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1.0 Quality Control Manual (QCM)

The Company operates a quality management system to control:



1.1 Revision Control

The Quality Manager is responsible for making manual revisions and submits revisions to the Federal Aviation Administration (FAA) for review and acceptance. Revisions to the manual are distributed and made available to the FAA and electronic or manual systems. The Company does not incorporate changes to manual revisions that are unacceptable to the FAA or do not conform to applicable regulations. Maintenance and/or administrative actions performed under manual revisions that were found unacceptable to the FAA are corrected. The Company ensures that each manual holder or designated location receives each revision. Revisions to the manual are identified by a vertical bar in the margin or other suitable method to indicate the revised portion of text. This is accomplished by:



NOTE: An acknowledgement form may be used for tracking the receipt and insertion of the revision by the manual holder to ensure accountability. After receiving a revision, each manual holder should

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1.2 Electronic Format
Manual(s) may be maintained on a computer network or other electronic medium
If the manual is maintained on a network server, the Company provides for
the following:
a) Security
b) Access
c) Revisions
d) Availability
If the manual is maintained on the Company provides for the
following:
a)
b)
c)
NOTE: All document submissions, regardless of the media used, are signed by an appropriate manager and
are accompanied by a cover letter that describes the submission.
Part 65, Part 145, sections 145.211, 145.155, 145.157 and 145.161
2.1 Requirements of Inspection Personnel.
The Company ensures that inspection personnel are thoroughly familiar with the following:
a) b)
c)
The Company addresses how to establish the qualifications of the inspection personnel. The initial
qualification may be based on

Your Company Name

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3.0 Current Technical Data

Part 43, section 43.13(a) and part 145, sections 145.201(c) and 145.211(b)

3.1 General

3.1 General
The Company ensures that current technical data is available for the scope of work the Company is
performing. The Company requires each person performing maintenance, alteration or preventive
maintenance to use
The contificated repair station does not approve for
The certificated repair station does not approve for
return to service any article unless
The technical data used by the Company includes any of the following:
(c)
3.1.1
The data used by the Company to perform a specific maintenance function is current and available
to maintenance and inspection personnel when the maintenance is being performed. The Company
ensures that someone in the Company is responsible for
The Company ensures that any subscriptions to required technical data are
The Company describes how the revised technical data will be inserted into
existing documents and how the appropriate individuals will be notified about revisions.
3.1.2
The Company enables a complete document control system to provide for distribution,
accountability and availability of documents. Document control procedures may include:
e)
$\frac{3.1.3}{6}$
The Company ensures accurate and timely distribution of the material. Additional procedures
address
3.1.4
The Company ensures that the manufacturer's drawings and data that is used to perform
maintenance meets the requirements of section 43.13(a). The parts manufactured by the production
side of the Company are not used unless

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3.1.5

The Company ensures an accurate, timely and complete translation of technical data before distribution if it has been translated into another language. Provisions are made for quality control personnel to review and approve the translated material before distribution.

The technical data that needs to be translated may include 3.1.6 The use of computer software for component testing (of airborne systems or equipment, avionics systems, engines, etc.) includes This is accomplished by: a) b) c) d) e) f) g) 4.0 Inspection and Quality Control System Part 145, sections 145.211 and 145.2 The Company provides for: a) b) c) d) General (C) 4.1 The Company describes the inspection system in detail, from establishing the purchase of aviation articles and how that material is inspected upon receipt,

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The Company describes each step in a format easily understood by the employees (a flowchart may

be helpful in developing the procedures). The Company also describes the system for

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4.2 Reporting Malfunctions or Defects

The Company notifies the FAA within 96 hours after discovering any failure, malfunction or defect of an article. This report is in a format acceptable to the FAA.

The repair stations may use FAA Form 8010-4, Malfunction or Defect Report. Information for completion of this form maybe found in AC 20-109, as amended. Examples of the types of information received on these reports may be found in AC 43-16, Aviation Maintenance Alerts, as amended. The Company may submit a Service Difficulty Report - Aeronautical Equipment, FAA Form 8070-1, for a certificate holder operating according to 14 CFR parts 121, 125 or 135 (information for completion of Form 8070 1 is attached to the form). The Company does not report

4.3 Continuity of Inspection Responsibility

The Company provides procedures for ensuring that the responsibilities of its inspectors are properly performed if they cannot complete the task. When the Company uses multiple shifts, the procedures ensure

4.4 Receiving Policy

The Company addresses the procedures used for accepting consumable materials and Customer parts. The Company generally describes how material is

Additionally, the procedure includes

4.4.1

Procedures include visual inspection of the container and contents for shipping damage, packing and proper paperwork. The Company provides procedures to assist receiving personnel in performing their tasks, such as

The procedure includes

4.4.2

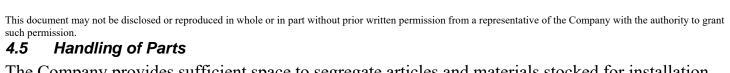
Receiving personnel review paperwork received with articles maintained by other facilities contracted by the Company or parts received from foreign manufacturers (refer to AC 20-62, Eligibility, Quality and Identification of Aeronautical Replacement Parts, as amended).

The Company addresses

4.4.3

The Company describes how parts are stored and requisitioned for particular work.

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The Company provides sufficient space to segregate articles and materials stocked for installation from those articles undergoing maintenance, preventive maintenance or alterations. Throughout the maintenance cycle, care is provided when

The Company provides for segregation and protection of parts, avoiding metal-to-metal contact contamination and preservation.

When the Company moves articles from one area of the facility to another it ensures

4.6 Tagging and Identification

All articles undergoing maintenance within the Company are identified using

Articles

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Repair Station Quality Control Manual

awaiting repairs are identified differently than those that are repaired. Articles that are deemed non-repairable are

4.7 Incoming Inspection

Your Company Name

The Company provides procedures that describe the incoming inspection of raw materials used by the Company for maintenance, preventive maintenance or alteration.

The Company defines what is considered raw material and describes how

The Company also includes procedures for handling suspected unapproved parts. Raw materials documentation or certifications are kept on file and the procedure addresses

This is accomplished by:

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

REV

Orig

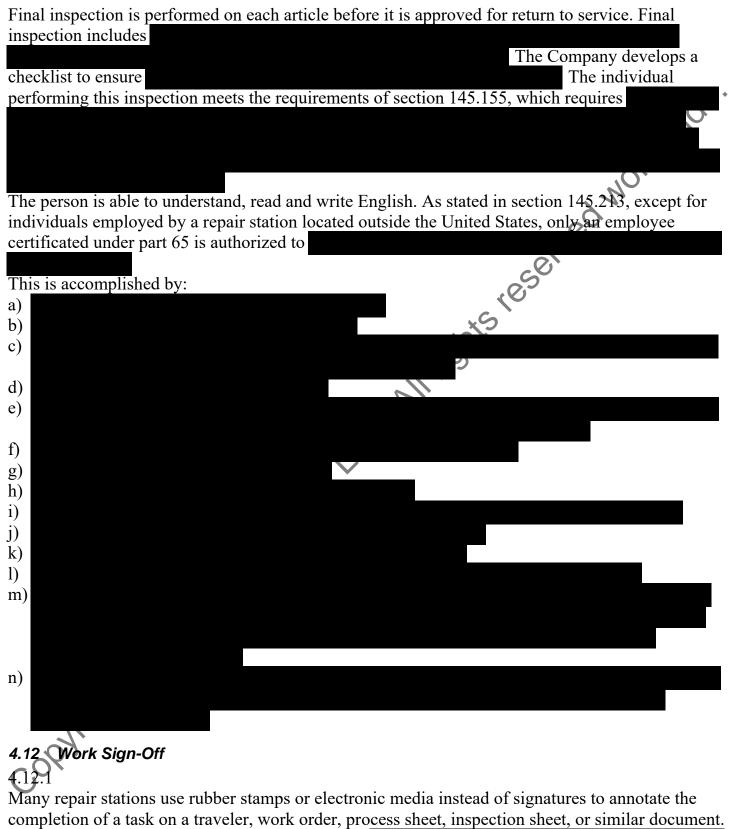
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such permission.	milout prior writ	ten permission i	tom a representative of the Company with the authority to grain
i)			
:2			
j) k)			
K)			
1)			\Q;
4.8 Preliminary Inspection			
The Company addresses what constitutes a	prolimina	erringnoo	tion have that inspection will be
performed and how the article will be ident			
evaluates an article to determine	inica inio	ugnout in	e repair cycle. The Company
			The results of
inspections are documented and are commi	unicated t	o the Cust	tomer. The forms used to record the
inspection are used to identify the article un	ntil		
	1.6		
The Company notifies the Customer of any			
authorized repair. This is accomplished by:		Allica	
a)			<i>3</i>
b)		VII	
c)		•	
d)			
e)			
f)			
g)			
h)			
i) j)			
k)			
1)			
m)			
n)			
0)			
p)			
q)			
4.9 Hidden Damage Inspection			
Hidden damage inspection includes			
	-		led on the same form used for the
preliminary inspection. Inspection personn	el are exp	erienced e	enough with the article to recognize
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	5	<u> </u>	, ,

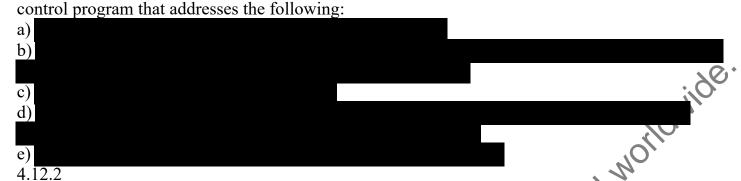
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4.11 Final Inspection



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The intent of the stamp or electronic sign-off is to



Exemptions from the regulations will no longer be required to use electronic media because the rule allows the use of electronic systems. The Company has procedures that fully describe the system and its use.

4.13 Maintenance Release and Approval for Return to Service

4.13.1

The maintenance release document meets the requirements of part 43, sections 43.9 and 43.11. The repair station that is Joint Aviation Authorities (JAA) certificated uses FAA Form 8130.3 as a maintenance release for articles returned to JAA member countries.

4.13.2

Regardless of the format, the contents includes:



When the Company is performing maintenance for an air carrier, the Company follows

4.13.4

The approval for return to service may be a separate document, included in the work order, or entered into the aircraft maintenance records. When the maintenance is a major repair, the

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Description to all and againment l			
Personnel calibrating tools and equipment l	nave		
Procedures addre	ess		
			•
The procedures also	describe		$\langle O_{r} \rangle$
			18 M
5.2 Calibration Records			*S reserved worldwo.
Calibration records include the following:			, N
a)			60
b)			, No
c)			60)
d) e)			10
f)			*5
The results of the calibration includes			
The procedures states		\ X '	
5.2.1		Y	
When the Company calibrates its own equi	pment, a	series of g	gage calibration techniques are
developed. The techniques describes			
The technique includes			
The technique metudes			
5.2.2			
Calibrated equipment is identified in some		-	
equipment in the maintenance process. The	identific	ation inclu	ıdes
All calibrated tools and eq	uipment a	are protec	ted from damage and deterioration
during handling, maintenance and storage.	. 1	1	5
5.2.3			
The Company may use some equipment that		-	* *
used to make airworthiness determinations.	The prod	edures de	escribe
This is accomplished by:			
a)			
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6.0 Taking Corrective Action on Deficiencies

Section 145.211(c)

6.1 General

The Company provides procedures for taking corrective action on deficiencies.

The correction of deficiencies includes

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such permission.			
In either event, the procedures address			
			, 14
6.1.1			65
Several levels of management within the or	rganizatio	n are invo	olved in the corrective action program
to ensure quality. Corrective action investig			
			and involved individuals are
associated with the article / process. Focus	1s placed	on	
			The product is checked to
determine a vilentle on the commentary and in Val	1	عمادهما دامم	-
determine whether the corrective action has	s accompi	isned the	elimination of the deficiency /
discrepancy.			
This is accomplished by:			
a)			
b)			
c)			
d)			
e)			
•			
f)			
6.1.2			
	_•	•	1 4. 1 41
When regularly scheduled management rev			
and corrective actions taken to prevent recu	irrence of	discrepar	ncies are a topic of discussion during
those meetings.			
\mathcal{G}			
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7.0 Self Evaluation

The individual performing self-evaluations	has the fo	ollowing	qualifications:
a)			
b)	ī		
c)			*
The individual uses			2
			The self-evaluation ensures
that the Company has the following:			The self-evaluation ensures
a) b)			8
c)			
d)			
e)			4013
The individual conducting the self-evaluation	on record		lts and
process for the Company officials and the F	CAA The		rocedures describe the acceptance
process for the Company officials and the r	AA. The	procedur	e used to revise the fist
	Reco	ds of the	self-evaluation are made available to
the FAA in the English language.			
This is accomplished by: a)	•		
b)			
c)			
d)			
e) f)			
f)			
g)			
h)			
8.0 Forms and Instructions			
	(a)		
Section 145.211(c)(3) and section 145.219((C)		
8.1 General			
The Company provides samples of inspection	on and m	aintenanc	e forms and provides instructions for
their completion. The forms include			
Changes are documented accord	ing to sto	ndard rev	rision procedures
Changes are documented accord			*
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This is accomplished by:



9.0 Definition of Terms

a. Acceptable

Data is acceptable when it meets the requirements of the applicable regulations.

b. Accountable Manager

The person designated by the certificated repair station that is responsible for and has the authority over all Company operations that are conducted under part 145. This person's duties include ensuring that Company personnel follow the regulations and serving as the primary contact with the Federal Aviation Administration (FAA).

c. Approved

Approved by the Administrator unless used with reference to another person. Approval is granted to a repair station when the information, such as a process specification or rating, is listed on the operations specifications (OpSpecs).

d. Article

An aircraft, airframe, aircraft engine, propeller, appliance, or component part.

e. Contracting

Entering into an agreement between two or more persons for the performance of maintenance functions on an article.

f. Correction

An action taken to eliminate a detected nonconformity. For repair stations electing to use an International Organization for Standardization (ISO 9001) quality system, a correction may involve repair or rework and may be made in conjunction with a corrective action.

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g. Corrective Action

An action taken to eliminate the cause of a detected nonconformity or other undesirable condition to prevent its reoccurrence. For repair stations electing to use an ISO 9001 or similar system, the undesirable condition may include potential regulatory violations, which differs from a nonconformity requiring correction.

h. Designated Engineering Representative (DER)

A private person designated by the FAA Administrator to act as its representative for examining, inspecting, and testing aircraft and related data. A DER may recommend approval or approve data within the limitations of his or her certificate of authority.

i. Directly in Charge

Responsible for the work of a certificated repair station that performs maintenance, preventive maintenance, alterations, or other functions affecting aircraft airworthiness. A person directly in charge doesn't need to physically observe and direct each worker constantly, but must be available for consultation on matters requiring instruction or decision from higher authority.

- j. Line Maintenance
- (1) Any unscheduled maintenance resulting from unforeseen events; or
- (2) Scheduled checks that contain servicing and/or inspections that do not require specialized training, equipment, or facilities.

k. Maintenance

Inspection, overhaul, repair, preservation and the replacement of parts, excluding preventive maintenance.

1. Maintenance Function

A step or series of steps in the process of performing maintenance, preventative maintenance, or alterations, which result in approving an article for return to service.

m. Major Alteration

An alteration not listed in the aircraft, aircraft engine, or propeller specifications that:

- (1) Might appreciably affect weight, balance, structural strength, performance, power plant operation, flight characteristics, or other qualities affecting airworthiness; or
- (2) Is not done according to accepted practices or cannot be done by elementary operations.

n. Major Repair

A repair that:

- (1) If improperly done, might appreciably affect weight, balance, structural strength, performance, power plant operation, flight characteristics, or other qualities affecting airworthness; or
- (2) Is not done according to accepted practices or cannot be done by elementary operations.

o. Operations Specifications (OpSpecs)

The official document that describes the authorizations, ratings and limitations of the repair station.

p. Preventive Action

An action taken to eliminate the cause of a potential nonconformity or other potentially undesirable situation. For repair stations electing to use an ISO 9000 system, preventative action is taken to prevent an occurrence, whereas corrective action is taken to prevent a reoccurrence. For a repair

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station using an American Society for Quality (ASQ) system, preventative action is taken to remove or improve a process to prevent potential future occurrences of a nonconformance.

q. Preventive Maintenance

Simple or minor preservation operations and the replacement of small standard parts not involving complex assembly operations.

r. Procedure

A specified way to perform an activity or a series of steps, such as a procedure that describes the methods, steps, or means to carry out policy

s. Quality Control Manual (QCM)

A manual that describes the inspection and quality control procedures used by the repair station.

t. Rating

A statement that, as a part of the repair station's certificate, describes the special conditions, privileges, or limitations issued under part 145, sections 145.59 and/or 145.61

u. Repair Station Manual (RSM)

A manual that describes the procedures and policies of a repair station's operations.

v. Required Inspection Item (RII)

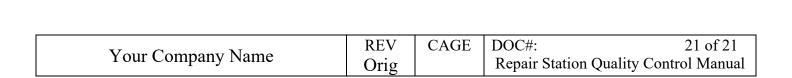
An item of maintenance that, if not performed properly or if improper parts or materials are used, could result in a failure, malfunction, or defect, endangering the safe operation of the aircraft. An RII must be inspected by a trained, qualified and authorized inspector.

The inspector must be listed on the repair station's roster but can't be the same individual who performed the work. (See parts 121, 125 and 135, sections 121.371, 125.251 and 135.429 for details of this requirement).

w. Supervisor

A person who directs the work performed under the repair station's certificate and OpSpecs. (See part 145, section 145.153 for supervisory personnel requirements.) copyright Copyri

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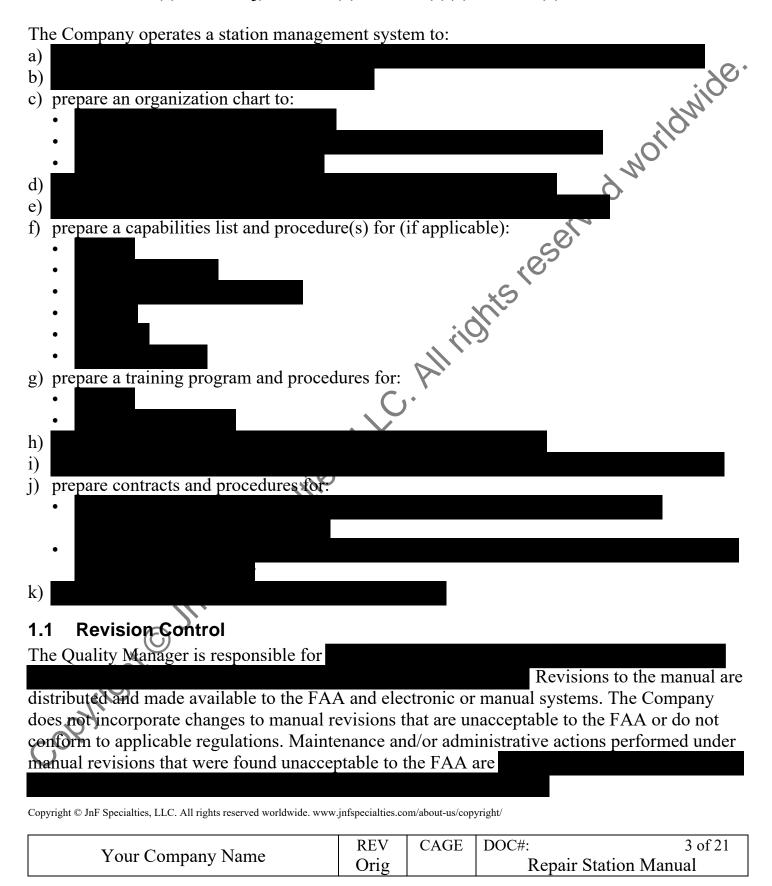
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1.0 Company Manual

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



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Revisions to the manual are identified by a vertical bar in the margin or other suitable method to indicate the revised portion of text.

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a)			
b)			:,66
c)			
1)			
d)			
NOTE: An acknowledgement form may l	be used for	or trackin	g the receipt and insertion of the
revision by the manual holder to ensure a	ccountab	ility. Afte	er receiving a revision, each manual
holder should			
		•	N'S
1.2 Electronic Format		:.0	
Manual(s) may be maintained on a comp	uter netw	ork or oth	ner electronic medium
			a network server, the Company
provides for the following:	C	•	-
a) Security		,	
b) Access			
c) Revisions			
Tevisions			
d) Availability			
If the manual is maintained on		the	e Company provides for the
following:			
a)			
6).			
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c)			
d)			
NOTE:			
All Company document submissions, r	egardless of	f the med	ia used, are
2.0 Organization			
Section 145.209(a)			ia used, are
500tion 1 15.205(a)			101
2.1 Organization Chart			12
An organization chart identifies (by titl	e only) eacl	n manage	ment position with authority to act
on behalf of the Company. Positions de	• /	_	
duties and responsibilities section 2.2.			
operators under 145.205 and is perform	ning RII, the	chart ref	flects the separation between the
maintenance and inspection department			
This is accomplished by:			Nis
a)		:(0	
b)			
		D.	
c)			
d)			
2)			
e)	5,		
2.2 Duties and Responsibilities			
The Company ensures that the duties an		bilities ar	e appropriate and the positions exist
within the facility. Duties and responsible			
part of the regulatory requirements are			1 5
This is accomplished by:			
a)			
b)			
c)			
d)			
6			
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3.0 Personnel Roster

Part 145, sections 145.161, 145.209(b), 145.161(a)(4), and Part 65

A personnel roster is maintained that lists individuals within the facility that are authorized to perform certain functions, such as

The Company maintains a personnel roster or rosters that list

This is accomplished by:

a)
b)
c)
d)
e)
f)
g)
h)

4.0 Operations, Housing, Facilities, Equipment, and Materials

Part 43 and part 145, sections 145.101 through 145.109

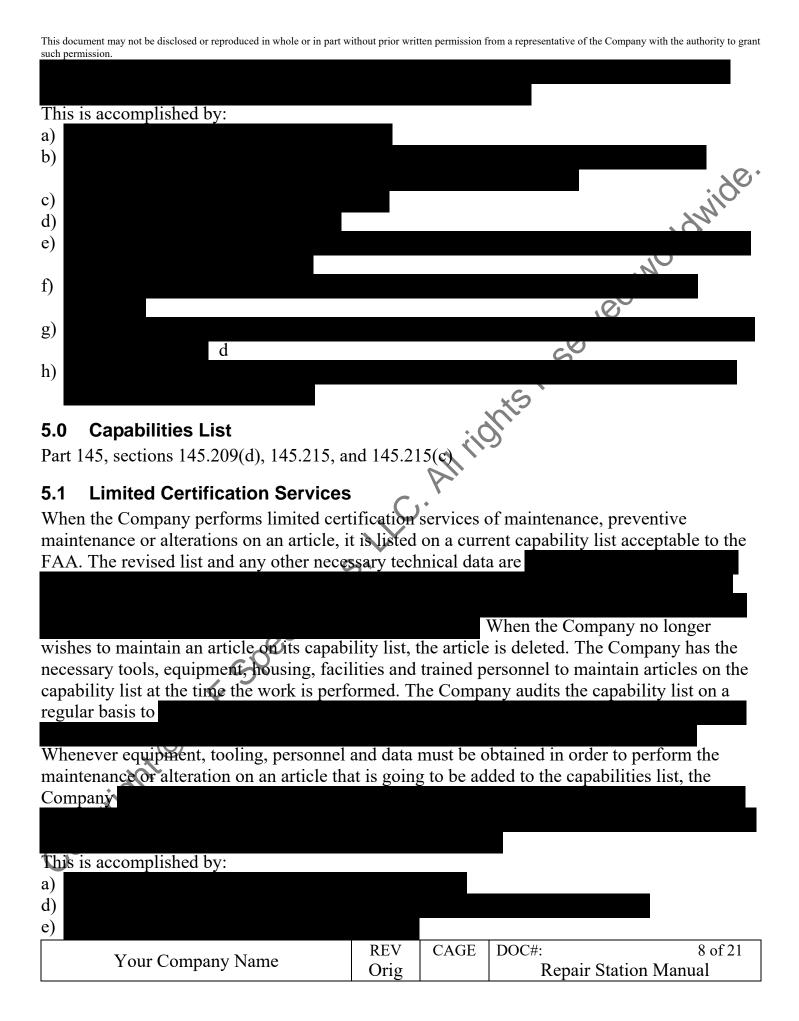
4.1 Operations

The Company operates a quality management system to control:

c)			
b)			
a)			

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such permission. d)			
e) inspection activities:			
•			
•			
•			
•			:60
t) g)			dille
h)			
,			
4.2 Housing and Facilities			77
The Company makes available a descript			and facilities and reference to a
drawing showing the floor plan. The draw	ving may	include	
		•	
		:(0	
4.3 Equipment and Materials			
The Company has the equipment, tools as	nd materi	als necess	sary to perform the maintenance.
The equipment, tools and materials are			
A description of the equipment used to pe	erform ma	aintenanc	e is provided with sufficient
information to prevent			
			The list is available for review by
the FAA. 4.3.1 Equivalent Tools and Equipment	L		
When the Company uses equipment, tool		rials othe	r than those recommended by the
manufacturer, the equivalency of equipm			<u>•</u>
			_
	1 1		
Reverse engineering inc	ludes		
The basis of equivalency is			
The busis of equivalency is			
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	f)
	g) h)
	m)
	n)
	6.0 Training Program
	m) n) o) 6.0 Training Program Part 145, sections 145.163 and 145.209(e)
	The training program addresses who is responsible for managing the training program and who
	is responsible for
	Procedures include
1	The training program addresses
1	This is accomplished by:
	a)
	b) c)
	d)
	e)
	f)
	g)
	7.0 Work Rerformed at Another Location
	Part 43 section 43.9, Part 65 and Part 145 section 145.203.
	1 art +3 section +3.5, 1 art 05 and 1 art 1+5 section 1+5.205.
	Work may be performed away from the Company's fixed location on a temporary basis under
	two circumstances: (1) or (2)
	Normally, work performed at another location does no
j	include
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A procedure is establis	hed for			
				ixed location when it is necessary to
The following are deter	rmined:			
a)				NO
b) c)				.00
S-4:145 202(h)		C		
				ixed location when it is necessary to blished for work performed at
another location on a re This is accomplished b	_		•	,5
a)	у.			
b)				
		C_1	*	
c) d)				
e)				
f)				
g)				
h)	•			
i)				
j)				
k)				
The activity does not a	llow continuous, u	ninterrupt	ted operat	tions at another location without
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			Additionally, work that is to be
performed at another location does not in	clude		
			. (2.*
			:,6
8.0 Maintenance, Preventive Main	tenance	and Al	terations Performed for Air
Carriers under Parts 121, 125,			
Part 43 section 43.13(c), Part 145 section	145.205		'AO'.
The Company describes the procedures to			-
the air carrier's program and maintenance	manual.	The proc	edures ensure
			The procedures identify
Additional proced	ures may	be requir	red to ensure
Traditional proven	on on inag		
The traveler or work-order system may be		integrate	the information into the quality
control system. The procedure clearly exp	olains		
Additionally, when th	e Compa	nv perfor	ms RII inspections, the
organizational structure provides		J p seed	, , , , , , , , , , , , , , , , , , , ,
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This is accomplished by:

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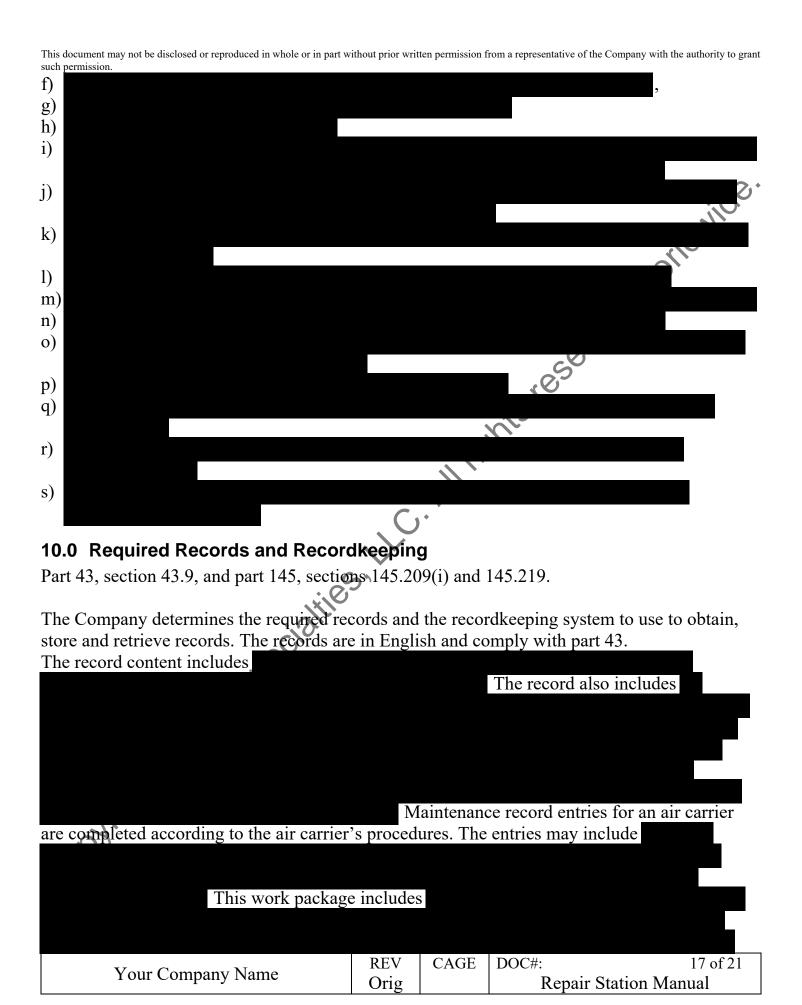
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b)			
c)			
d)			
2)			. (2.*
e) f)			
			77
g)			
NOTE: The authorization to perform line	station m	aintenan	ce for an air carrier is not a rating.
A certificated Company must			
9.0 Contract Maintenance Informa	ation		(0)
Part 145, sections 145.209(h), 145.211(c)	, and 145	.217.	N'E 1050
, , , , , , , , , , , , , , , , , , , ,	,	:/0	
A certificated Company may not provide	only appi	oval for 1	return to service of a complete type
certificated product following contract ma	aintenanc	e, preven	tive maintenance or alterations.
The Company establishes procedures for			
information required by section 145.217.			s provided for contracting to both
certificated and non-certificated facilities,	which in	cludes	
When the contracted Company is certification	ated, the i	nformatio	on includes
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
The Company acquires FAA approval to			
facilities and non-FAA certificated source	es. The C	ompany r	equests approval before
	41 4 4	1 4	4 11 41 41 41
The Company lists the types of contracts			
housing, facilities, materials or equipmen These may include	i avanabi	e on its p	remises and under its control.
Anese may merade			
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9)
10)
11)
12)
13)
WI 1 C 1 TAA ('C' 146
When the Company contracts a maintenance function to another FAA-certificated Company, the certificated Company may not provide only approval for return to service of a complete
type-certificated product following contract maintenance, preventive maintenance or alterations.
When the originating Company chooses to exercise the privileges of its certificate by issuing an
approval for return to service for a maintenance function contracted to an FAA-certificated Company, the Buyer determines
The Buyer may issue an additional approval for return to service, such as
provided the Buyer:
$\begin{array}{c} (1) \\ (2) \end{array}$
(2)
Items received from a certificated Company are properly processed through the Company's
receiving inspection procedures. The originating Company is responsible for
The Company is responsible for approxing for return to service any article on which work has
The Company is responsible for approving for return to service any article on which work has been performed and ensures its airworthiness. Inspection procedures enable the Company to
The procedures also include provisions for
The information identifies:
a)
b).
c)
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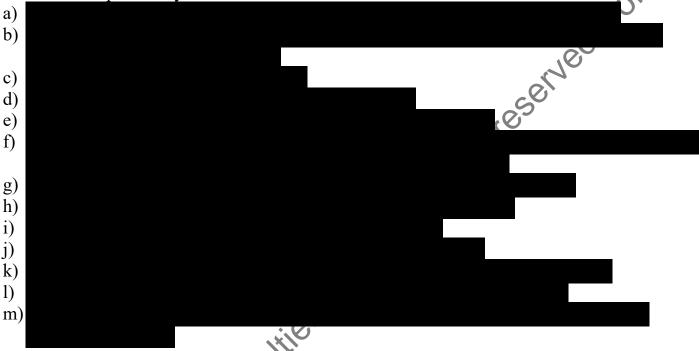
such permission.	When the Company performs aircraft inspections, the records
include	
	ork package may include, but are not limited to: copy of the maintenance release to the owner/operator.
, 1	ork package may include, but are not limited to:
a) b)	
c)	180
d)	
e) The Company provides a c	copy of the maintenance release to the owner/operator.
1 7 1	s used as a maintenance release, the records include
Procedures describe the on	site and/or offsite locations of the records and the system used to
	etention interval and retrieval process is determined. Storage
provisions include	
	i al
10.1 Electronic Recor	dkeeping Systems
	keeping system is used, directions about how to use the system are
available to each person us	sing the system. The electronic system ensures
This is accomplished by an	n operation manual that contains a procedure for:
a)	
6)_	
2)	
c)	
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The Company addresses guidelines and requirements for electronic signatures according to AC 120-78 and provides a copy of the procedures for implementing an electronic recordkeeping system to the CHDO.

This is accomplished by:



11.0 Definition of Terms

a. Acceptable

Data is acceptable when it meets the requirements of the applicable regulations.

b. Accountable Manager

The person designated by the certificated Company who is responsible for and has the authority over all Company operations that are conducted under part 145. This person's duties include ensuring that Company personnel follow the regulations and serving as the primary contact with the Federal Aviation Administration (FAA).

c. Approved

Approved by the Administrator unless used with reference to another person. Approval is granted to a Company when the information, such as a process specification or rating, is listed on the operations specifications (OpSpecs).

d. Article

An aircraft, airframe, aircraft engine, propeller, appliance, or component part.

e. Contracting

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Entering into an agreement between the originating certificated Company and another person or people to perform maintenance functions on an article. The originating Company exercises the privileges of its certificate and assumes responsibility for the work performed by the contracted person(s).

f. Correction

An action taken to eliminate a detected nonconformity. For Companies electing to use an International Organization for Standardization (ISO 9001) quality system, a correction may involve repair or rework and may be made in conjunction with a corrective action.

g. Corrective Action

An action taken to eliminate the cause of a detected nonconformity or other undesirable condition to prevent its reoccurrence. For Companies electing to use an ISO 9001 or similar system, the undesirable condition may include potential regulatory violations, which differs from a nonconformity requiring correction.

h. Designated Engineering Representative (DER)

A private person designated by the FAA Administrator to act as its representative for examining, inspecting, and testing aircraft and related data. A DER may recommend approval or approve data within the limitations of his or her certificate of authority.

i. Directly in Charge

Responsible for the work of a certificated Company that performs maintenance, preventive maintenance, alterations, or other functions affecting aircraft airworthiness. A person directly in charge doesn't need to physically observe and direct each worker constantly, but must be available for consultation on matters requiring instruction or decision from higher authority.

- j. Line Maintenance
- (1) Any unscheduled maintenance resulting from unforeseen events; or
- (2) Scheduled checks that contain servicing and/or inspections that do not require specialized training, equipment, or facilities.

k. Maintenance

Inspection, overhaul, repair, preservation, and the replacement of parts, excluding preventive maintenance.

1. Maintenance Function

A step or series of steps in the process of performing maintenance, preventative maintenance, or alterations, which result in approving an article for return to service.

m. Major Alteration

An alteration not listed in the aircraft, aircraft engine, or propeller specifications that:

- (1) Might appreciably affect weight, balance, structural strength, performance, power plant operation, flight characteristics, or other qualities affecting airworthiness; or
- (2) Is not done according to accepted practices or cannot be done by elementary operations.

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n. Major Repair

A repair that:

- (1) If improperly done, might appreciably affect weight, balance, structural strength, performance, power plant operation, flight characteristics, or other qualities affecting airworthiness; or
- (2) Is not done according to accepted practices or cannot be done by elementary operations.
- o. Operations Specifications (OpSpecs)

The official document that describes the authorizations, ratings, and limitations of the Company.

p. Preventive Action

An action taken to eliminate the cause of a potential nonconformity or other potentially undesirable situation. For Companies electing to use an ISO 9001 system, preventive action is taken to prevent an occurrence, whereas corrective action is taken to prevent a reoccurrence. For a Company using an American Society for Quality (ASQ) system, preventive action is taken to remove or improve a process to prevent potential future occurrences of a nonconformance.

q. Preventive Maintenance

Simple or minor preservation operations and the replacement of small standard parts not involving complex assembly operations.

r. Procedure

A specified way to perform an activity or a series of steps, such as a procedure that describes the methods, steps, or means to carry out policy.

s. Quality Control Manual (QCM)

A manual that describes the inspection and quality control procedures used by the Company.

t. Rating

A statement that, as a part of the Company's certificate, describes the special conditions, privileges, or limitations issued under part 145, sections 145.59 and/or 145.61.

u. The Company Repair Station Manual (RSM)

A manual that describes the procedures and policies of a Company's operations.

v. Required Inspection Item (RII)

An item of maintenance that, if not performed properly or if improper parts or materials are used, could result in a failure, malfunction, or defect, endangering the safe operation of the aircraft. An RII must be inspected by a trained, qualified, and authorized inspector. The inspector must be listed on the Company's roster but can't be the same individual who performed the work. (See parts 121, 125, and 135, sections 121.371, 125.251 and 135.429 for

details of this requirement).

w. Supervisor

A person who directs the work performed under the Company's certificate and OpSpecs and is available in person at the Company when work is being performed. See 145.153 for supervisory personnel requirements.

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