review, the results of actions taken to address findings are
3.12 to the	Copies of the completed <i>Internal Audit Report</i> are retained and maintained according Control of Documented Information Procedure and are
	CONTROL OF DOCUMENT AND
3.13	In all cases, auditees are
3.14	The results of internal audits are
	according to the <i>Management Process Procedure</i> .
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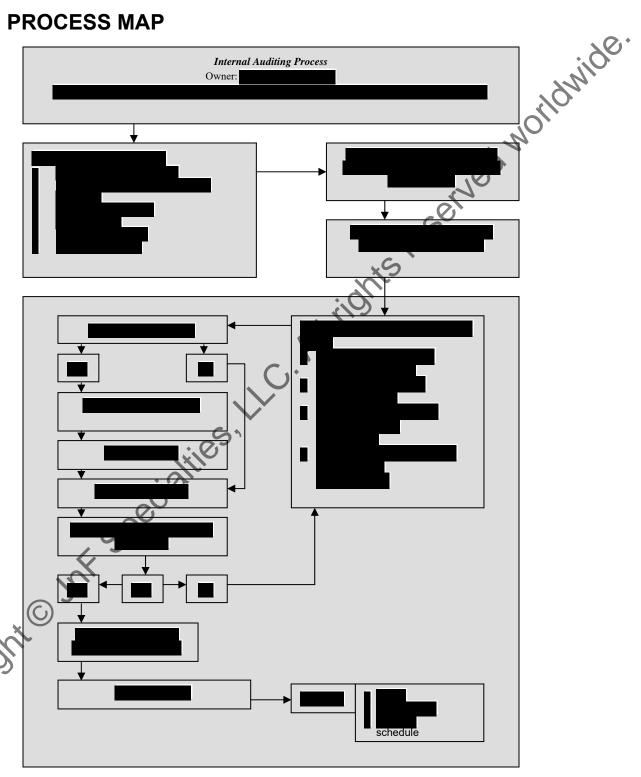


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**Internal Auditing Procedure** 

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### 4.0 PROCESS MAP





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Document Status:	Draft, Redline, Released, Obsolete

specialitis t de Abstract:
This document describes the management review process.

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Your Company Name

Management Process Procedure

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COPY	PROCEDURE: RESOURCE MANAGEMENT	



Management Process
Procedure

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### 1.0 PURPOSE

This document defines the Management process, including or making reference to procedures for the various activities within the Management process.

### 2.0 THEORY

The Company believes in "intelligent management," which enables the Company to Intelligent management reduces

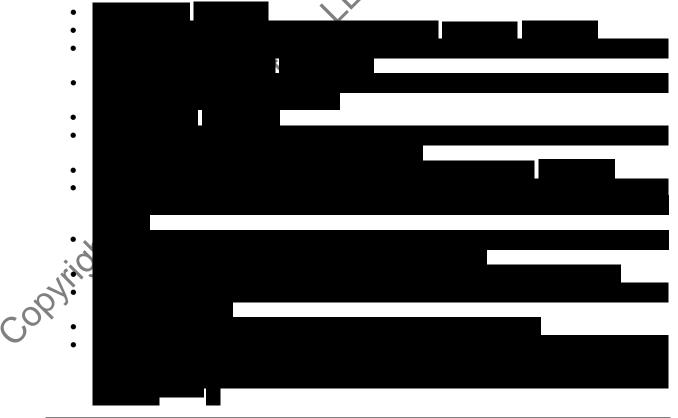
### 3.0 MANAGING AS A PROCESS

The Company recognizes that it has to manage processes however, management itself is This means

The process map in the *Appendix* identifies how Management is provides

and

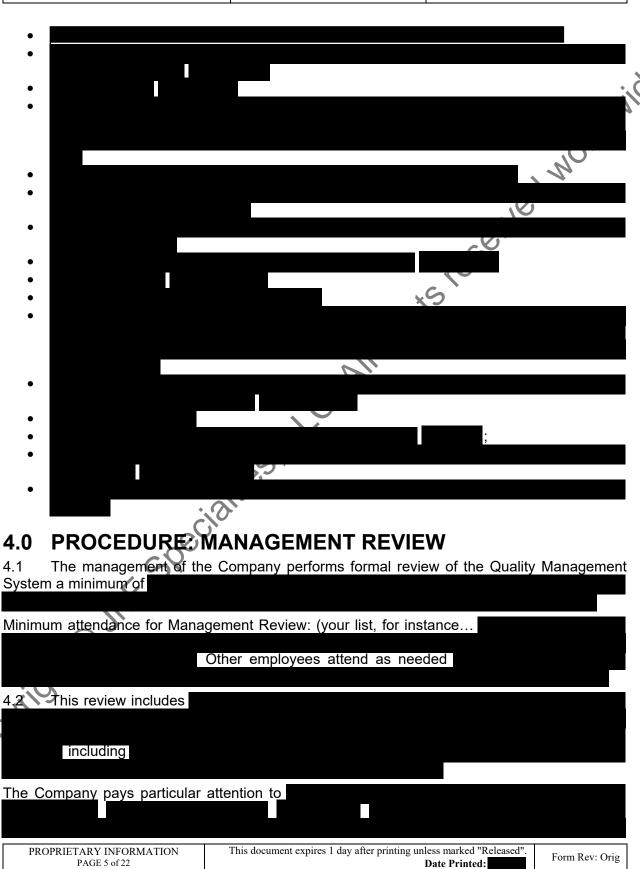
Management is responsible for implementation and application of the following requirements:





Management Process Procedure

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Your Company Name



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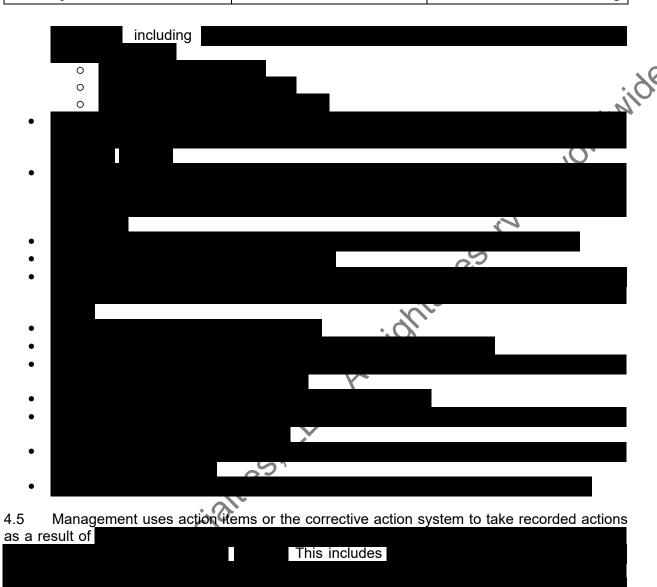
FAA Repair Station #: xxxxxxxx such as The *Management* 4.3 Minutes of the meetings are taken and maintained, which includes Review Report Template may be used as The Management Review meeting should include analysis of the following inputs: 4.4 .0



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4.6 Management determines internal issues that affect its ability to achieve intended results, which may include, but are not limited to:



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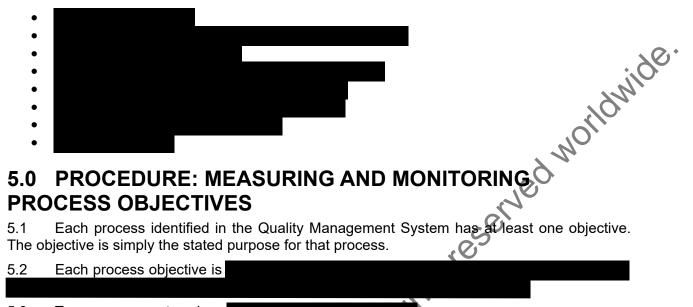


4.7 Management determines external issues<sup>36</sup> that affect its ability to achieve intended results, which may include, but are not limited to:



**Management Process** Procedure

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5.2	Each process objective is
5.3	Top management assigns
5.4	Throughout the year, assigned managers and staff
5.5	During Management Review,
5.6	When a process does not meet a goal,
5.7	The current metrics, standings,
5.8	Over time, management

# 6.0 PROCEDURE: INTERNAL and EXTERNAL COMMUNICATION

Internal communication is an important facet of the way the Company does business. By 6.1 this we mean that information is able to flow in all directions, from top management throughout the Company and from all employees back to top management.

The following methods are used for internal communications:

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6.2 External communications that are relevant to the quality management system are limited to

6.2.1 Confidential Company Information

Company Employees do not

All such communications are including those supplements but does not replace

6.2.1.1 Basic Company Information

Company Employees do not example,

it is intended to

Only Authorized Responsible Authorities may communicate about the Company or its business, or communicate as a representative of the Company, with any of the following External Parties:



Only Authorized Responsible Authorities may

Confidential Company Information should be discussed

internally only



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### 6.2.1.2 Written Company Information

All Written Company Information conforms to guidelines established from time to time.

All Written Company Information is approved by

With respect to any Written Company Information regarding new business, clients, or other contract counterparties, or other Third Parties with a business relationship with the Company, care is exercised to

Written Company Information regarding

are also

## 7.0 PROCEDURE: RESOURCE MANAGEMENT

7.1 The management of resources is a critical component to the management activities of the Company.

Resources requiring such management includes:



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7.2 Like other management activities, resource management is

7.3 To manage resources, top management

7.4 During Management Review, managers Copyright on Inf Specialties, I.C. All rights reserved

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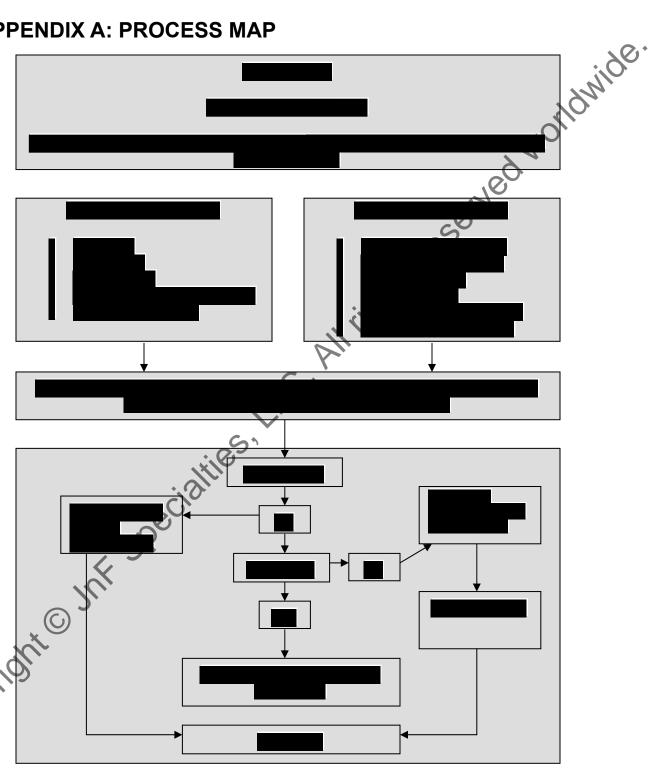


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### **APPENDIX A: PROCESS MAP**

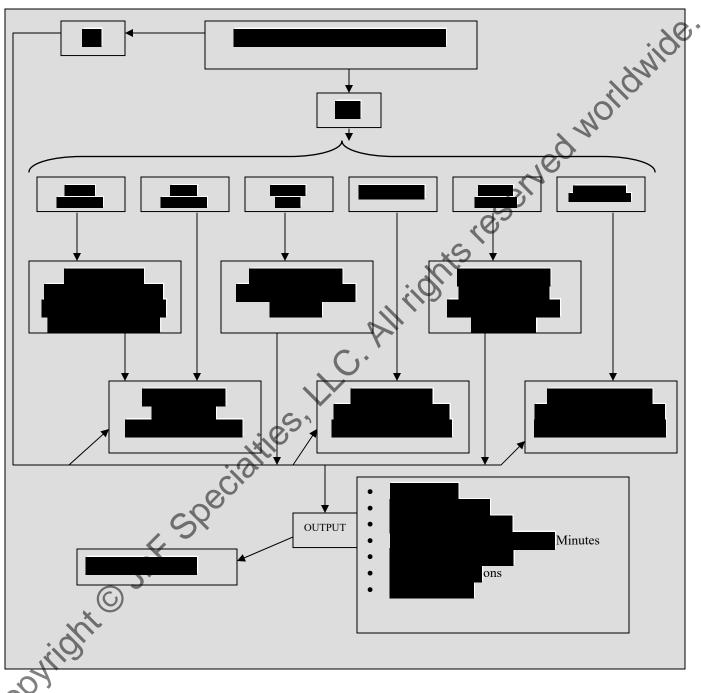




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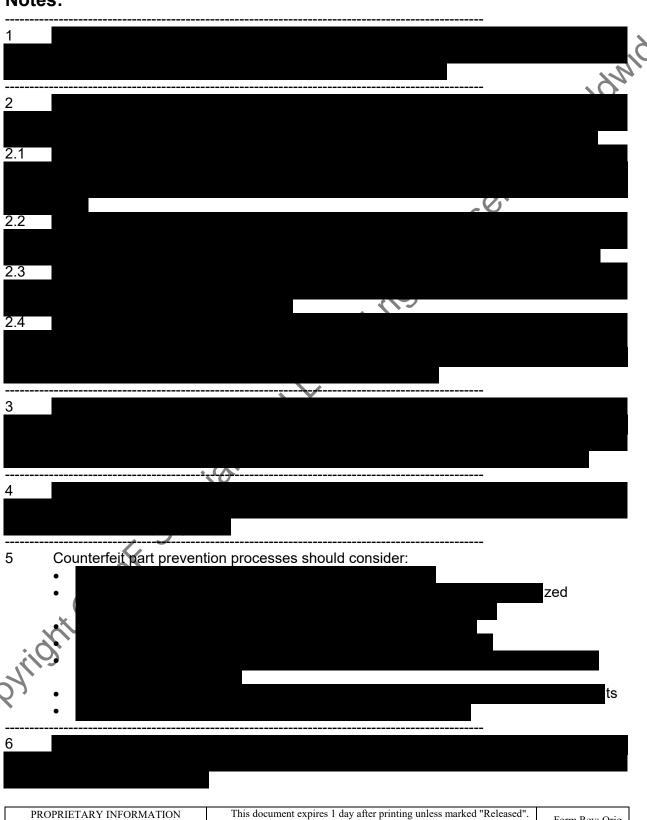


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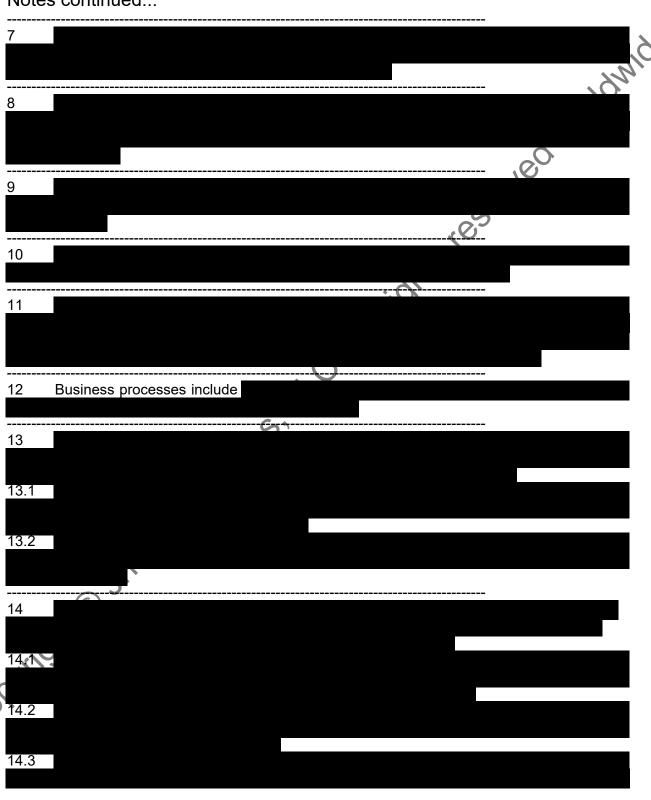


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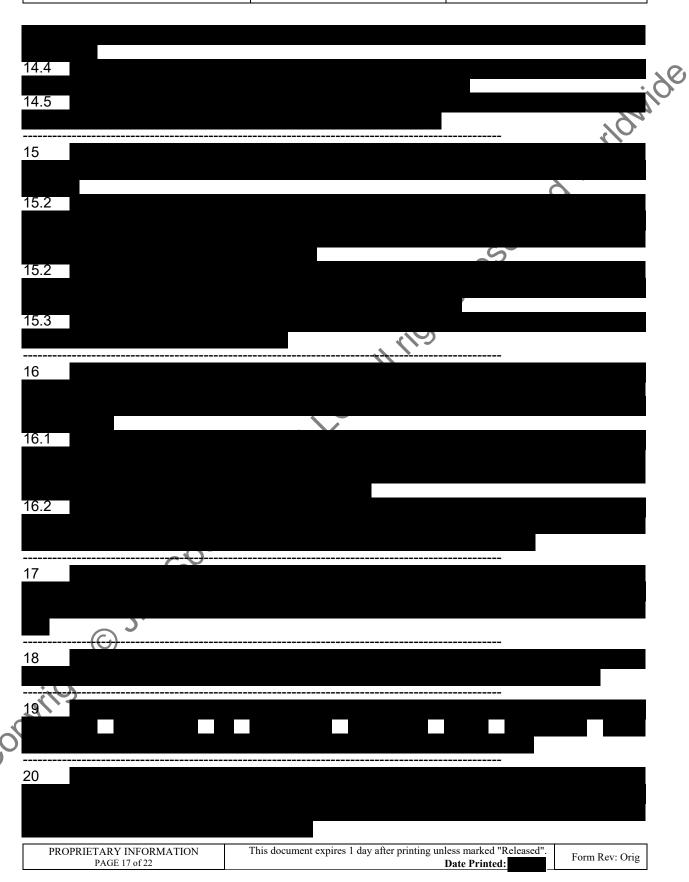


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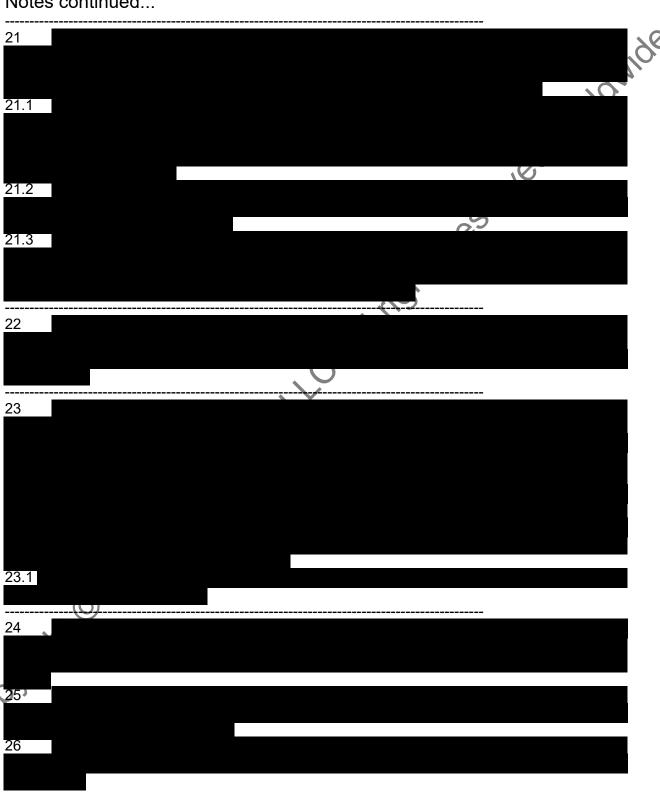


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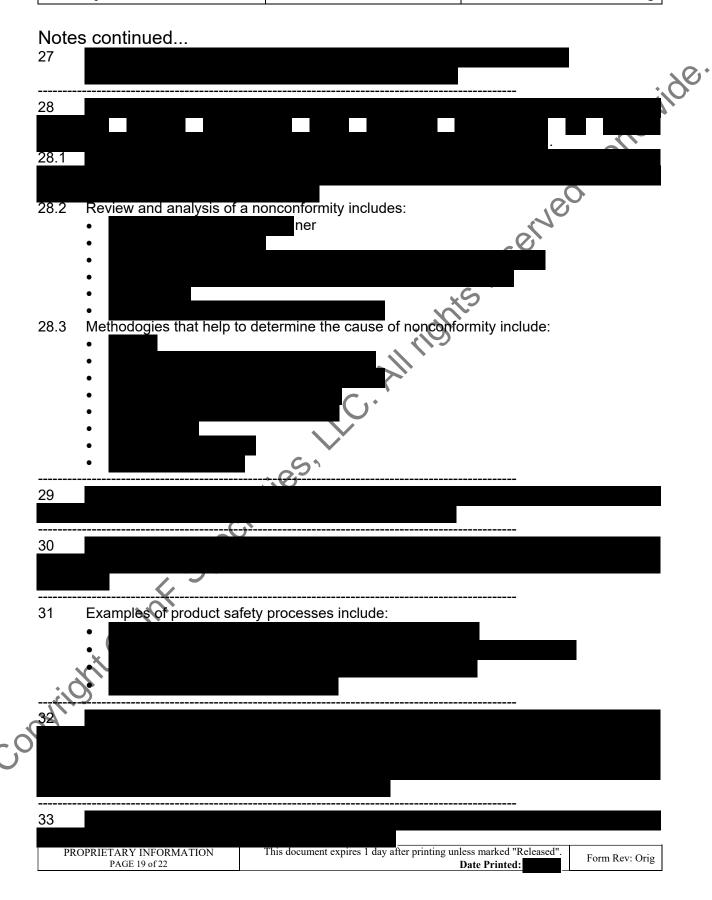


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	•
37	The Company determines the "methods" used for monitoring, measurement, analysis
and ev	alua <u>tion:</u>
37.1	Consider using the PDCA (Plan, Do, Check, Act) improvement tool
	• Plan:
	• Do:
	• Check:
	• Act:
37.2 resour	Consider using Lean Approach improvement tools to improve cycle time, optimize ces and eliminate waste:  • • • • • • • • • • • • • • • • • •
37.3	• Consider using the Six-Sigma Approach to improve process capability, remove causes
of defe	cts and reduce variation:
Nil!	
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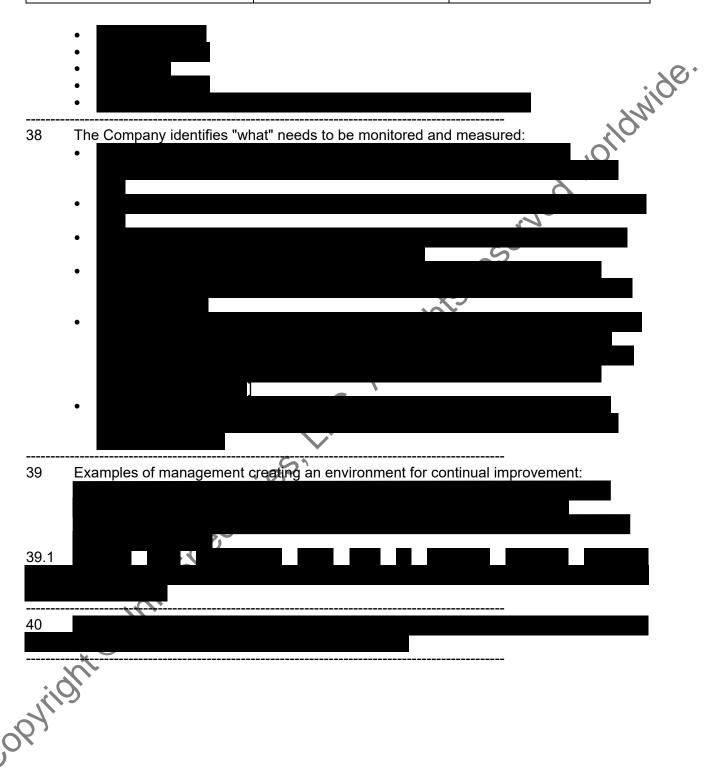
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Abstract:
This document describes the Company's personnel roster. Cobylight © The



Personnel Roster

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Personnel Roster

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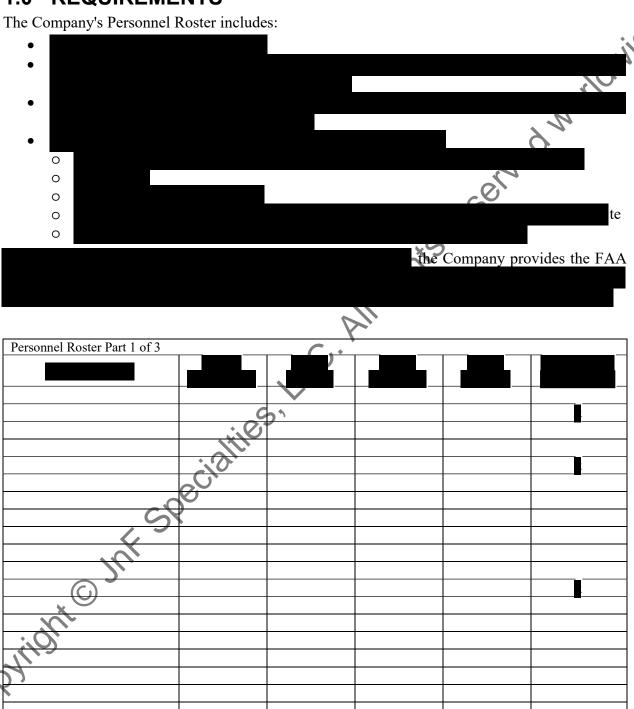
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### 1.0 REQUIREMENTS



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Abstract:		

This document describes the procedures used to review contracts and develop proposals.

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Proposal Development and Contract Review Procedure

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Proposal Development and Contract Review Procedure

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### 1.0 PURPOSE

This document defines the Proposal Development and Contract Review process including or making reference to procedures for the various activities within the process.

### 2.0 THEORY

The Company can only meet Customer requirements by ensuring

This process ensures

### 3.0 PROCEDURE

When addressing Customer needs and industry trends, the Company considers

Documentation is not required for

A Contract Review record is established by a Responsible Authority for

The Company determines its capability to meet Customer requirements by:

which may include consideration for:

•

e services,

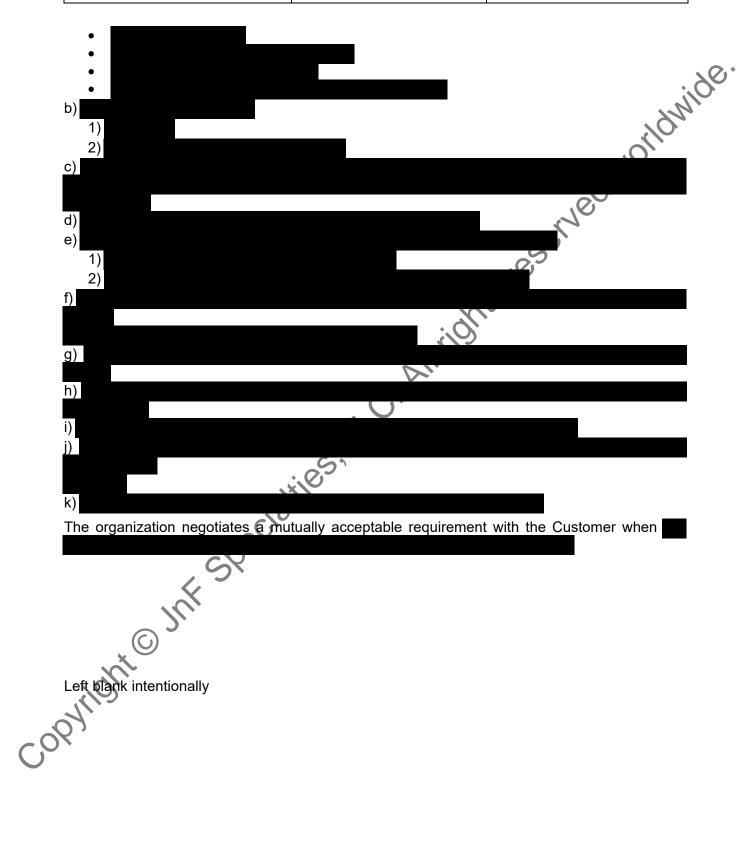
including risks, Customer feedback, and statutory and regulatory requirements)

# Your Logo

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Proposal Development and Contract Review Procedure



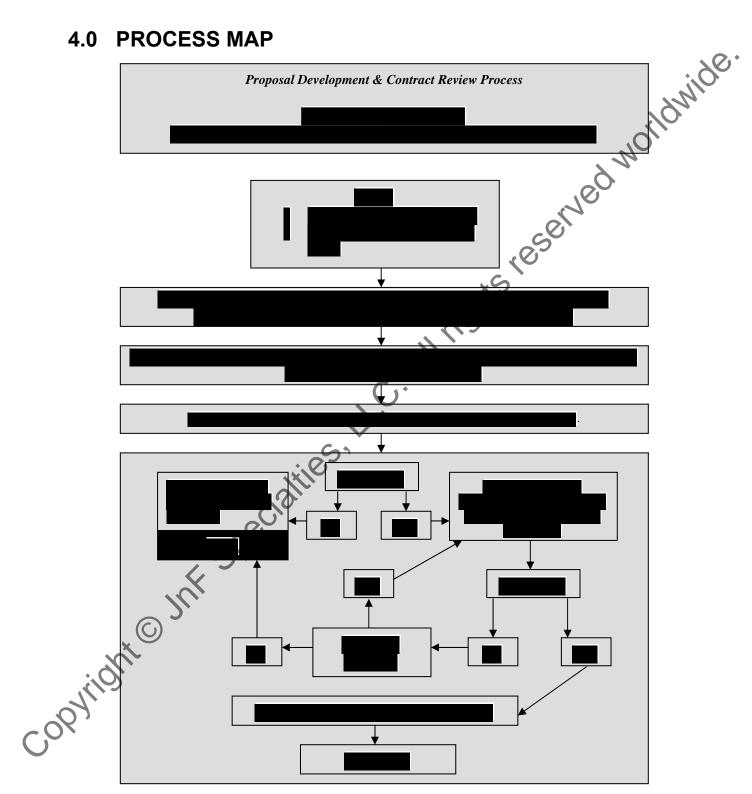


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### **PROCESS MAP** 4.0



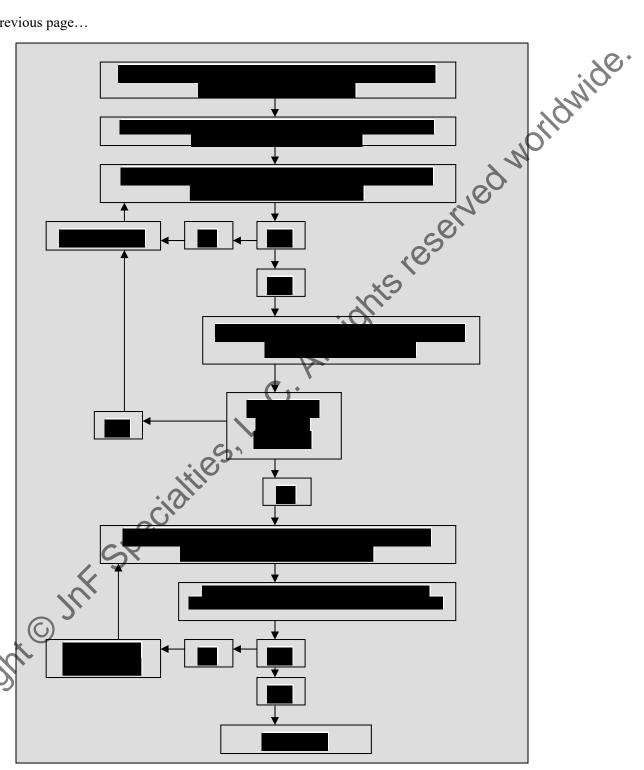


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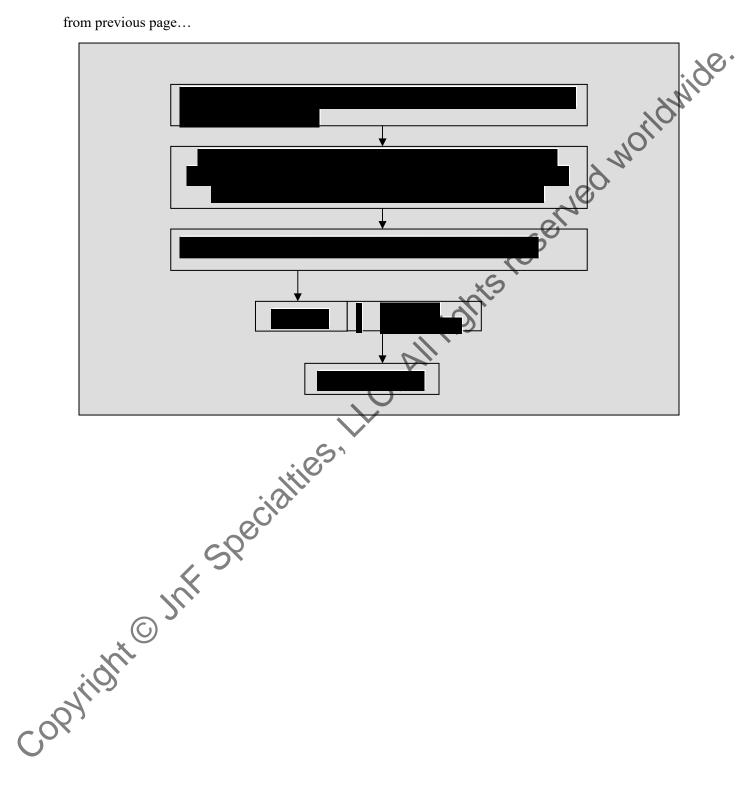


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**Purchasing Procedure** 

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FAA Repair S	tation #: xxxxxxxx

**Purchasing Procedure** 

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### 1.0 PURPOSE

This document defines the Purchasing process including or making reference to procedures f the various activities within the process.	for		0
the various activities within the process.	*	C	<b>)</b>

the various activities within the process.	C	ò
Note: this procedure applies to suppliers of products or providers of services that	•	
Suppliers that provide		

### 2.0 THEORY

it is important to monitor and control the quality of

are not subject to the controls of this procedure

# 3.0 PROCEDURE: SUPPLIER EVALUATION AND SELECTION

- 3.1 All suppliers of product related materials or services are evaluated unless these Suppliers are listed on:

  - •
- 3.2 Supplier evaluation is established according to

and is documented following

the format on the Supplier Evaluation Form.

- 3.3 The **Supplier Evaluation Form**
- 3.4 Once approved through the Supplier Evaluation Form, the Responsible Authority
- 3.5 The following ratings apply to suppliers:



3.6 Once entered into the *Approved Supplier List*, suppliers are rated

|--|

Your Company Name

Purchasing Procedure

3.7 Using incoming (receiving) inspection results for product suppliers and employee feedback on service providers, the Responsible Authority
3.8 Using the results from combination of the following functions for product suppliers, the Responsible Authority
3.9 For suppliers providing product, incoming inspection results are recorded on the <b>Supplier Performance Rating Spreadsheet</b> , which
3.10 If a new Supplier rates the Supplier remains
3.11 If any Supplier rates
3.12 If items are returned to any Supplier the Responsible Authority
3.13 Any Supplier may be
3.14 Management may
3.15 During management review.  See the <i>Management Process Procedure</i> .
3.16 The Company performs verification activities of externally provided processes, products and services when
Customer verification activities performed at any level of the supply chain
Verification activities may include:

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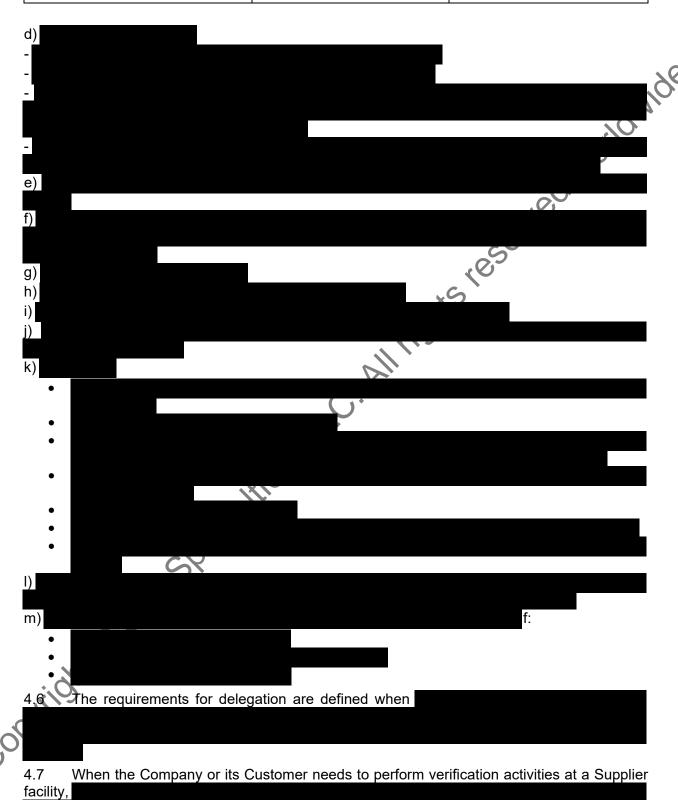
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Your Company Name

Purchasing Procedure



Your	Logo

Your Company Name

**Purchasing Procedure** 

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4.8 See the process map herein.

4.9 Emergency Purchasing Authority: The Company

In such cases,

### OTHER PURCHASING RULES 5.0

- 5.1 In all instances, the Purchasing Department
- 5.2 Any employee of the Purchasing Department

Each employee must

5.3

5.4

It is recognized that during the course of business,

- The Purchasing Department will 5.5
- The Purchasing Department will not, 5.6
- The Company will 5.7

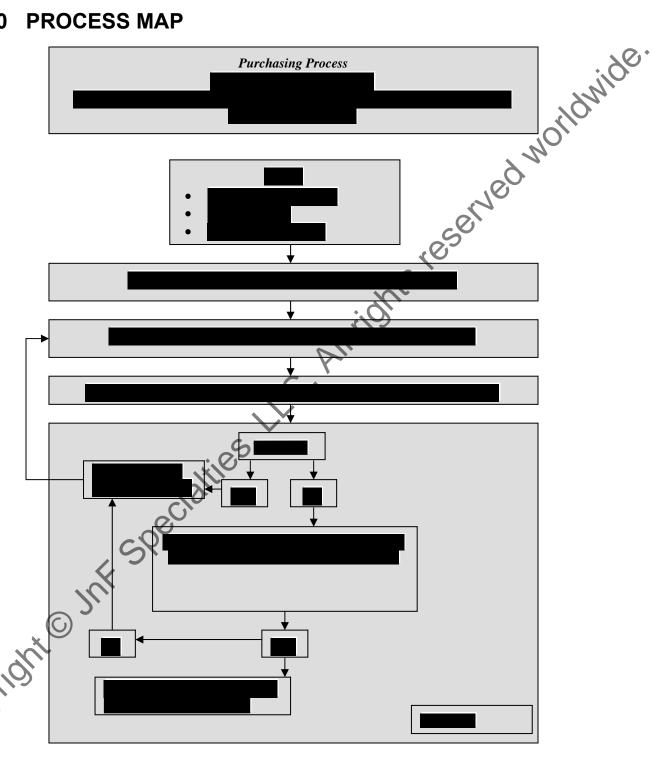
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**Purchasing Procedure** 

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### **PROCESS MAP** 6.0

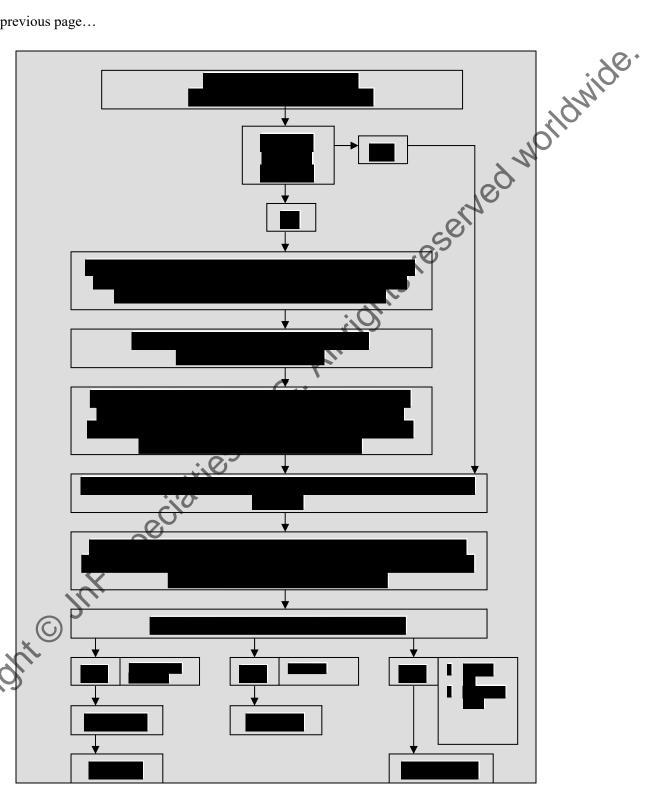


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# Your Logo

# **QUALITY PLAN**

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Origination Date: (month year)
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Document Identifier: Quality Plan
Date: Latest Revision Date
Project: Customer, Unique ID, Part Number
Document Draft, Redline, Released, Obsolete
Approvals:
Approvals:  Document Status:  Draft, Redline, Released, Obsolete
Abstract: This document describes the quality plan for xxxxxx.

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FAA Repair Station #: xxxxxxxx		Rev: Orig

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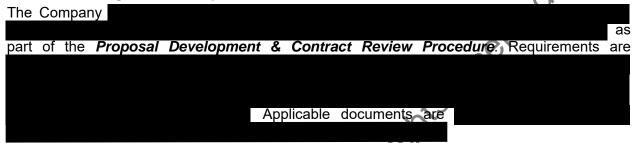
### 1.0 General

Moldwide. The quality plan defines the quality practices, resources and activities that are applicable to (your project).

### 2.0 Scope

The quality plan is a summary of operations that are applicable to (your project).

### 3.0 Quality Plan Inputs



## 4.0 Quality Objectives

The Company performs all quality plan functions to

5.0 Responsibilities Responsible Authorities Management has The Company's Accountable Manager

# 6.0 Control of Documented Information

Documents are controlled according to the Control of Documented Information Procedure to

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### 7.0 Resources

Project resources are discussed and allocated during Management Review according to the *Management Process Procedure*.

### 7.1 Provision of resources

The Company determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality plan according to the *Management Process Procedure*, which considers

### 7.2 Materials, products and services

The Company reviews Customer requirements according to the **Proposal Development and Contract Review Procedure** before

The Company pays particular attention to

The Company confirms requirements

### 7.3 People

The Company determines and provides the people necessary for the effective implementation of its quality plan and operation and control of its processes according to the *Management Process Procedure* and *Training Manual*.

The Company determines the necessary

The Company evaluates the effectiveness of

The Company ensures Employees and Contractors are made aware of the Company's quality plan and applicable quality plan objectives. In addition,

### 7.4 Infrastructure and environment for the operation of processes

The Company determines, provides and maintains the infrastructure necessary for the operation of its processes to achieve conformity of products and services according to the *Management Process Procedure*. The Company determines, provides and

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7.5	Monitoring	and	measuring	resources
-----	------------	-----	-----------	-----------

The Company	determines	and pi	rovides	resources	needed	to ensure	e valid	l and r	eliable	results
when										
according to the	e <i>Managen</i>	nent Pi	rocess	Procedure	e, which e	ensures				
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information is										
Measuring equi	pment is									
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Procedure.								70		

### 8.0 Customers and Interested Parties Communication

The Company treats Customer and interested party communication as an important method of gaging its success and ability to meet Customer requirements. The following communication methods are used within the Management process:

•	
•	
•	

### 9.0 Reserved

### 10.0 Externally Provided Processes, Products and Services

Purchasing is treated as a process within the Company's quality plan, which is defined in the **Purchasing Procedure**. The Company accepts responsibility

The Company does not

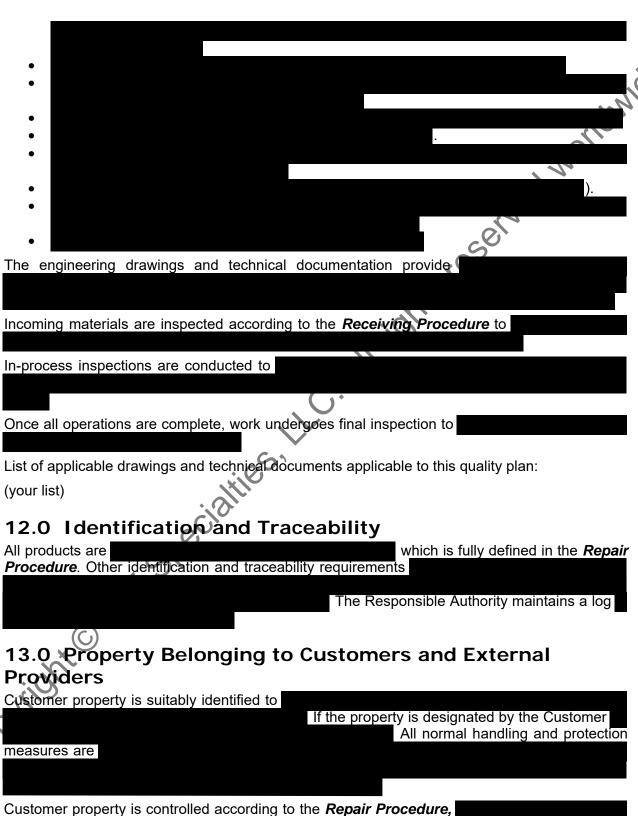
### 11.0 Repair and Alteration Processes

The sequence and interaction of processes has been determined and are controlled by specific work details.

The Company plans and carries out processes that include assurances that:

•			
•			

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### 14.0 Preservation of Outputs

The Company prepares instructions for

The instructions are detailed in

### 15.0 Control of Nonconforming Outputs

All work that is found to be nonconforming against specified requirements are

Necessary actions are

This applies to

The process

is fully defined in the **Control of Nonconformities Procedure**.

### 16.0 Monitoring and Measurement

The Company measures the output of

Monitoring and Measurement includes:

- •
- •
- •

Measuring equipment is controlled according to the Calibration Procedure.

### 17.0 Audits

Internal quality audits are conducted to

This is accomplished by

The internal audit process is fully

defined in the Internal Auditing Procedure.

### 18.0 Work Details

(Guidance Note:

Guidance Note: For instance -

Remove the above guidance notes prior to release of the quality plan.

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RECEIVI	NG PR	OCEDURE worldwide.
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Abstract:
This docume This document describes the receiving and inspection process.

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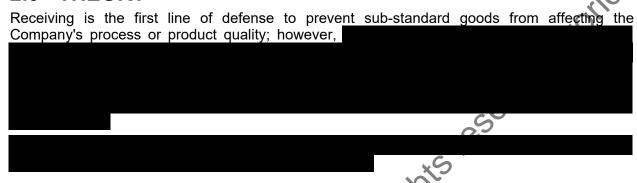
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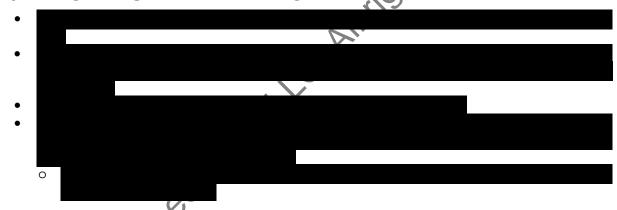
### 1.0 PURPOSE

This document defines the Receiving process including receiving inspection activities and includes or makes reference to procedures for the various activities within the process.

### 2.0 THEORY



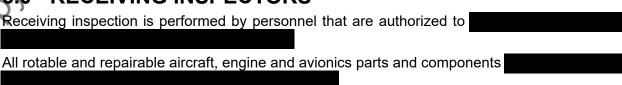
### 3.0 PROCEDURE: RECEIVING



# 4.0 PROCEDURE: RECEIVING INSPECTION

- 4.1 The Inspector receives the goods and original paperwork from the RA and acquires the applicable PO.
- 4.2 Preliminary, visual and mechanical inspections are performed according to *Appendix A* or as required by are recorded on the applicable forms and the purchase order is processed according to *Appendix B*.

### 5.0 RECEIVING INSPECTORS



Your Logo FAA Repair Station #: xxxxxxxx

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Oilgayge.

A qualified Receiving Inspector will have the following:

Receiving Inspectors:

0 0 0 0 0

### SUSPECTED UNAPPROVED PARTS 6.0

Every part that is purchased and received into the Company's inventory has the potential to be a suspected unapproved part (SUP). The Company is obligated to ensure aircraft are safe to fly,

which means

Any SUP is forwarded to QC, which is quarantined and evaluated for disposition by the Responsible Authorities according to the Control of Nonconformities Procedure. A Responsible Authority notifies

The performance rules for replacement of parts and materials

These rules require Additionally, the Company must

The continued airworthiness of an aircraft, which includes

These rules require



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repair or alteration, the rules

As part of determining whether installation of a part conforms with all applicable regulations, the Company

## 7.0 IDENTIFICATION OF APPROVED PARTS

Approved parts are those that are produced according to requirements outlined in *Part 21* and are maintained according to *Part 43* and *Part 91* and meet applicable design standards. The FAA considers

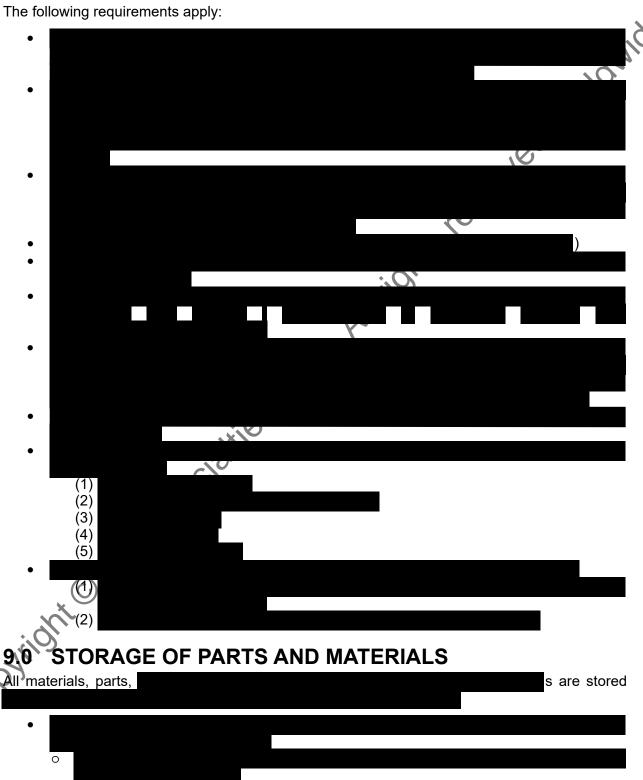
Approved parts are identified by:

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#### **HAZARDOUS MATERIAL** 8.0



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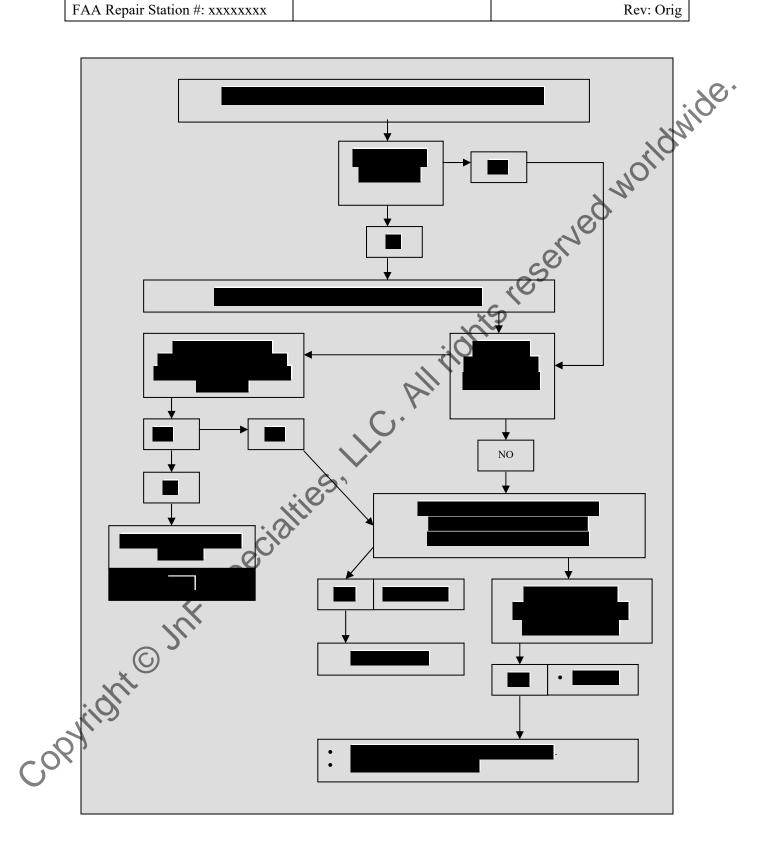
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## 10.0 PROCESS MAP





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## **APPENDIX A - RECEIVING INSPECTION**

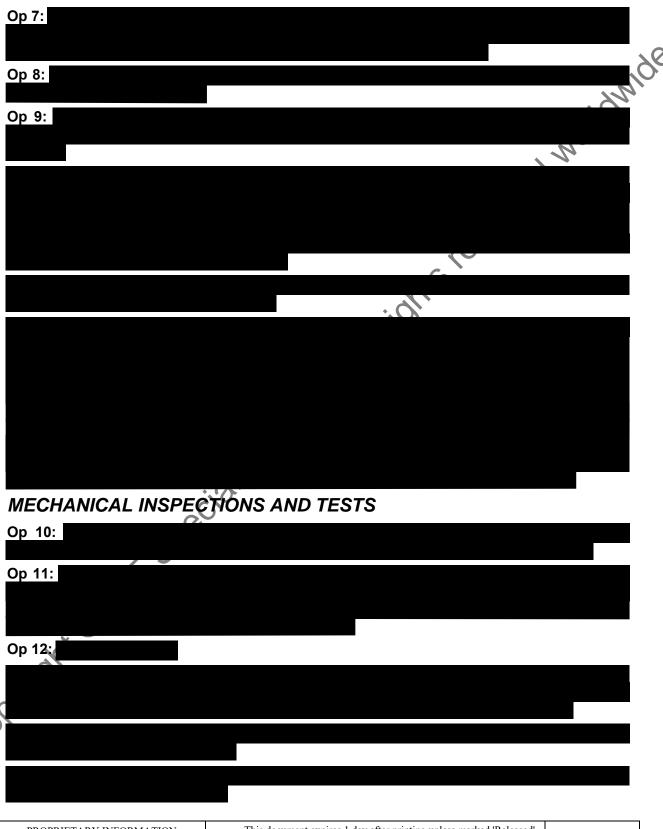
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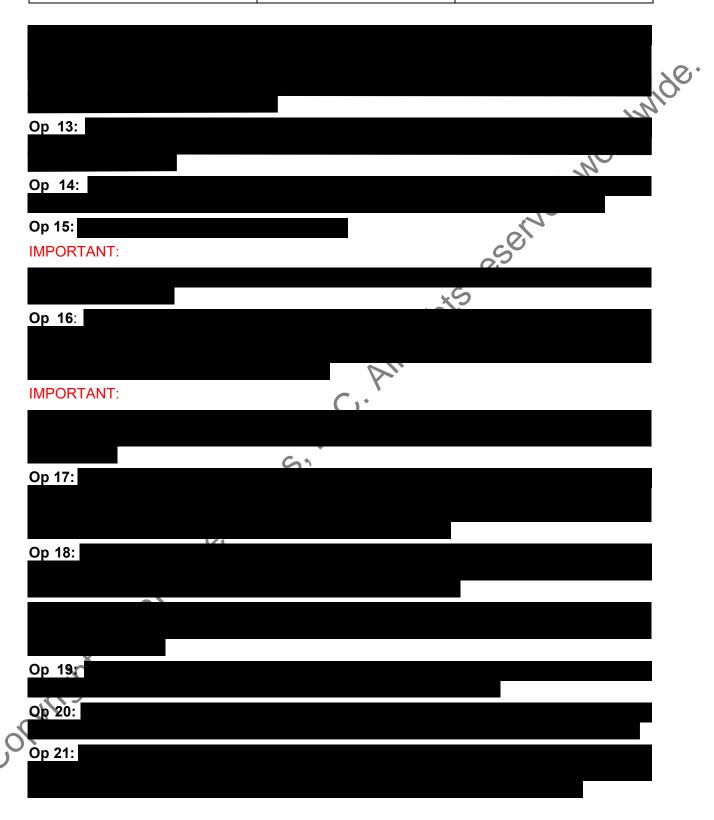


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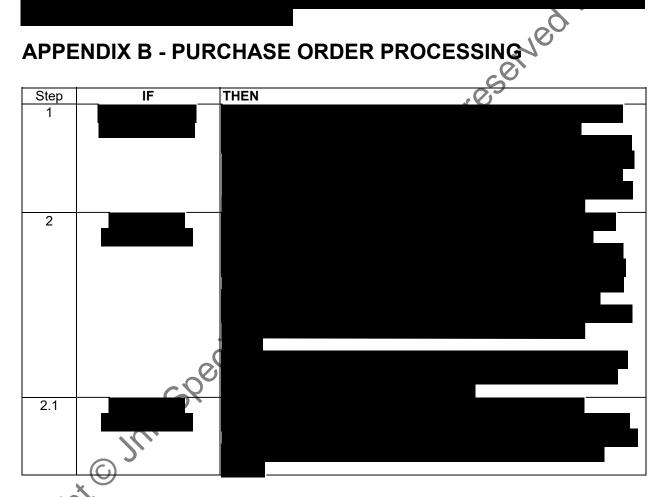




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t der Abstract:
This document describes the repair process.

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12.0 PROCESS MAP		

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#### 1.0 **PURPOSE**

NOTE: The repair process includes all QC inspections and tests within it. Quality is not a separate process.

2.0 THEORY

Repair operations or tasks must be conducted under controlled conditions to quality.

Repair operations or tasks must be conducted under controlled conditions to ensure product quality.

- PROBLEM RESOLUTION

All employees are instructed to

It is understood that the appropriate responsible authority will occasionally not be available for support; in that event,

- PROCEDURE: REPAIR DOCUMENTATION
- All revision controlled repair documents are

In addition to this repair procedure, additional documentation Where required, these are

includes the

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4.4	Records that are created for temporary retention of miscellaneous information are
5.0	ITEM IDENTIFICATION
5.1	Items are identified in shop areas by any of the following methods:
5.2	Lot traceability or individual serialization of items is
5.3	Bad (nonconforming) item that has failed an inspection or test and cannot
	See the Control of Nonconformities Procedure.
5.4	Any items not marked with a tag are
5.5	IDENTIFICATION OF TRANSPER CONTAINERS
5.5.1	Whenever a portion of chemical is transferred from its original container to a smaller
tempo	rary container,
5.5.2	Whenever a portion of chemical is transferred from its original container to a smaller
perma	nent container,
6.0	PROCEDURE: HANDLING
6.1	Work instructions and/or training
6,2	n all cases, Operators
جي ا	
6.3	The Company provides suitable safety and personal protection equipment for Operators are required

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#### 7.0 PROCEDURE: PRESERVATION

<i>i</i> .0	FROCEDORE. FRESERVATION
7.1	Operators will employ proper
7.2	Operators will employ proper
7.3	Operators will employ
7.4	Operators will employ proper
	×S`
7.5	FOD: Foreign Object Damage and Detection: Work instructions and training methods
7.6	Marking and labeling including

## 7.7 Special handling for

8.0 PROCEDURE: INSPECTION AND TEST
Receiving inspection is performed according to the *Receiving Procedure*.

8.1 Preliminary, Hidden Damage and In Process Inspections

Preliminary, hidden damage and in-process inspections are

Hidden damage and in-process inspections are

Calibrated tools shall be used for preliminary and in-process inspection; however, non-calibrated measurement and test equipment (M&TE) may be used to accept or reject items under the following conditions:

When applicable, complete

Any item failing preliminary, hidden damage or in-process inspection according to the **Control of Nonconformities Procedure**.

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#### 8.2 Final Inspection

Final inspection is performed by the Responsible Authority prior to release of items for packaging or shipping.

100% sampling is required for final inspection unless

Calibrated tools shall be used for final inspection; however, non-calibrated measurement and test equipment (M&TE) may be used to accept or reject items under the following conditions:

Procedure.

Any item failing final inspection

according to the Nonconformances

#### PROCEDURE: SHELF LIFE EXTENSION 9.0

This process is subject to Buyer review and approval

9.1 Items that are subject to expiration may

for instance:

9.1.1

9.1.2

9.1.3

9.1.4

Chemicals that are purchased or prepared by the chem-lab are exempt from shelf life 9.2 control.

Raw material components whose shelf life has been extended

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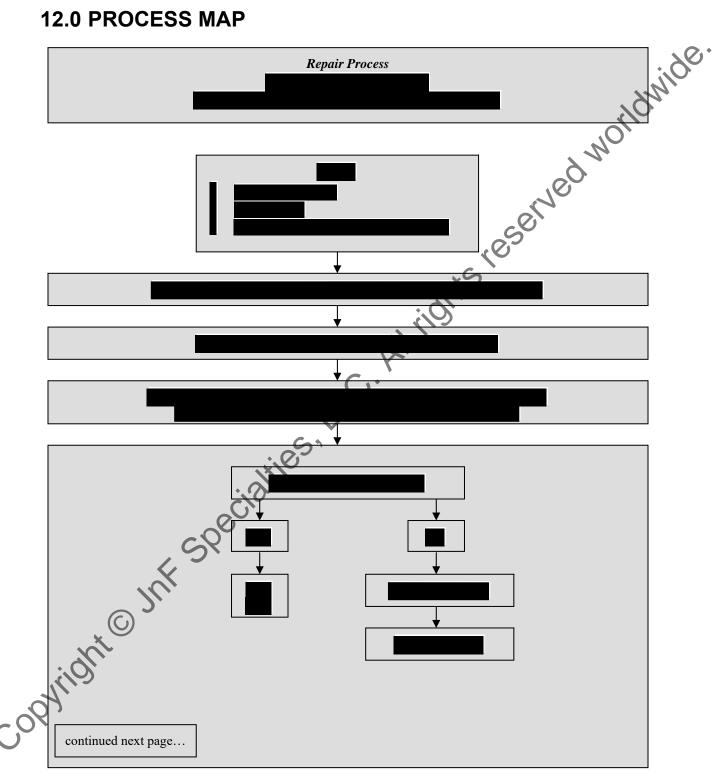


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## 12.0 PROCESS MAP

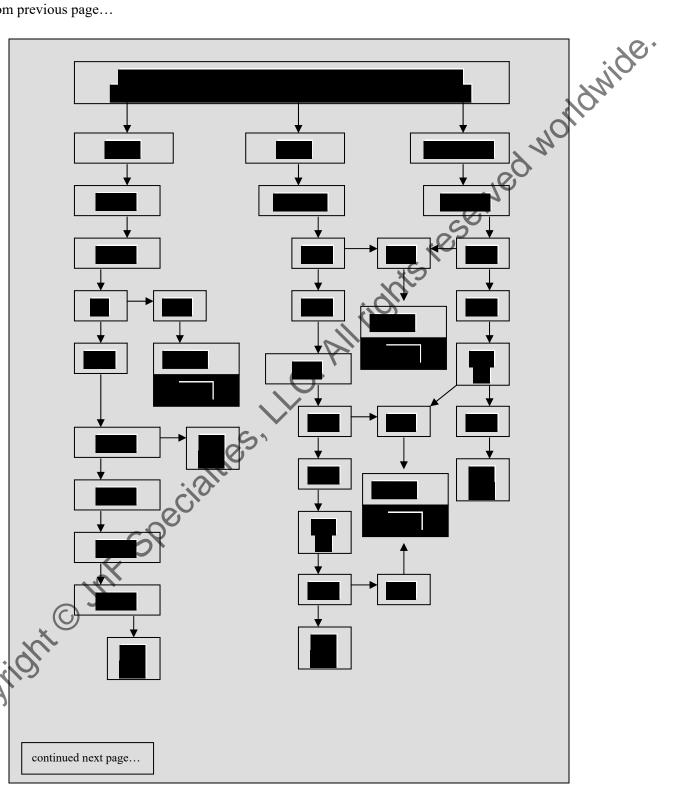


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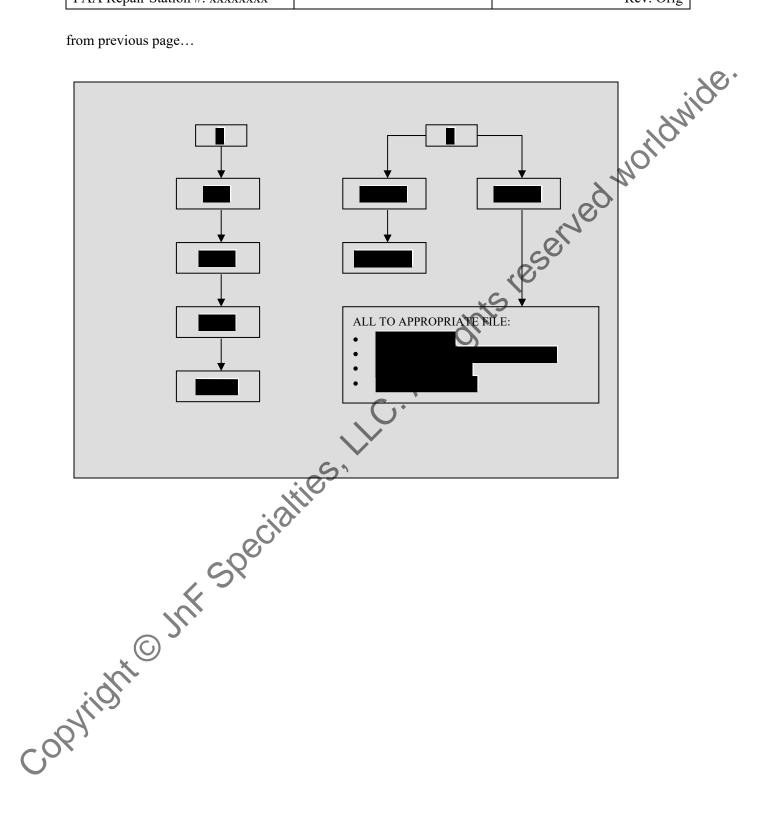
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# RESPONSIBILITIES AND

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Abstract: This document describes respon	nsibilities and aut	thorities of Company personnel.



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Procedure

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	CROSS-UTILIZATION OF TECHNICIAN & LEAD.	
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#### 1.0 PURPOSE

This document provides an overview of the responsibilities and authorities for key positions within the Company.

#### 2.0 THEORY

It is important to define the responsibilities and authorities of key positions so that employees understand their work and the relationships they have with other positions within the Company.

#### 3.0 RESPONSIBILITIES & AUTHORITIES

#### 3.1 ACCOUNTABLE MANAGER

The Accountable Manager is responsible for

The Accountable Manager has

The Accountable Manager:

- 3.2 OPERATIONS MANAGER

The Operations Manager is responsible to

The Operations Manager:





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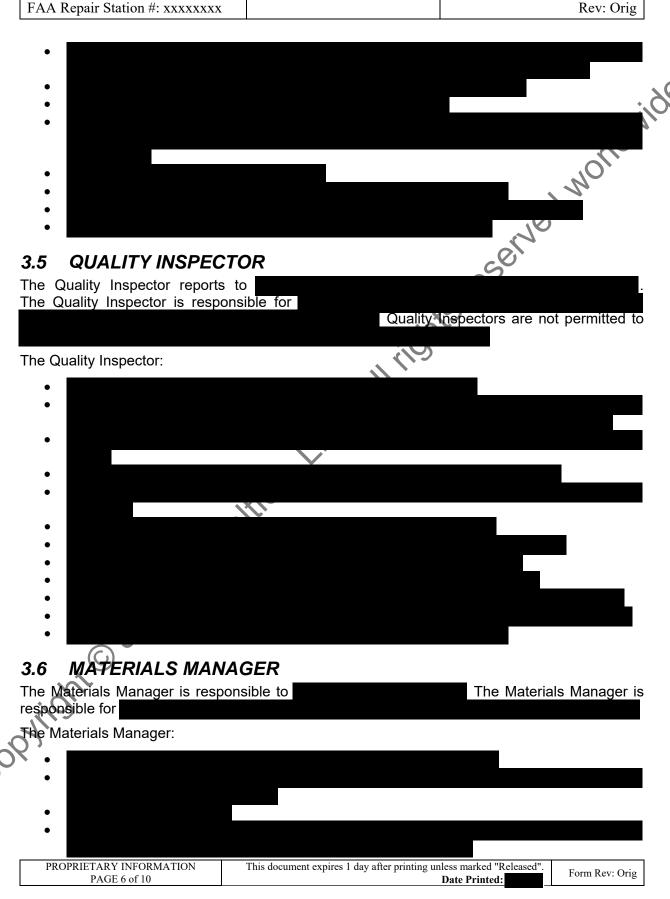
Responsibilities and Authorities Procedure

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The Pr	ogram Manager:
•	
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	The Chief Inspector/Quality Manager/Director of Quality is responsible for The Chief Inspector/Quality Manager/Director of establishes
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The Ch	nief (Spector/Quality Manager/Director of Quality:
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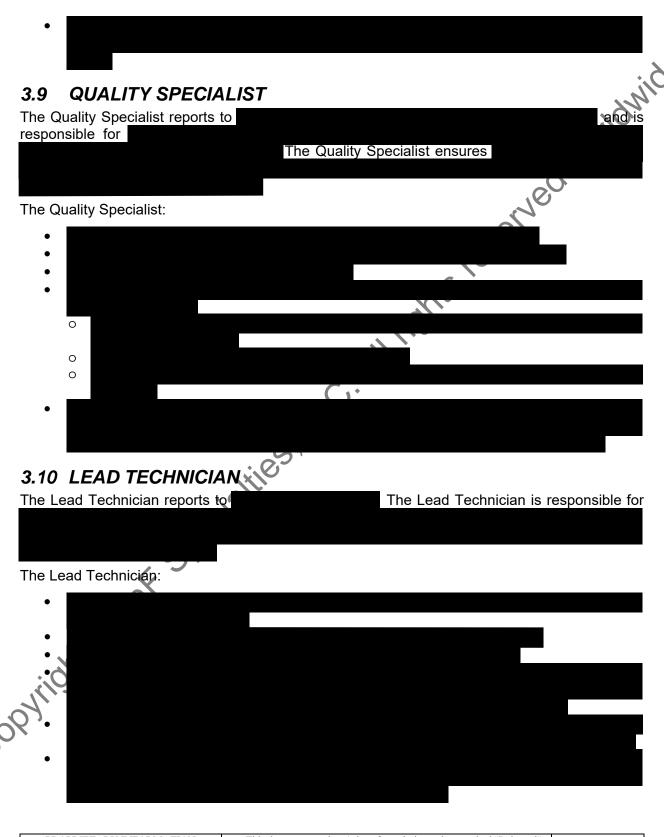
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3.7 MATERIALS SPECIALIST	
The Materials Specialist reports to	and is responsible for The Material
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3.8 RECEIVING INSPECTOR	
The Receiving Inspector reports to	
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3.11 TECHNICIAN The Technician reports to The Technician The Technician: 3.12 NON-CERTIFIED TECHNICIAN The Non-Certificated Technician reports to The Non-Certificated Technician The Non-Certified Technician: 3.13 CROSS-UTILIZATION OF TECHNICIAN & LEAD Technicians and Lead Technicians may perform The Technician/Lead Technician is not permitted to



Your Company Name

Responsibilities and Authorities Procedure

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SHELF LIFE PROCEDURE Worldwide

Origination Date: (month year) Shelf Life Procedure Identifier: Your Date Date: Document Released Status

Abstract:
This document describes the procedure for controlling material with a shelf life.

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Shelf Life Procedure

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Your Company Name

Shelf Life Procedure

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Shelf Life Procedure

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#### 1.0 PURPOSE

To establish a process for maintaining and controlling shelf life materials and age control of elastomer items.

#### 2.0 POLICY STATEMENT

to control materials subject to shelf life/age requirements and used in

#### 3.0 RESPONSIBILITIES

- 3.1 Purchasing personnel have the responsibility for
- 3.2 Suppliers have the responsibility to
- 3.3 Stockroom personnel have the responsibility for
- 3.4 Assembly personnel are responsible for
- 3.5 Quality/Receiving personnel have the responsibility for
- 3.6 Stockroom personnel are responsible for
- 3.7 Quality personnel are responsible for

## 4.0 APPROVAL REQUIREMENTS

## 5.0 DEFINITIONS

5.1 Shelf life controlled material is

Shelf life control and recommended storage

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instructions are

.2 Non-shelf life control material is

Examples are

5.3 An age controlled elastomer item is

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FAA Repair Sta	tion #: xxxxxxxx

Shelf Life Procedure

5.4 A non-age controlled elastomer item is
5.5 Temperature controlled material is
6.0 PROCEDURE 6.1 Purchasing Personnel
6.1.1 Recommended packaging, storage and expiration date of age controlled items is based upon A minimum of of the remaining shelf life of age controlled items is required.
6.1.2 Purchase orders are provide the following information, as applicable:
6.2 Quality/Receiving Personnel
6.2.1 Fill out a Shelf Life Labet (Attachment A) for each container of controlled shelf life material with the following information, as applicable:  • • • • • • • • • • • • • • • • • • •
6.2.2 Attach completed shelf life label firmly on each container.
6.2.3 Cover each shelf life label completely with
6.2.4 Provide cure date of elastomer items on stock ticket.
6.2.5 Shelf life material that has a temperature control requirement or notes a maximum storage

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Shelf Life Procedure

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#### 6.3 Stockroom Personnel

6.3.2	Transfer	expiration	date in	nformation	onto	Stockroom	label	before	stocking	items.
-------	----------	------------	---------	------------	------	-----------	-------	--------	----------	--------

6.3.3 Store materials according to

6.3.4 Store all material as required by the manufacturer that requires including material identified with

according to this requirement,

When material is found that has not been identified

6.3.5 Monitor thermometer and/or chart recorder and adjust refrigerator temperature

Records of

temperature monitoring must be retained and maintained according to the **Control of Documented Information Procedure**.

6.3.6 Verify the refrigerator thermometer and/or chart recorder is

6.3.7 Review the **Shelf Life Expiration Log** 

The **Shelf Life Expiration Log** information:

the following minimum

- •
- •
- 6.3.8 Expired items, or temperature sensitive items found to be exposed to temperature variation outside of limits as specified.

•

6.3.9 Provide the cure date and expiration date on

## 6.4 Assembly Personnel

6.4.1 Store materials according to manufacturer or

6.4.2 Store II material in the refrigerator

When material is found that has not been identified

6.4.3 Periodically monitor the refrigerator thermometer and

6.4.4 Verify the thermometer in the refrigerator is within calibration requirements.

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Your Company Name

Shelf Life Procedure

6.4.5 Review the <b>Shelf Life Expiration Log</b> The <b>Shelf Life Expiration Log</b>	the following minimum
information:  • iew	أملأن
6.4.6 Verify the expiration date of shelf life items Identify with	materials found expired
6.4.7 If shelf life labels are	5
6.4.8 If shelf life material is moved to another container,	
ATTACHMENT A: SHELF LIFE LABEL	
SHELF LIFE LABEL	
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TRAINING MANUAL ved worldwide.  Origination Date: (mo/yr)
Manual No: Training Manual
Date: Latest Revision Date
Assignment: Customer, Unique ID, Part Number
Revision: Draft, Redline, Released, Obsolete

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Address

City, State, Zip

Phone

Fax

Email

Abstract:

This document describes requirements for the training program.



Training Manual

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## **LIST OF EFFECTIVE PAGES (LEP)**

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#### **ANNUAL REVIEW**

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#### INTRODUCTION TO TRAINING PROGRAM

1.0 INTRODUCTION TO TRAINING PROGRAM	
This training program document contains the policies and procedures the Com	าpany
uses to	
The contents in this manual ensure the Company	
400	
A copy of this document and all revisions are provided to the Certificate-Ho	olding
District Office (CHDO). The procedures for revising this document and subm	itting
revisions to the FAA for approval are described in this document and in	n the
Company's <i>QCM</i> . The Company uses	
The Company's training program consists of the following basic components:	
•	
The Company has assigned	
which includes	
Changes to	o the
training program are coordinated with	
2.0 BACKGROUND	
Persons performing fabrication, maintenance (including inspections), preven	antiva
maintenance and alteration are	HILIVE
maintenance and alteration are	
All other Employees are trained according to	
1	
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The Company breaks down training requirements for each staffing category based on The Company has established

The procedures in this manual enable the Company to

## 3.0 TRAINING NEEDS ASSESSMENT

The Company's training needs assessment is

Training needs assessment is accomplished by:



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3.1 Overall Needs Assessment.
To determine its overall training requirements, the assigned Responsible Authority for training and the managers of each technical area
The need
assessment results in
Employees are assessed  Appropriate training is
Appropriate training is
The areas of study, individua
courses/lessons and instructors are
The Company continuously evaluates its overall training needs; however, the Company specifically revises the training program when:
•

#### 3.1.a Identification of the Training Needs Assessments.

The Company may identify additional training needs through:



The assigned Responsible Authority (RA) regularly reviews the above documented information to

The RA is also

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responsible for	This is accomplished though
	This is accomplished though
3.1.b Changes to Repa	ir Station Work Scope.
	planning to change its facilities, equipment or scope of <b>OpSpecs</b> or <b>Capability List</b> , the Responsible Authority
Work as remoted in its	pepees of capability 21st, the Responsible value ity
	For changes to the Company's Capability
<i>List</i> , the Responsible Auth	ority
	n Review.
3.1.c Training Program	Review.
	ement performs periodic reviews of the training program ement Process Procedure to
according to the <i>Mariage</i>	
	In addition, top management
During periodic reviews, t	the Company
burning periodic reviews, to	ine company
	for instance
	for instance
3.2 Individual Needs	
Whenever the Company hi assignment,	res a new Employee or transfers an Employee to a task
study are developed	Courses of
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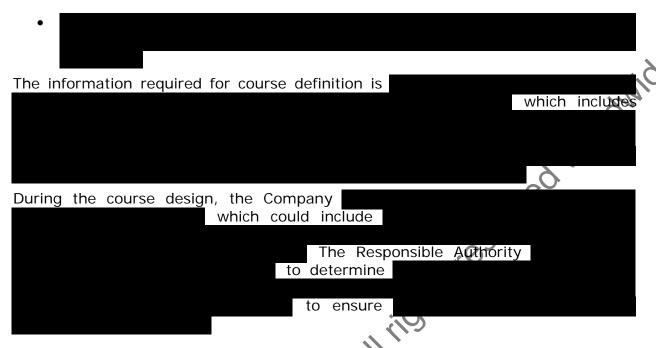
The Company measures	the effectiveness of training by	
	This would normally	y be done by
	This evaluation is documented using the	- Company's
Training Record.	This evaluation is documented using the	
Employees being assigne	ed to new tasks receive	
The nature of the Comp	any's work scope lends itself to	
	, is	
4.0 COURSE DEF		
The Responsible Authori based on	ty	is
An area of study is deve	loped to	
The area of stady is deve	It includes	
study define		The areas of
etady definite	\$\frac{1}{2}	
Initial training is	Recurren	nt training is
	Remedial training is	
	5	
While defining the cours	se or lesson, the following information is doc	umented, as
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#### 4.1 Indoctrination Training

Indoctrination training is provided to all new Employees within

Indoctrination training consists of, but is not limited to, the following courses:



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#### 4.2

The Company does not The Company only All new Employees are Initial Technical Training is

#### 4.3 Recurrent Training

Recurrent Training		or		ı
	Re	ecurrent	training	

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Your Company Name

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include Remedial Training 4.4 During Employee evaluations is considered Remedial Training. Remedial Training redn 4.5 **Proficiency Maintenance** The Company maintains proficiency of inspection personnel by: SELECTION OF TRAINING METHODS AND SOURCES Using the information developed during the course definition phase, the Company to provide The Company uses The Company uses The information required by paragraph 4 is This process may include Training Instructors or are Instructors are PROPRIETARY INFORMATION This document expires 1 day after printing unless marked "Released". Form Rev: Orig

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Training Manual

6.0 TRAINING DOCUMENTATION
The Responsible Authority ensures
The records include
The receives morage
All documents showing proof of any of the aforementioned training are
Any Employee
The Company retains and maintains a hard copy <i>Training Record</i> and an electronic file for each Employee. The hard copy training file is and centains, at a minimum,
7.0 MEASUREMENT OF TRAINING EFFECTIVENESS
To ensure training actually improves the ability of an Employee to perform assigned tasks, the assigned Responsible Authority for training
which is accomplished The Responsible Authority
The Company's top management reviews the training program according to the Management Process Procedure

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Training Manual

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#### 8.0 REVISION PROCESS

for review and approval according to the Control of Documented Information	מָי
Procedure. The Company submits training program manual revisions to the CHD	Q
In the event a revision is determined to be unacceptable to the FAA, the revision	is
Approval of the training manual and its revisions are noted by the FAA in	
Change control records are retained and maintained according to the	ıe
Control of Documented Information Procedure	

The Responsible Authority initiates, writes, and submits revisions to the FAA CHDO

The FAA CHDO receives manual revisions by

Manual holders of paper copies receive

They are

responsible for

# 9.0 WORK PERFORMED FOR PART 121, 125, 129, AND PART 135 OPERATORS

The Company may perform work for 14 CFR parts 91, 121, 125, 129, and 135 operators. Individual operator training requirements (initial, recurrent, or specialized) are

The Responsible Authority

## 10.0 WORK PERFORMED BY INTERIM MAINTENANCE EMPLOYEES

During periods of heavy v	workload, (your Company name) may
	Before these individuals begin
work for (your Company	y name),
PROPRIETARY INFORMATION PAGE 14 of 20	This document expires 1 day after printing unless marked "Released".  Date Printed:  Form Rev: Orig



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Responsible Authority determines

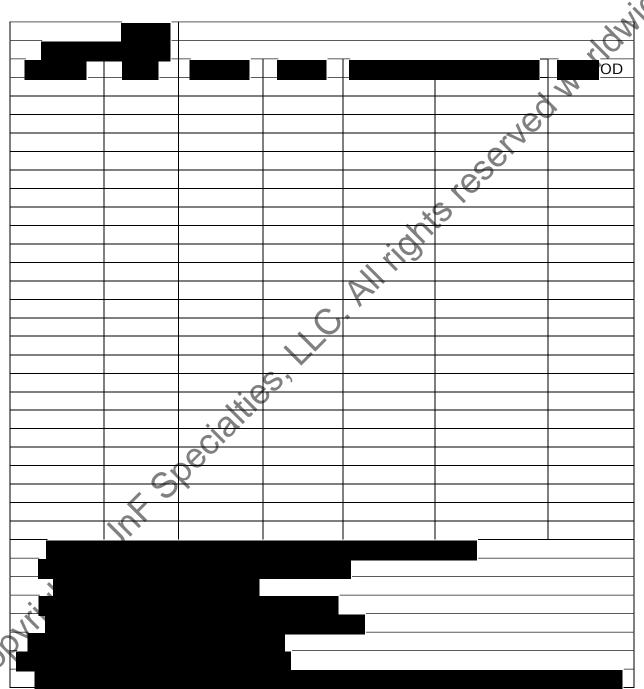
A training file is established for each temporary Employee. This file is retained and maintained for Left blank entionally

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#### **EMPLOYEE TRAINING SUMMARY FORM**

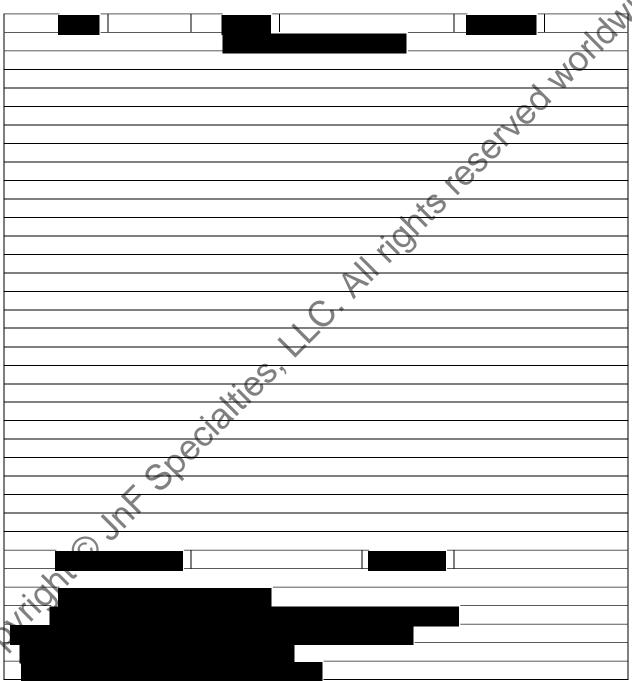


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#### TRAINING RECORD

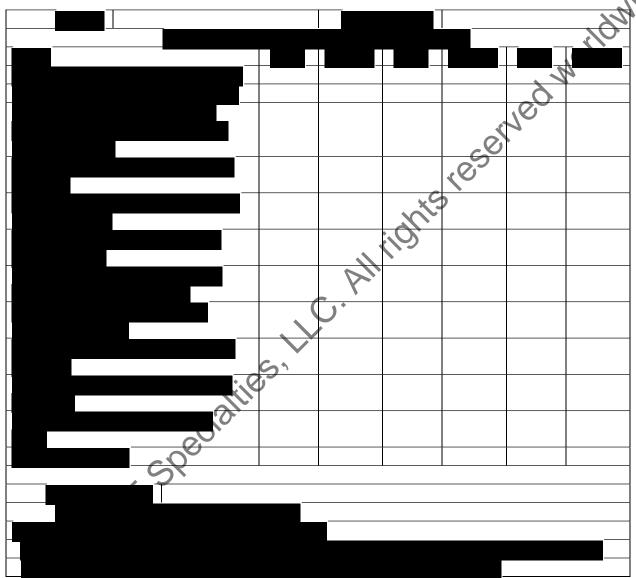




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#### INDIVIDUAL TASK QUALIFICATION

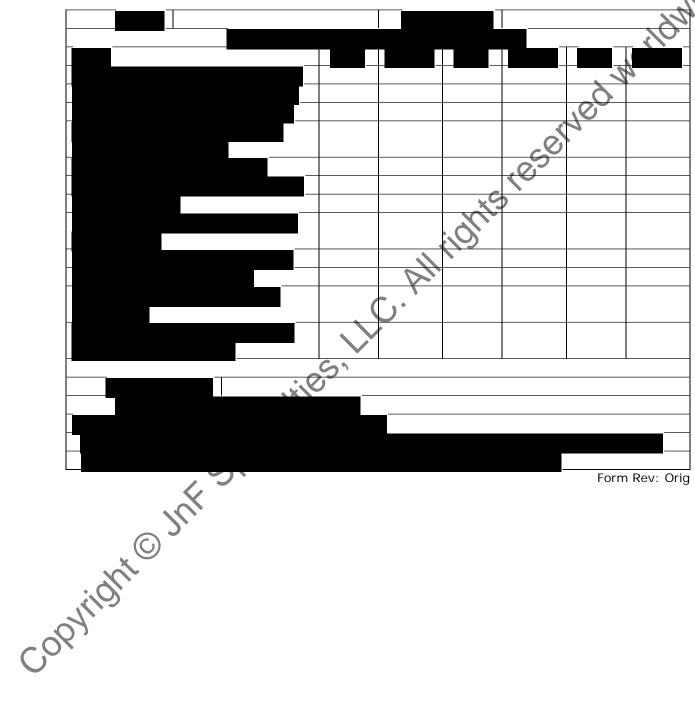




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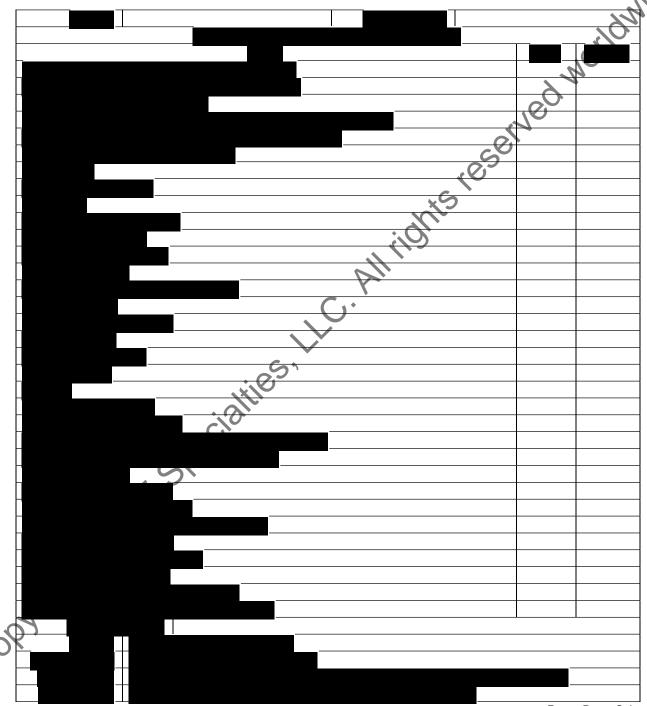
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#### INDIVIDUAL TASK QUALIFICATION



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### **INDIVIDUAL TASK QUALIFICATION**



ciaties, L.C. All rights reserved worldwide. Revisions Orig Number - Description Letter Date **Your Company Name** Prepared By: Approved By: APPROVED SUPPLIER LIST

Size:

FAA#:

1 of 3

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(your logo)

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with the authority to grant such permission.  Procedure:
Supplier evaluation:
forwards Supplier Survey for completion by Supplier.
Supplier evaluation is required for Supplier evaluation is not required for
A new Supplier is submitted to management for review. Management has discretionary authority to
Supplier capability/approval is determined by:
Acceptable Practice:
Acceptable Practice:
Suppliers are added to this Approved Supplier List or Suppliers that conform to the terms and
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Suppliers that provide non-critical materials and/or Suppliers identified as are required to
The Purchasing Group may
Clossary

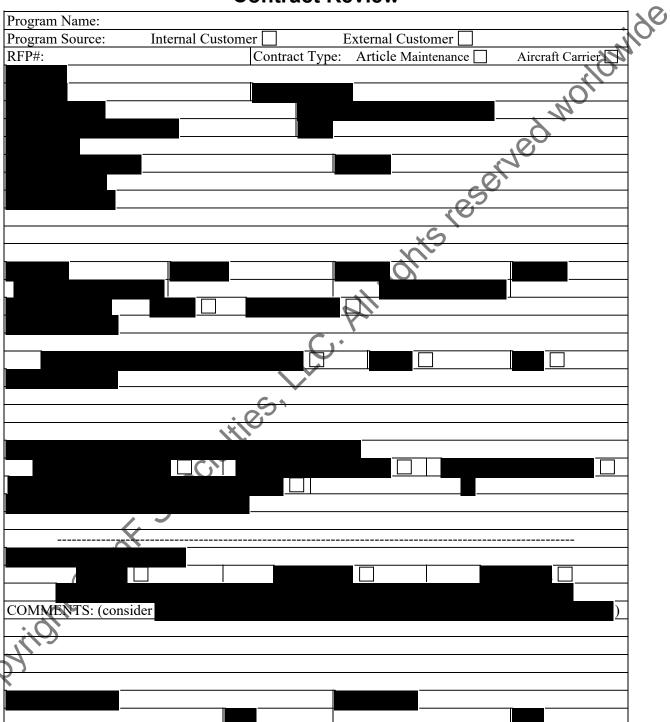
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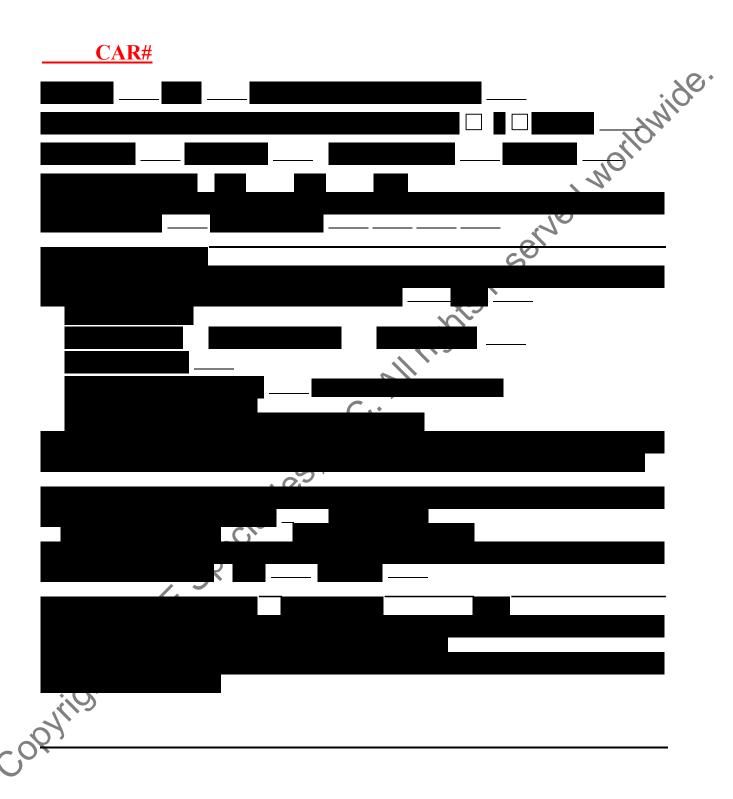
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### **Contract Review**



Your Logo

# CORRECTIVE ACTION REQUEST



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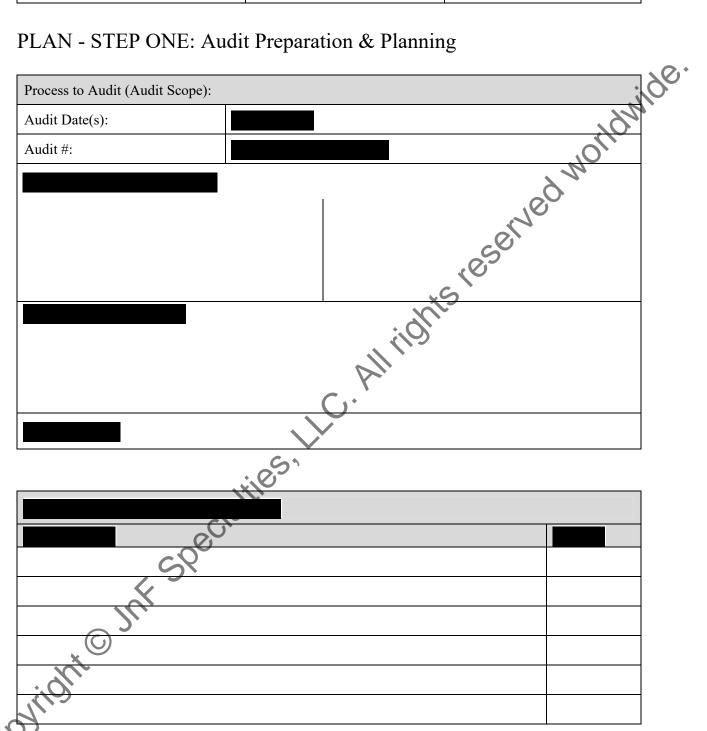
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Name of Process being Audited

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#### PLAN - STEP ONE: Audit Preparation & Planning



Name of Process being Audited

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### DO - STEP TWO: Compare Documentation vs. Requirements

Read the applicable sections of (your doc)		
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## CHECK - STEP THREE: Compare Actual Practice vs. Requirements

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FAA Repair Station #: xxxxxxxx

Your Company Name

Name of Process being Audited

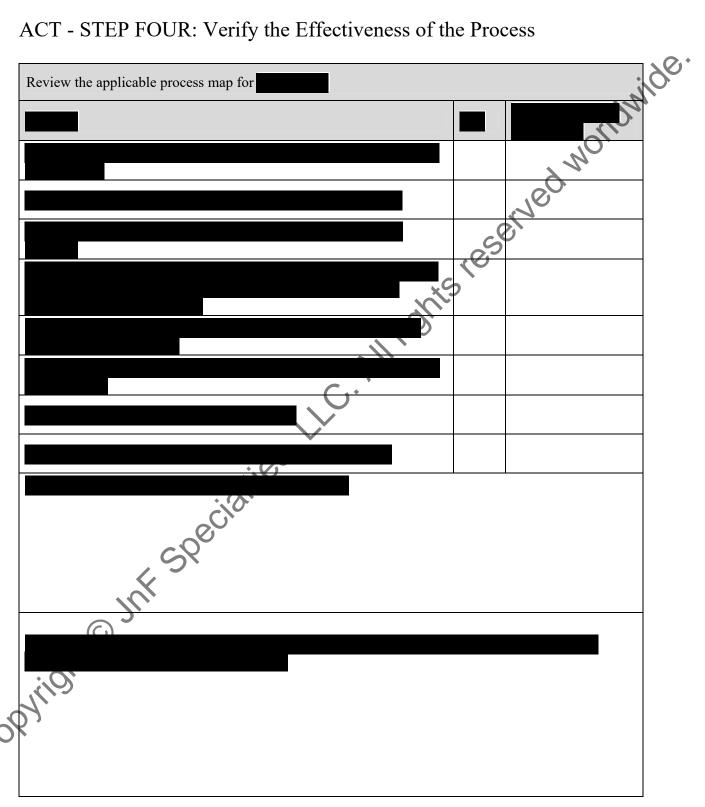
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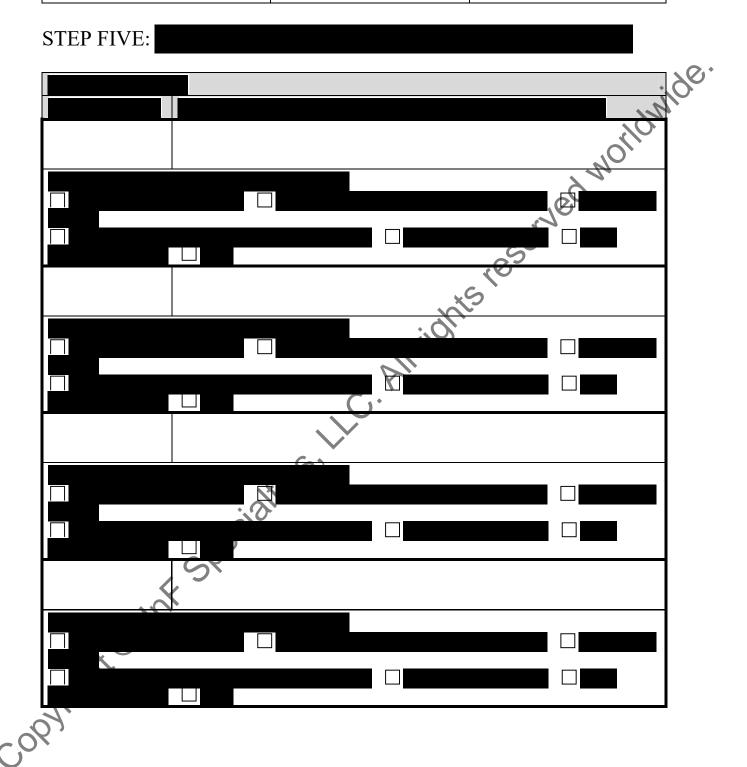
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#### ACT - STEP FOUR: Verify the Effectiveness of the Process



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Name of Process being Audited



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Name of Process being Audited

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STEP SIX:		
all auditors on the	audit team	
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7.		Signature of Lead Auditor
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FAA Repair Station #: xxxxxxxx

Your Company Name

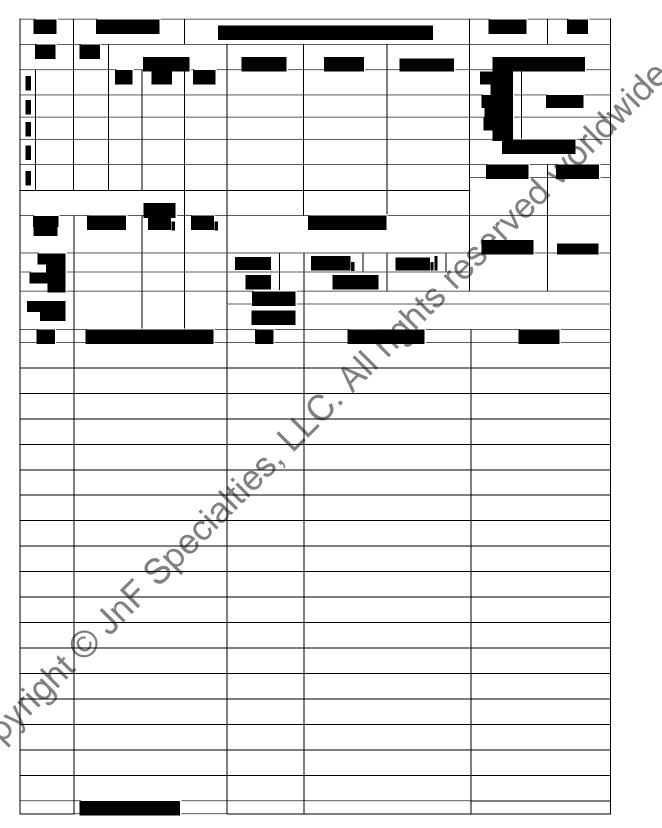
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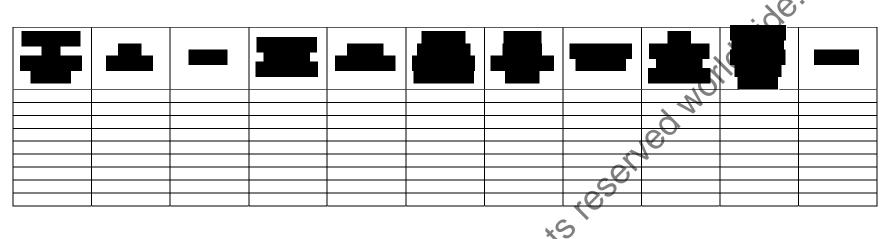
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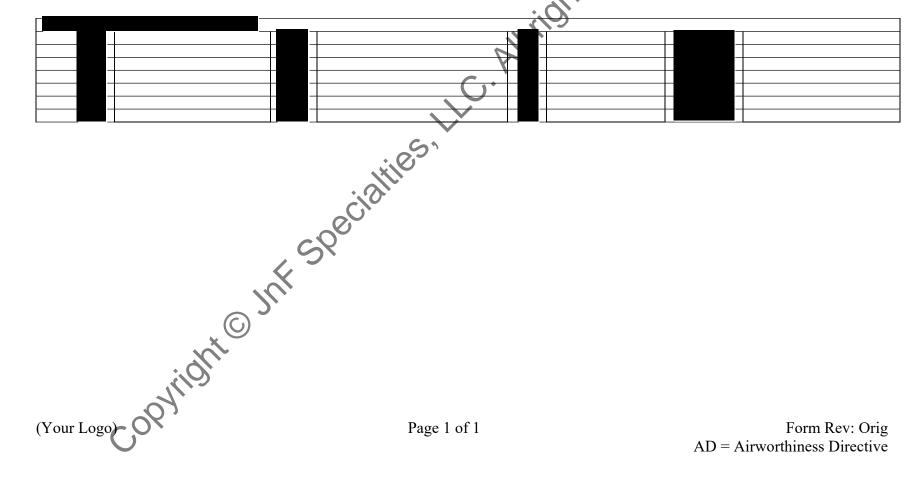
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#### (Your Company Name) Aircraft Maintenance Log



#### TRACKING AND RECORDING MAINTENANCE LOG





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	Document Link:	Location on Server (if used)
Abstract: This document provide	es the management re	eview report.

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Your Company Name

Management Review Report

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#### **REVISION LOG**

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Management Review Report

Rev: Orig



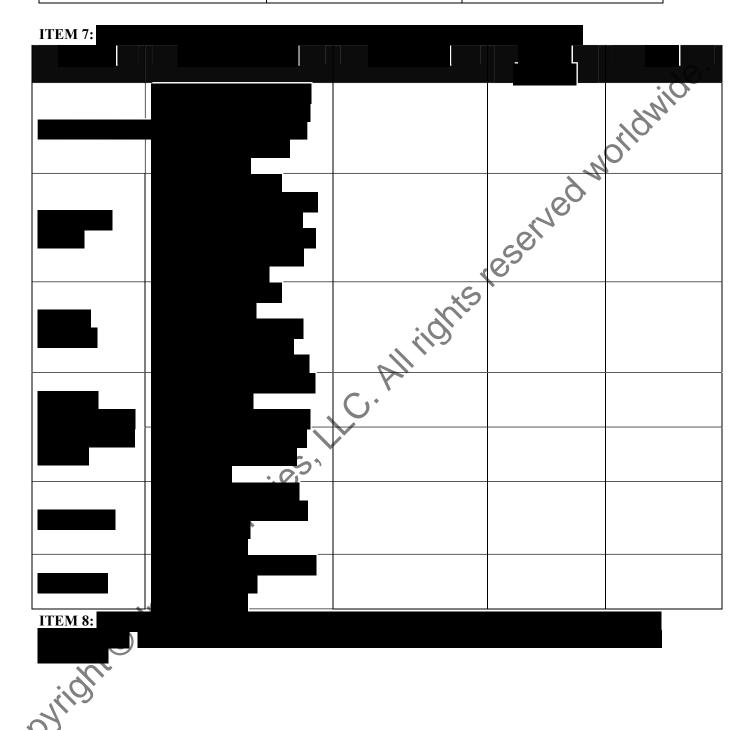
# Your Logo

FAA Repair Station #: xxxxxxxx

Your Company Name

Management Review Report

Rev: Orig



PROPRIETARY INFORMATION PAGE 5 of 6 This document expires 1 day after printing unless marked "Released".

Date Printed:

Your	Logo
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FAA Repair Station #: xxxxxxxx

Your Company Name

Management Review Report

Rev: Orig

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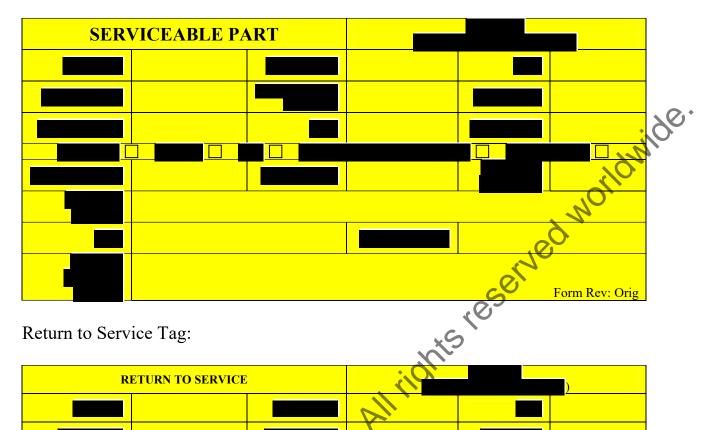
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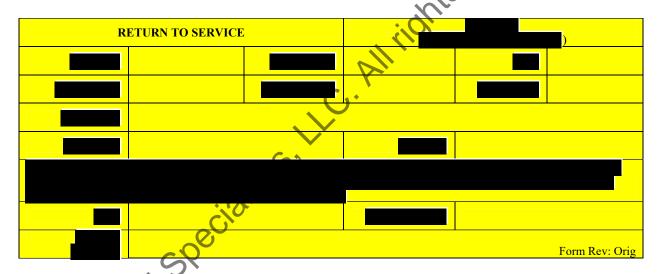


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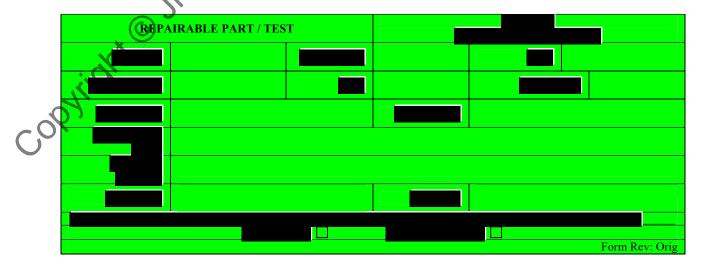
# Serviceable Part Tag:



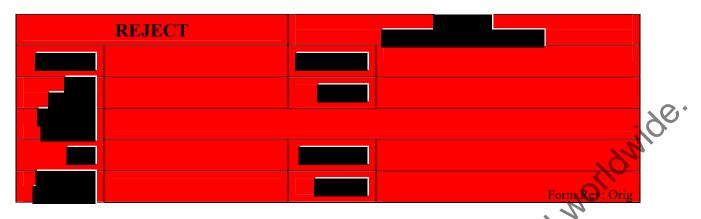
Return to Service Tag:



Repairable Part (Test Tag:

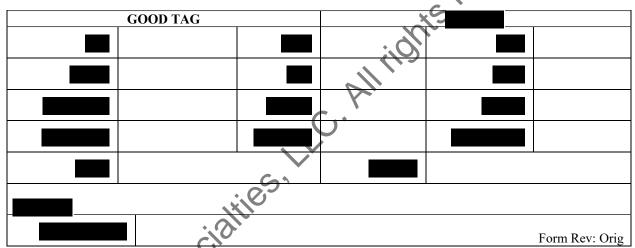


# Reject Tag:

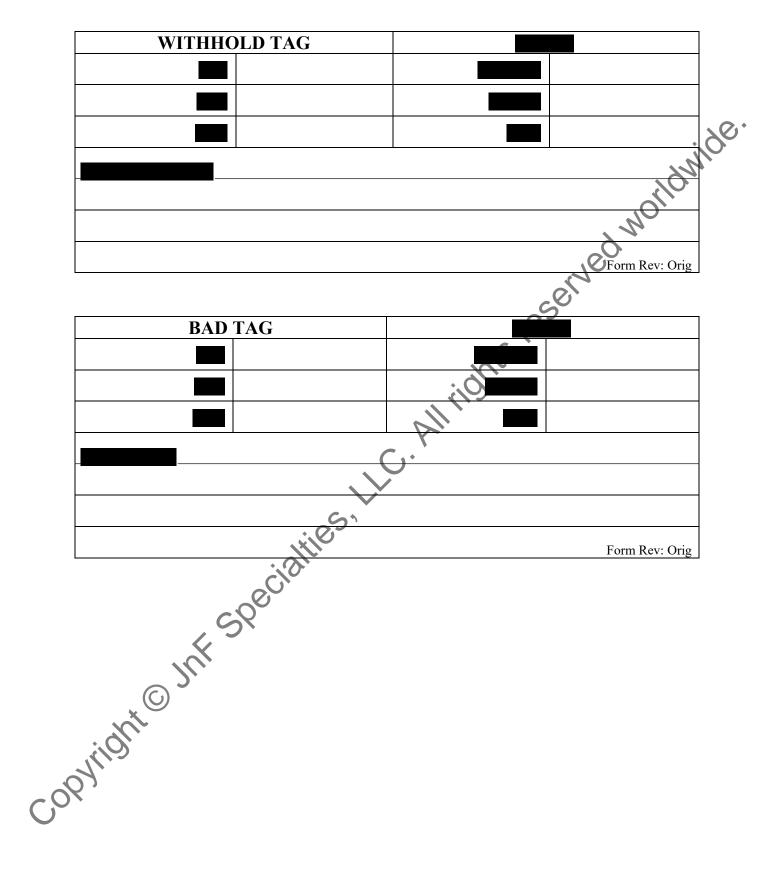


Alternate Use of Inspection Tags Green = Good, Yellow = Withhold, Red = Bad

Use standard, colored card stock – size approximately 3.5" tall by 5.75" wide or use stock size







# REQUEST FOR CHANGE

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# REQUEST FOR SUPPORT



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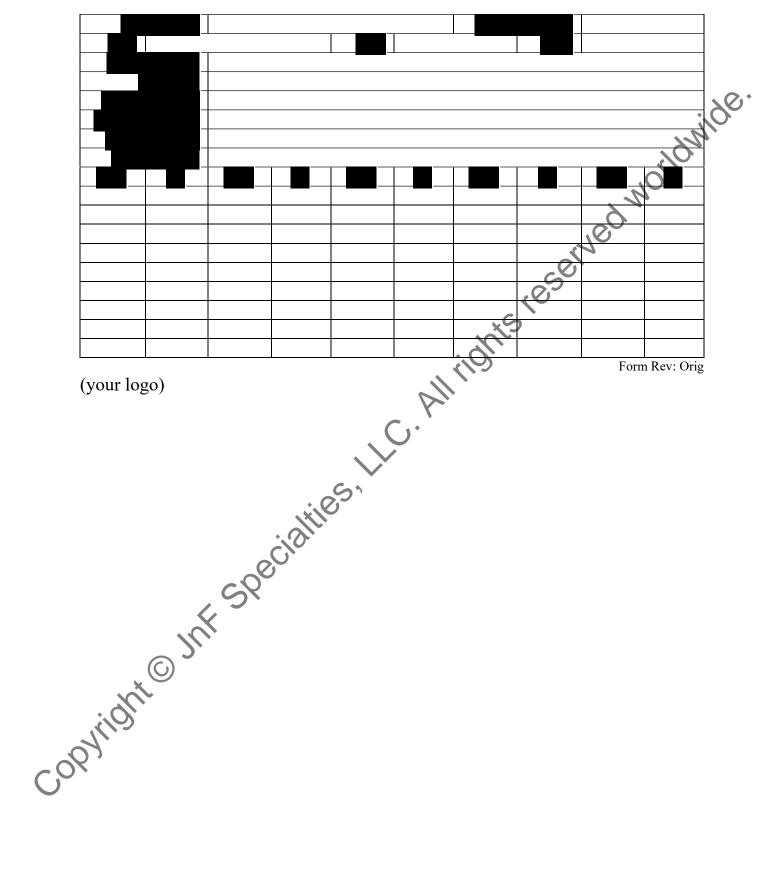
Revision Acknowledgement

Rev: Orig

## **REVISION ACKNOWLEDGEMENT FORM**

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# **Shelf Life Expiration Log**



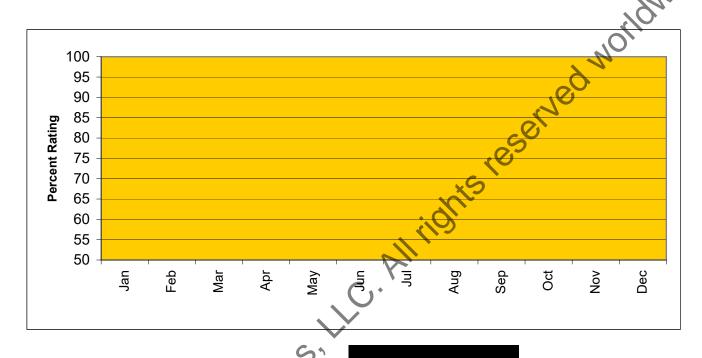
# **Supplier Evaluation**

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	RESULTS OF INITIAL EVALUATION (Ref Purchasing Procedure)
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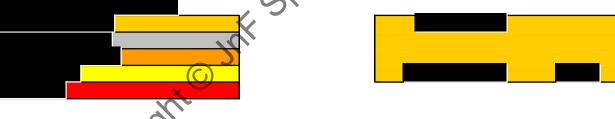
**NOTES** 

(Your Logo) (Date) Quality Manager«AddressBlock» Moldwide. Re: Supplier Performance Rating Report Performance Reporting Dates: P.O. # Dear QC Manager: We have developed a Supplier Report Card that indicates your Quality Performance. Enclosed is a copy of your Quality Performance, which includes Copyright O JnF Specialties, LLC. All To

# **Supplier Performance Rating**



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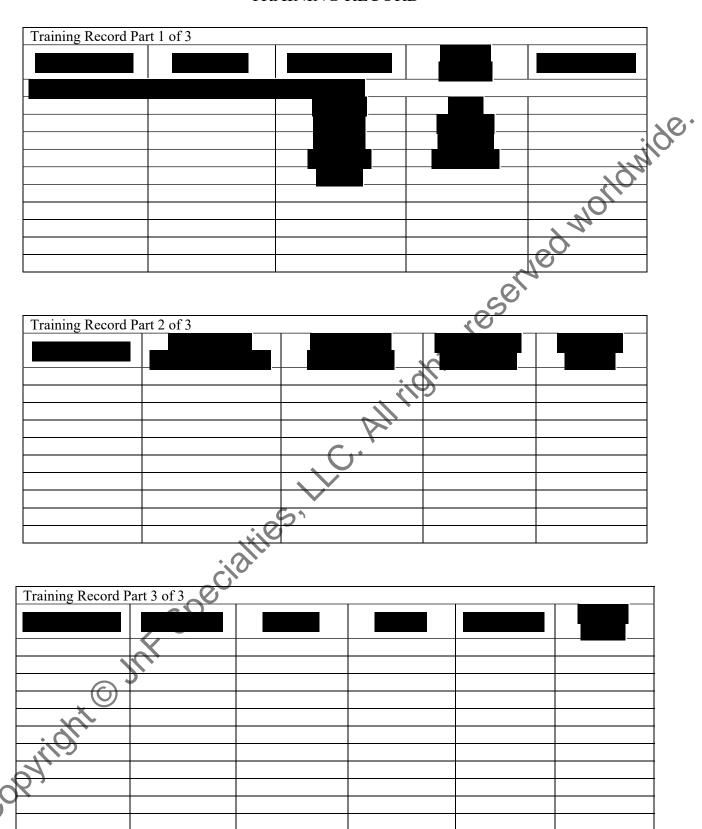
# TRAINING EVALUATION LOG

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Your Logo Page 1 of 1 Form Rev: Orig

#### TRAINING RECORD



# TRAINING SCHEDULE REQUEST



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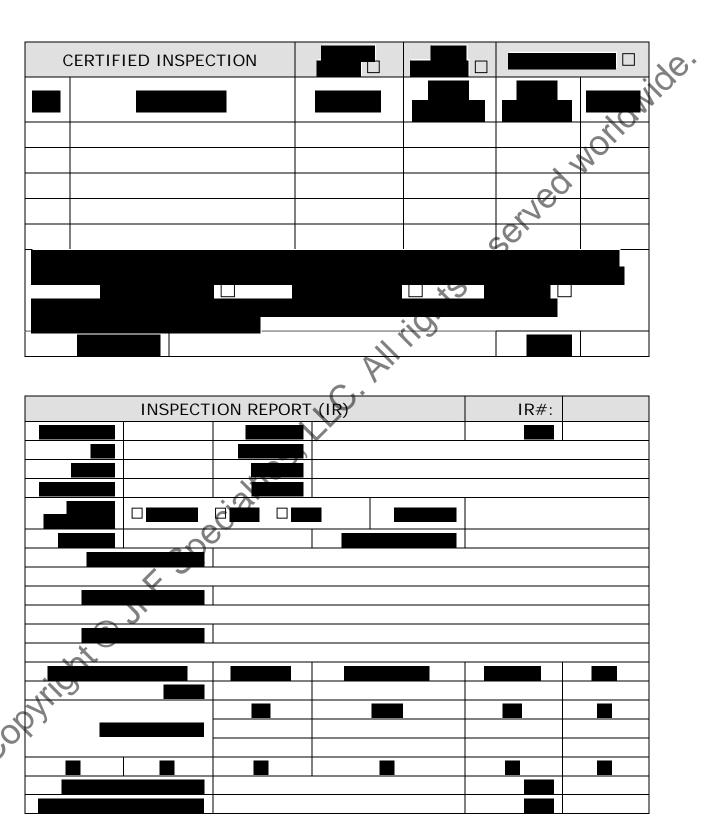


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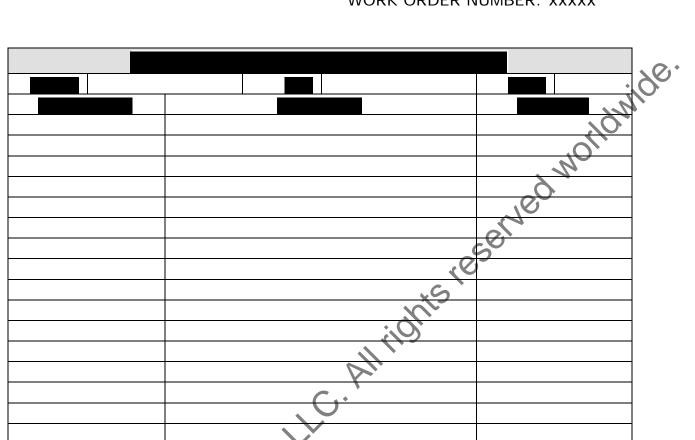


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WORK ORDER NUMBER: xxxxx



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Your Logo	Your Company Name	
FAA Repair Station #: xxxxxxxx		

Work Breakdown Rev: Orig

## **Work Breakdown**

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Your Logo

Your Company Name FAA Repair Station #: xxxxxxxx

# WORK INSTRUCTION NAME Origination Date: (month year)

Name, Number, Unique ID Identifier: Your Date Date: Document Released

Abstract:
This document describes xxxxxx.

Your	Logo
FAA Repair S	tation #: xxxxxxxx

Your Company Name

Work Instruction

Rev: Orig

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## **REVISION LOG**

Issue	Date	Comment	Author
Orig	Mo/Yr	Original Release	16/2
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## **DOCUMENT CHANGE RECORD**

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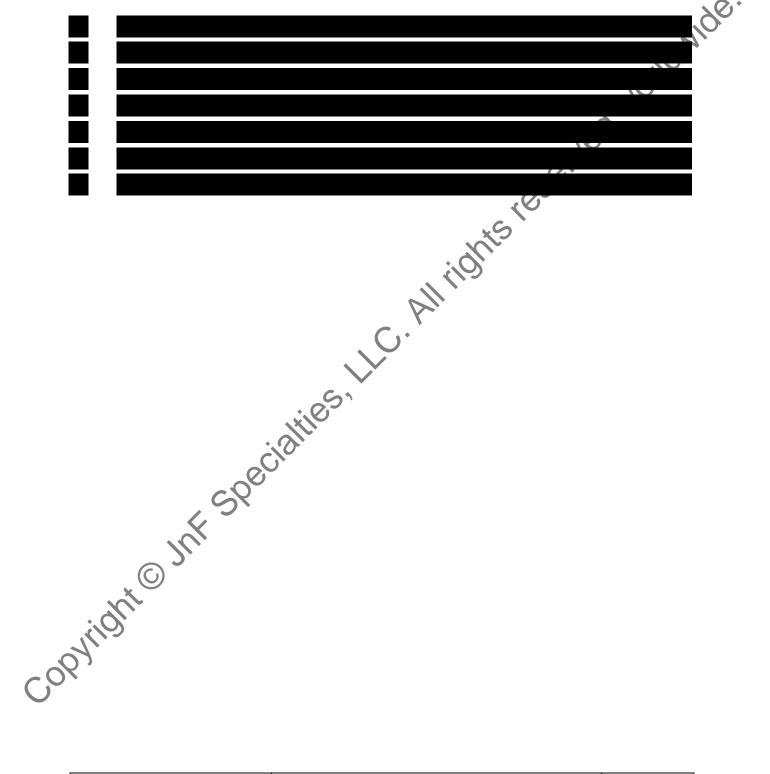
Your Logo FAA Repair Station #: xxxxxxxx

Your Company Name

Work Instruction

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