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Boca Aircraft MAINTENANCE

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Repair Station Manual & Quality Control Manual

FAA REPAIR STATION NO. 3BOR535B

Manual Control #: 3

Manual Assigned: BAM Server

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i. Record of Revisions

REV NO.	DATE	Signature
Original	08/15/2009	N/A
REV 1	05/01/2010	Signature On File
REV 2	07/21/2010	Signature On File
REV 3	11/05/2012	Signature On File
REV 4	05/01/2013	Signature On File
REV 5	07/15/2013	Signature On File
REV 5	01/06/2014	Signature On File
REISSUE	03/01/2015	Signature On File
REV 1	11/01/2015	Signature On File
REV 2	12/07/2016	Signature On File
REV 3	05/10/2017	Signature On File
REISSUE	04/02/2020	Signature On File
REV 1	04/30/2023	William Romi

After revision insertion, enter date the revision is incorporated and signature adjacent to revision number

HIGHLIGHTS OF REVISION

SECTION	BRIEF DESCRIPTION OF CHANGE
i(RoR)	Updated record of revision to " Rev 1 " and date.
ii(LEP)	Reformatted List of Effective Pages and added a FSDO acceptance
I.D.5.13	Added tooling accountability statement to job description
I.D.11.7	Added tooling accountability statement to job description
I.D.12.6	Added tooling accountability statement to job description
III. I. 1.c.4	Added step #4, tooling accountability check during final inspection
III. O.1.a.2	Changed FAA form for Airman from 8610-2 to 8610-3
III. O.1.a.3	Changed FAA form for Airman from 8610-2 to 8610-3
III. O.2.a	Changed FAA form for Airman from 8610-2 to 8610-3

ii. LIST OF EFFECTIVE PAGES

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Boca Aircraft Maintenance Approval:

Printed: William Ramon

Signed: Will Ramon

Date: 04/30/23

Accountable Manager

FAA FSDO Acceptance of:

Printed: LOUIS P ARRAZOLA

Signed: Digitally signed by LOUIS P ARRAZOLA Date: 2023.05.04 06:59:10 -04'00'

Date:

Designated Inspector

I. GENERAL

A. MANUAL REVISION AND CONTROL- REVISING THE REPAIR STATION MANUALS SYSTEM

Purpose:	To provide for Revisions/Reissues to the RSM/QCM, Forms and Training Program Manual
Scope:	This section provides the procedures for original distribution of and revisions/reissues to the RSM/QCM, Forms and *Training Program Manual (TPM)* along with manuals delivery and notification to the Certificate Holding District Office (CHDO) of revisions.
Responsibility	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*FAR 145.207(e), 145.209(j), 145.209(k), 145.211(c)(4), and 145.211(d)*

1. PROCEDURE

a. INTRODUCTION

1) The RSM/QCM, Forms and Training Program Manual have been developed for Boca Aircraft Maintenance (BAM) to establish policy and procedures that will be followed by this repair station to meet all requirements of 14 CFR §145 and Company business requirements. The RSM/QCM is not explicitly approved or accepted by the FAA. The RSM/QCM is considered acceptable when it meets the requirements of the applicable regulations. The RSM/QCM will be reviewed by the FAA to determine conformity to regulations. The content of each RSM/QCM is reviewed and revised on a network level. A copy of the *Training Program Manual* is provided to the FAA for their required approval prior to implementation.

2) The regulations do not require FAA review and acceptance of RSM/QCM /Forms Revisions/Reissues before implementation, provided the Repair Station follows the revision procedures in its manual. However, FAA approval is required for the *Training Program Manual (TPM)*. The Repair Station shall recall Revisions/Reissues if the FAA finds a Revision/Reissue unacceptable. In addition an analysis of past operations will be carried out to determine if any aircraft have been adversely impacted.

3) All Repair Station Key Personnel are required to be familiar with the requirements of this manual and the applicable FAA Regulations.

b. REVISIONS

1) The Chief Inspector/Director of Quality is responsible for having changes found necessary produced in a final form (Revision or Reissue) for incorporation into the Manuals System.

2) Revisions will be identified by a vertical bar mark in the left-hand page margin adjacent to the content change. Add a new revision number and date in the Record of Revisions. Apply the revision number and date to the footer of each page revised and update the List of Effective Pages (L.E.P.). The Chief Inspector/Director of Quality will approve each Revision/Reissue with signature on the List of Effective Pages retaining the original signed copy. Upon approval of the *Training Program Manual* by the FAA and an "accepted" acknowledgement on RSM/QCM/Forms L.E.P., the Master Copy file will be updated with the latest revision.

3) A Reissue of the manual should be rare and only used when extensive reformatting or significant changes affect the manual. Reissues will not use a bar mark, but will follow page controls in the same manner as the Revision steps above. When a Reissue is executed, it shall be understood that a significant portion of the manual's content has changed and that it shall be reviewed in its entirety, similar to the issuance of an "Original" manual.

4) A List of Effective Pages will be issued with each Revision/Reissue in order that each manual can be audited and kept current.

5) Highlights of the Revision/Reissue will be documented in the Record of Revision page.

c. PAPER FORMAT

1) The RSM/QCM/Forms and *Training Program Manual* will be maintained electronically on the secure BAM server with a Master Copy controlled in a paper format. The Chief Inspector/Director of Quality is responsible for maintaining the master documents. This shall be the traceability document for all Revision/Reissue changes.

2) Any other paper copies of the RSM/QCM/Forms and *Training Program Manual* will be "Uncontrolled". Formal distribution to regulatory Authorities outside of the Repair Station in any format will be controlled on a distribution list containing the name of the manual holder, location, and revision status kept in the Quality files by the Chief Inspector/Director of Quality.

d. ELECTRONIC FORMAT

OPS SPEC: A025

An electronic version of the RSM/QCM, Forms and *Training Program Manual* resides on the BAM website with a backup copy on a secure server. The following applies to the electronic format:

1) Security

   The Chief Inspector/Director of Quality will ensure that the electronic medium is controlled on the web. A watermark on each page provides that this is an uncontrolled document when printed.

2) Access

   All BAM personnel shall have access to the manuals.

3) Revisions/Reissues

   The Chief Inspector/Director of Quality will approve RSM/QCM/Forms/TPM and subsequent revisions. Upon approval, the electronic medium will be released to the web. The Chief Inspector/Director of Quality will have those revisions produced in a final form for distribution to the CHDO. The RSM/QCM/Forms/TPM will have a List of Effective Pages and shall indicate current revision status accompanied with the statement, “Approval on file”. Repair Station employees will be provided with briefings and training, as applicable, to ensure understanding of RSM/QCM elements.

4) Availability

   The RSM/QCM/Forms/TPM can be accessed by PC, iPad, Tablet or mobile device and therefore will be available to all Repair Station personnel on all shifts at all times.

e. NOTIFICATION AND TRANSMITTAL OF REVISIONS (PAPER AND ELECTRONIC)

1) The RSM/QCM/Forms and Training Program Manual will be provided to the FAA CHDO by email or acceptable electronic medium format. If paper format is specifically requested, distribution will be by mail or hand carry.

2) Revision notification will also be accomplished by e-mail.

3) Manual holders (electronic or paper) will complete RSM/QCM Revision and Acknowledgement Transmittal and return to Chief Inspector/Director of Quality within ten (10) business days after receipt.

4) The Chief Inspector/Director of Quality will track all Acknowledgement Transmittals sent and will follow up on any that have not been returned within the above timeframe.

f. QUALITY ALERT NOTICE

1) Quality Control Department issues QC Alerts (Form QAN) to all BAM facilities, including vendors when necessary, to stress compliance with specific manual revisions or technical operation requirements. Alerts may also be issued to provide facility personnel with general information on subjects directly affecting safety, reliability, or quality. Regarding BAM manuals, information contained in QANs supersedes any related information that may exist at the time of the QAN publication. QANs are intended for prompt matters and do not require acceptance by signature from the FAA CHDO.

2) Each QC Alert is approved by the Chief Inspector/Director of Quality or designee.

3) QC Alerts will be issued electronically to the BAM facility Operations Manager. The OM's will locally reproduce copies of QC Alerts for distribution and posting to the local Read & Sign binder.

4) When used to disseminate additions, changes, or corrections to information currently published in company manuals, the QAN Form will be completed and inserting in front of the affected page of the manual.

5) Upon the next subsequent Revision or Reissue, these edits will be embedded into the body of the RSM/QCM/Forms or *Training Manual* under that Revision # or as a Reissue of the manual. After Revision/Reissue, the manual record of revision highlights will be updated to reflect that the QAN has been incorporated into the manual and the QAN Form will be removed from the manual.

2. RECORDS, REPORTS, AND FORMS

a. Revision and Acknowledgement (RA) Form
b. Quality Alert Notice (QAN) Form

B. IDENTIFICATION/CONTROL OF THE RSM/QCM/TPM

Purpose:	To provide for the identification and control of sections of the RSM/QCM/Forms and *Training Program Manual* (TPM).
Scope:	This section provides the procedures for identification, Revision status, page numbering, issue date and approvals to the control sections of the RSM/QCM/Forms and *Training Program Manual*.
Responsibility	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*FAR 145.207(e), 145.209(j), 145.209(k), 145.211(c)(4), and 145.211(d)*

1. PROCEDURE

a. Identification

Each section of the manual shall be maintained on its own merits. If any page within that section is revised, the entire section shall reflect that Revision level. Revision levels shall be indicated on the List of Effective Pages. Reissues will be indicated on the List of Effective Pages, but will apply to the manual in its entirety.

b. Revision Status

A section number, page number, revision status and date identify each page within the manual system.

c. Page Numbering

Each page shall be numbered consecutively within the Chapter it is located. (Example: Page 1-1, 2-1)

d. Issue Date

Each page shall have an effective date. This revision page document shall be mirrored by the electronic medium for distribution to all manual holders.

e. Approvals

The Chief Inspector/Director of Quality is responsible for approving manual Revisions/Reissues. Upon approval, sufficient copies will be made and distributed to each manual holder.

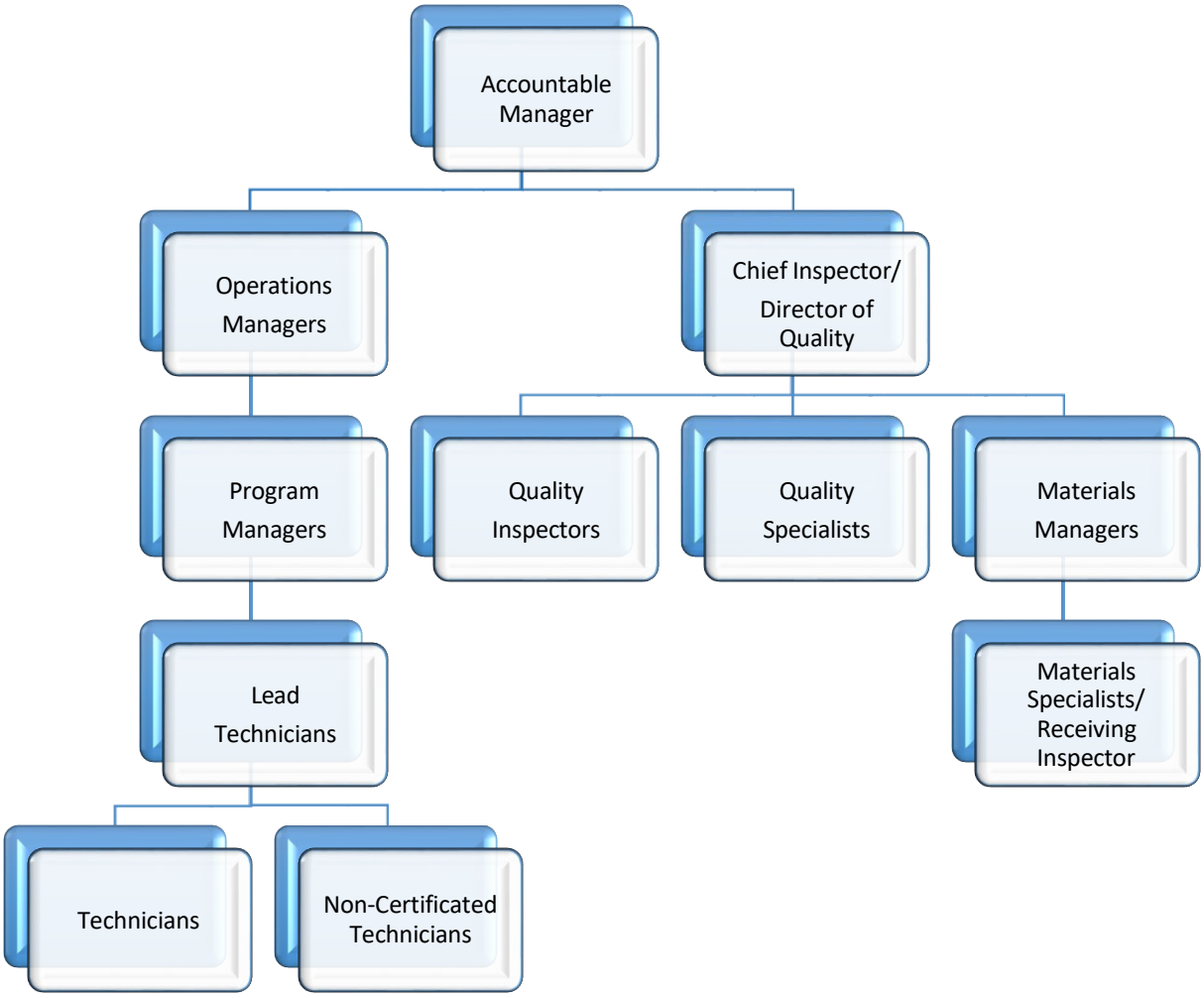
2. RECORDS, REPORTS, AND FORMS

a. None.

C. REPAIR STATION ORGANIZATION CHART

NOTE

In the event that someone in the Organization Chart is not available, the next qualified person in the next higher position, will assume the duties of the unavailable person.



D. REPAIR STATION DUTIES AND RESPONSIBILITIES

1. ACCOUNTABLE MANAGER

a. GENERAL SUMMARY

The Accountable Manager is responsible for all Repair Station operations conducted under 14 CFR §145. Responsible for the strategic planning, business development, management and manpower requirements, facility, tool accommodations and regulatory compliance at the local, state and federal levels and acting as the liaison with the FAA. The Accountable Manger has sufficiency of maintenance funding allocation and the final authority over all Repair Station operations that are conducted under 14 CFR §145.

b. SPECIFIC DUTIES AND RESPONSIBILITIES

1) Ensures the necessary infrastructure remains adequate and viable in support of the Repair Station.
2) Ensures the Repair Station is adequately staffed with qualified, trained personnel to plan, supervise, perform, and approve for Return To Service (RTS) the maintenance, repair, inspection, or alterations performed by the Repair Station.
3) Responsible for comprehensive Corrective Action from any Self Disclosure /Regulatory Action.
4) Be the Repair Station's "Point of Contact" for the FAA and airport management.
5) Arranges for qualified contract maintenance services. Coordinates between the Repair Station and contracted services for smooth scheduling and operations.
6) The Accountable Manager may delegate duties to any qualified assistant as necessary. However, such delegation does not relieve the Accountable Manager of overall responsibility.
7) When holding a valid FAA Airframe and Powerplant Certificate the Accountable Manager has the authority to countermand decisions made by the Operations Manager, and/or the Chief Inspector/Director of Quality.

2. OPERATIONS MANAGER

a. GENERAL SUMMARY

The Operations Manager is responsible to the Accountable Manager. The Operations Manager is accountable for the overall operation of the assigned Repair Station facility and its departments.

b. SPECIFIC DUTIES AND RESPONSIBILITES

1) Accountable for the supervision and coordination of Repair Station activities.
2) Provides tools, equipment, materials, manuals and facility for the performance of the functions of the Repair Station.
3) Provides adequately trained and qualified personnel.
4) Responsible for invoicing of work performed.
5) Monitors for the Accountable Manager that adequate facilities, training, and personnel are available.
6) Monitors work performed for the Accountable Manager.
7) Ensures completion of Corrective Action from any Self-Disclosure/Regulatory Action.
8) Directs reviews of maintenance performance against established policies and procedures. Recommends improvements to the Accountable Manager, and other organizational members.
9) The Operations Manager may delegate duties to any suitable assistant as necessary. However, such delegation does not relieve the Operations Manager of overall responsibility.

3. PROGRAM MANAGER

a. GENERAL SUMMARY

The Program Manager is responsible to the Operations Manager. The Program Manager is responsible for the development, supervision and performance of the specific program assigned.

b. SPECIFIC DUTIES AND RESPONSIBILITES

1) Directs the work and flow of multiple projects.
2) Ensures debriefs and post-briefings on aircraft are performed with the customer.
3) Provides adequately trained and qualified personnel.
4) Supervises Leads and Technicians in daily operations and duties; oversight of the work performed by individuals unfamiliar with the methods, techniques, practices, aids, equipment, and tools.
5) Encourages and promotes a safe work environment.
6) Maintains a positive customer service environment.
7) Initiates Work Orders for customer's requesting service.
8) Assists in the completion of Work Orders, FAA Paperwork and Billing Items.
9) The Program Manager shall hold a valid FAA Airframe and Powerplant Certificate under 14 CFR §65.
10) The Program Manager may delegate duties to any qualified assistant as necessary. However, such delegation does not relieve the Program Manager of overall responsibility.

4. CHIEF INSPECTOR/DIRECTOR OF QUALITY

a. GENERAL SUMMARY

The Chief Inspector/Director of Quality is responsible to the Accountable Manager. The Chief Inspector/Director of Quality is responsible for managing the quality functions at the BAM Repair Station. The Chief Inspector/ Director of Quality establishes quality standards, practices, policies and procedures. Responsible for the training, deployment of quality practices, and monitoring quality consistency throughout the Repair Station.

b. SPECIFIC DUTIES AND RESPONSIBILITES

1) The Chief Inspector/Director of Quality shall have a working knowledge of and be the local authority of all applicable Federal Aviation Regulations and the RSM/QCM.
2) Plans, organizes, staffs, controls and directs the Quality Department.
3) Performs the Self-Evaluation Processes.
4) Promotes aviation safety by ensuring airworthy and quality aircraft maintenance.
5) Develops and maintains the FAA RSM and QCM.
6) Interprets Federal Aviation Regulations into company policy/procedure.
7) Has the authority to de-certify a maintenance function if the applicable 14 CFR and/or company requirements is not being complied with.
8) Recommends, as required, individuals for Repairman's Certificate.
9) Administers the Repair Station Training Program and maintains the Technician's Training Records.
10) Manages the Repair Stations record keeping requirements.
11) Ensures that all technical data is current.
12) Controls the Inspection Roster. Designating qualified personnel as Quality Inspectors and Receiving Inspectors.
13) The Chief Inspector/Director of Quality shall hold a valid FAA Airframe and Powerplant Certificate under 14 CFR §65. Has countermand authority in the absence of a certificated Accountable Manager.
14) The Chief Inspector/Director of Quality may delegate duties to any qualified assistant as necessary. However, such delegation does not relieve the Chief Inspector/Director of Quality of overall responsibility.

5. QUALITY INSPECTOR

a. GENERAL SUMMARY

The Quality Inspector reports to the Chief Inspector/Director of Quality. The Quality Inspector is responsible for ensuring that all airworthiness requirements, for the article being maintained or altered, have been met.

b. SPECIFIC DUTIES AND RESPONSIBILITES

1) Maintains a comprehensive knowledge of the work scope of assigned aircraft.
2) Verifies the Inspection Program is applicable to the assigned aircraft.
3) Ensures FAA approved data is being used for major repairs and alterations on assigned aircraft.
4) Computes weight and balance on assigned aircraft as required.
5) Provides accurate and correct aircraft maintenance records entries on assigned aircraft.
6) Ensures all paperwork and documentation for aircraft maintenance and alterations is complete and accurate and that Corrective Action completely clears the discrepancy.
7) Provides final inspection and approval for Return To Service (RTS) on assigned aircraft.
8) Performs the Preliminary, Hidden Damage, and In-Process Inspections.
9) Inspects for airworthiness and quality of aircraft maintenance and alterations.
10) Provides “OK to Install” and “Installation OK” for aircraft component parts.
11) Quality Inspectors shall be familiar with all applicable 14 CFR and the RSM/QCM.
12) No Quality Inspector may perform his/her inspection duties on any maintenance that has been accomplished by him/her.
13) Assure tooling accountability has been performed to ensure all tooling has been accounted for prior to approving an article for return to service.
14) The Quality Inspector shall be properly Certificated per 14 CFR §65 and hold a valid FAA Airframe and Powerplant Certificate.

6. MATERIALS MANAGER

a. GENERAL SUMMARY

The Materials Manager is responsible to the Chief Inspector/Director of Quality. Responsible for managing the operations of the Material Support department to efficiently and effectively purchase, warehouse, and distribute inventory.

b. SPECIFIC DUTIES AND RESPONSIBILITES

1) Provides approved replacement parts and materials to support Repair Station maintenance activities.
2) Provides for quarantine of suspected unapproved parts.
3) Provides for the materials requirements of the Repair Station.
4) Manages inventory levels.
5) Provides for Receiving Inspection in accordance with RSM/QCM, including provisions for properly inspecting electrostatic sensitive components.
6) Observes company rules and regulations, including housekeeping and proper use of safety methods and the safe operation of equipment.
7) Interfaces with all departments as required, as well as customers, owners, and vendors, and their organizations.
8) Administers the measuring and test equipment calibration program.
9) Performs other related duties as assigned.
10) The Materials Manager may delegate duties to any qualified assistant as necessary. However, such delegation does not relieve the Materials Manager of overall responsibility.

7. MATERIALS SPECIALIST

a. GENERAL SUMMARY

The Materials Specialist reports to the Materials Manager and is responsible for supporting a profitable and efficient parts department through directly supporting his/her assigned program model. He/she will accomplish objectives through the use of proper purchasing procedures, inventory control, staff utilization, security, pricing, merchandising, displaying, and advertising. The Materials Specialist must be an investment advisor and profit producer while supporting their respective program.

b. SPECIFIC DUTIES AND RESPONSIBILITES

1) Identifying, controlling, segregating and maintaining all stock and tools to a serviceable or unserviceable category as designated by the Materials Manager and Chief Inspector/Director of Quality.

2) Preservation of all articles or parts, while carried in inventory, including parts that are subject to deterioration and shelf-life specifications.

3) Control and monitor inventory of parts, materials, and equipment in respective locale (KBCT/KOPF) for min/max levels and report obsolecense.

4) Participate in annual inventory counts; maintain a high degree of accuracy for on-hand inventories.

5) Ensure new parts, materials and supplies are received and inspected in accordance with the RSM/QCM and applicable regulations.

6) Work with Program Managers in pre-ordering parts for scheduled and unscheduled maintenance events.

7) Issue out parts, materials, and equipment to Repair Station personnel through traceable forms ensuring required content is completed and legible.

8) Research vendors for parts and materials pricing.

9) Understand, keep abreast of, and comply with federal, state, and local regulations that may affect parts sales.

8. RECEIVING INSPECTOR

a. GENERAL SUMMARY

The Receiving Inspector reports to the Materials Manager when performing duties as a Receiving Inspector and is responsible for ensuring that all parts and materials received by the Repair Station pass the incoming inspection process.

b. SPECIFIC DUTIES AND RESPONSIBILITES

1) Receiving Inspectors will be qualified personnel and hold inspection authorization for the receiving inspection of all incoming part and materials as provided for by the Chief Inspector/Director of Quality.

2) The Receiving Inspector's authority exists only in the area that is within the scope of their normally assigned duties and in the areas that they have been trained.

3) The Receiving Inspector shall be familiar with all applicable sections of the Federal Aviation Regulations and the RSM/QCM. The Receiving Inspector will perform the Receiving Inspection Procedure per QCM Section III.E. "INSPECTION PROCEDURES".

9. QUALITY SPECIALIST

a. GENERAL SUMMARY

The Quality Specialist reports to the Chief Inspector/Director of Quality and is responsible for assisting the Quality team members in maintaining appropriate records for efficient operation of the repair station; Ensures that all maintenance record documents throughout the process related to the project schedule are prepared per the RSM/QCM and delivered on time.

b. SPECIFIC DUTIES AND RESPONSIBILITES

1) Maintain a comprehensive knowledge of the work scope of assigned aircraft.
2) Prepares Work Order Package for final inspection and approval for return to service on assigned aircraft by:
    a) Ensures all paperwork and documentation for aircraft maintenance and alterations is complete and accurate;
    b) Ensures that technical data has been referenced;
    c) Corrective Action completely clears the discrepancy with respect to work performed.
3) Provides an efficient administration service to the Quality Department. This may include such tasks as records scanning, reconciliation, filing, archiving and retrieval, mailing, update aircraft times and cycles in CRS work order system upon arrival & induction.
4) Ensure all electronic filing and manual filing systems are kept up to date.
5) Performs “In Process” documentation audits.

10. LEAD TECHNICIAN

a. GENERAL SUMMARY

The Lead Technician reports to the Program Manager as assigned. Responsible for the efficient execution of the work scope. The Lead Technician performs tasks and ensures tasks, within the scope of their normally assigned duties, are performed using established standards of quality and airworthiness.

b. SPECIFIC DUTIES AND RESPONSIBILITES

1) Be thoroughly familiar with the inspection systems and procedures of the RSM/QCM relative to the scope of their normally assigned duties and keep personnel assigned to their crew aware of the inspection systems and procedures relative to their assignments.
2) Lead Technicians shall be familiar with all applicable 14 CFR and the RSM/QCM.
3) Performs the tasks as required by supervision with efficiency and to quality standards and ensures the use of applicable technical data.
4) Monitors all work performed and ensures that all work accomplished is airworthy; oversees work performed by individuals assigned non-certified or unfamiliar with the methods, techniques, practices, aids, equipment, and tools.
5) Ensures performance, appearance, good housekeeping practices, and discipline of crew(s), are well maintained.
6) The Lead Technician shall hold a valid FAA Airframe and Powerplant Certificate under 14 CFR §65.
7) The Lead Technician may delegate duties to any qualified Technician as necessary. However, such delegation does not relieve the Lead Technician of the overall responsibility for the crew.

11. TECHNICIAN

a. GENERAL SUMMARY

The Technician reports to the Lead Technician. The Technician services, repairs, alters, and inspects aircraft, engines, and components authorized by the Repair Station.

b. SPECIFIC DUTIES AND RESPONSIBILITES

1) Repairs, replaces, and assembles parts of the airframe, engines, systems, sub-systems, and articles authorized by the Repair Station.
2) Consults manufacturer's manuals, STCs, ADs, service bulletins, etc., as appropriate for performing assigned tasks, to meet FAA regulations and Repair Station standards.
3) If trained and authorized, performs maintenance run-up and taxi of designated aircraft.
4) Performs or assists in operational and functional tests of aircraft/engine systems and other articles authorized by the Repair Station.
5) Properly signs off Repair Station's required forms for tasks assigned, also customers' Work Compliance Forms, Task Cards, and Aircraft Maintenance Flight Log, as required.
6) Be assigned other duties as required.
7) Assure tooling accountability has been performed to ensure all tooling has been accounted for prior to approving an article return to service.
8) Recognizes, informs and makes suggestions to supervisor/management of potential health and safety hazards, improvements to policies, procedures other maintenance related functions.
9) May temporarily or permanently be designated as a Lead Technician.
10) The Technician shall hold a valid FAA Airframe and Powerplant Certificate under 14 CFR §65.

12. NON-CERTIFIED TECHNICIAN

a. GENERAL SUMMARY

The Non-Certificated Technician reports to the Lead Technician. The Non-Certificated Technician services, repairs, alters, and inspects aircraft, engines, and components authorized by the Repair Station.

b. SPECIFIC DUTIES AND RESPONSIBILITES

1) Repairs, replaces, and assembles parts of the airframe, engines, systems, sub-systems, and articles authorized by the Repair Station.
2) Consults manufacturer's manuals, STCs, ADs, service bulletins, etc., as appropriate for performing assigned tasks, to meet FAA regulations and Repair Station standards.
3) Performs or assists in operational and functional tests of aircraft/engine systems and other articles authorized by the Repair Station.
4) Properly signs off Repair Station's required forms for tasks assigned, also customers' Work Compliance Forms, Task Cards, and Aircraft Maintenance Flight Log, as required.
5) Be assigned other duties as required.
6) Assure tooling accountability has been performed to ensure all tooling has been accounted for prior to approving an article return to service.
7) The Non-Certificated Technician will be supervised by a qualified Technician for the job being performed.

13. CROSS-UTILIZATION OF TECHNICIAN & LEAD TECHNICIAN PERFORMING INSPECTIONS

Technicians and Lead Technicians may perform Preliminary, Hidden Damage, and In-Process Inspections. The following shall be adhered to in usage of Technicians and Lead Technicians performing such inspections.

a. Technicians and Lead Technicians performing Inspections are responsible to the Chief Inspector/Director of Quality, when performing their inspection functions.

b. Shall be certificated under 14 CFR §65.

c. The proficiency of the Technician and Lead Technicians performing Inspections will be established and maintained per QCM Section III.B. “PROFICIENCY OF INSPECTION PERSONNEL”.

d. Shall be familiar with all applicable 14 CFR and the RSM/QCM.

e. The Technician/Lead Technician may not perform his/her inspection duties on any maintenance item that has been accomplished by him/her.

f. Delegation of a Technician or Lead Technician to perform Final Inspection and Return To Service shall be made by the Chief Inspector/Director of Quality on a “case-by-case” basis. The Technician or Lead Technician performing Final Inspection should not have performed maintenance on the same article. The Lead Technician should also not have supervised the maintenance performed on the same article.

SECTION II

REPAIR STATION MANUAL

II. REPAIR STATION MANUAL

A. PERSONNEL ROSTER

Purpose:	To provide records of management, supervisory and inspection personnel
Scope:	Names of Repair Station officials responsible for: • Management of the Repair Station • Supervision of maintenance functions • Inspection
Responsibility	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*FAR 145.161, 145.209(b), 145.153*

1. PROCEDURE

a. Personnel Rosters are lists of individuals within the Repair Station who are authorized to perform certain functions, such as approval for Return To Service (RTS) or signing off Required Inspection Items (RII) or that hold certain management or supervisory positions.

b. Personnel Rosters are maintained in electronic format and are accessible for review and inspection by the FAA.

c. The Repair Station maintains Personnel Rosters for Managers, Supervisors and Lead Technicians (persons "directly in charge" of maintenance/alterations) and Inspectors.

d. Approval for Return To Service (RTS) authority is shown on the Repair Station's Personnel Rosters.

1) The Chief Inspector/Director of Quality is responsible for designating inspection authority to qualified individuals.

2) Qualified individuals will be certificated under FAR Part 65, be trained in or have 18 months practical experience and be proficient with the methods, techniques, practices, aids, equipment and tools used for the work being performed and approved for Return To Service (RTS) and be thoroughly familiar with applicable 14 CFR.

e. The Personnel Rosters are located in the Quality Office of the Boca Raton facility.

f. Within five (5) business days, the Personnel Roster will be changed to reflect employee termination, reassignment, and changes in duties or scope of assignment or personnel additions.

1) Notification is made to the Chief Inspector/Director of Quality and Operations Manager.

2) The Chief Inspector/Director of Quality or designee makes the necessary changes to the Personnel Roster within five (5) business days.

g. Employment Summaries are maintained for each person whose name appears on a Personnel Roster. The summary contains the information that shows compliance with experience requirements and includes:

1) Present Title.

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

3) Past references/employment with names of employers and period of employment.

4) Scope of present employment.

5) Type of mechanic or repairman certificate held and the ratings on that certificate, if applicable.

6) Surrendering and application for Repairmen Certificates will be per FAR Part 65, Subpart A.

7) Ensure individuals meet the eligibility requirements of FAR 65-101.

2. RECORDS, REPORTS, AND FORMS

a. Repair Station Personnel Roster (MER) Form
b. Repair Station Employment Summary (ES) Form

B. REPAIR STATION FACILITIES, EQUIPMENT AND MATERIALS

Purpose:	To provide a general description of the Repair Station operations including housing, facilities, equipment and materials.
Scope:	• Repair Station maintenance operations (descriptive overview), from receiving an article for maintenance or alteration, to its Final Inspection and approval for Return To Service (RTS), and the Repair Station's administrative infrastructure. • Repair Station Housing and Facilities (descriptive overview), including FAA accepted floor plan. • Repair Station Equipment & Materials (descriptive overview), including required tooling, precision tooling and test equipment calibration, leased tool program, special tooling, special processes areas. • Equivalent Tooling & Equipment (descriptive overview)
Responsibility:	• Chief Inspector/Director of Quality • Materials Manager
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*FAR 43, FAR 145.101 through 145.109*

1. PROCEDURE

a. SCOPE OF REPAIR STATION OPERATIONS

1) Aircraft maintenance, preventive maintenance and alterations shall be performed within the scope of the Repair Station Operation Specifications. Maintenance and alterations may be scheduled or unscheduled and may be carried out through Mobile Repair Teams (MRTs).

2) Maintenance, preventive maintenance and alterations performed by the Repair Station are divided into two distinct categories:

   a) Aircraft brought to the Repair Station for maintenance, preventive maintenance and alteration;

   b) Mobile Repair of Aircraft outside the Repair Station, for maintenance, preventive maintenance and alteration.

3) Customer Proposal

   a) Aircraft maintenance and alterations, which is solicited by either the Corporation or its customers, is formally addressed in the form of a proposal issued to the customer. All terms and conditions of the proposed maintenance or alteration are described within the proposal, as well as the scope of the maintenance or alteration, and are offered to the customer for approval and signature. The signed proposal forms a binding contract between the Repair Station and its customers.

4) Repair Station Work Order System

   a) An Aircraft Work Order is used to initiate maintenance or alteration on all aircraft brought to the Repair Station. The Aircraft Work Order is used to introduce the aircraft into the Repair Station's Work Order System, and includes pertinent Customer and aircraft information.

   b) The Aircraft Service Order or Non-Routine Aircraft/Component Service Order is used to document all maintenance and alterations on aircraft.

   c) The remainder of the Work Order System, tags, forms, etc., is generated as needed based on the known scope of work, as well as work that arises from other maintenance and/or alteration activities. A complete guide to the forms used in the performance of maintenance and alterations may be found in the Repair Station Forms Manual.

   d) The Component Service Order is used to document all maintenance and alterations accomplished on components. A complete review of this and other forms used in the maintenance and alteration of components may be found in the *Repair Station Forms Manual*.

   e) Following the completion of maintenance and alterations to components to customer requirements, the component is routed to the Materials department for handling/shipping to the customer.

5) Materials and Material Handling

   a) Parts and materials used in the maintenance and alteration of aircraft are procured through a parts and materials ordering system consisting of material handlers, parts expediters and purchasing personnel. All part and material requests are facilitated through the use of Purchase Orders.

   b) New and serviceable articles, parts and materials are stored in the Parts Room. Refer to Appendix A - "HANGAR LOCATIONS & DESCRIPTIONS" for location of the parts/stock room. Non-issued articles, parts and materials are stored on shelving, storage cabinets, or other satisfactory areas as required. These items are to be stored in an area and manner, that parts are not damaged or deteriorated.

c) Receiving Inspection: Parts and materials used in the maintenance and alteration of aircraft are received into the facility at predetermined points throughout the Repair Station. All parts and materials are subject to a receiving inspection, which consists of a review of the supporting documentation, inspection for defects and state of preservation. All receiving personnel are specifically authorized by the Repair Station to perform this task. A list of authorized personnel is maintained in current status at all times, and is available for review by all Repair Station personnel and regulatory authorities

6) Parts Handling and Storage

a) Parts and materials are stored in the BAM facility. Once issued, parts and materials are identified to the respective aircraft for traceability, and are protected against damage and deterioration during the maintenance operation, and may be stored in locations at the aircraft.

7) Repair Station Manuals

a) Compliance with federal regulation is controlled through the use of the RSM/QCM and their associated policies, procedures and forms.

8) Technical Data

a) All maintenance, alteration, or preventive maintenance performed by the Repair Station, shall use current technical data, or methods and practices acceptable to the administrator. Technical data is accessed through secure internet login subscription services controlled by the OEM; remote ftp servers, CDs, USB, .pdf format on secure server and paper media.

b) The Repair Station maintains technical data as outlined in QCM Section III.C. “TECHNICAL DATA”.

9) Documentation of Work Performed

a) All maintenance and alterations accomplished by the Repair Station are documented on the appropriate Repair Station forms. All work is detailed on the appropriate form, and includes employee’s stamp or signature/initials with employee number of the person who performed that work, and the date it was accomplished. Reference is made to the acceptable/approved technical data that was used to accomplish that work. Appropriate substantiating documentation is attached as required.

10) Inspection System

a) All maintenance and alterations, including inspections, witness testing and functional tests are documented on Repair Station forms. The performance of these inspection tasks is limited to personnel who are trained, qualified and authorized by the Repair Station. A list of authorized Inspectors is maintained in current status at all times, and is available for review by all Repair Station personnel and regulatory authorities.

b) All inspections accomplished by the Repair Station are documented on the appropriate Repair Station forms, and includes the stamp or signature and employee number of the person who performed that inspection, and the date it was accomplished.

c) Aircraft and Components: Prior to commencing maintenance or alteration, arriving articles are subject to a Preliminary Inspection. Preliminary Inspections will be conducted in accordance with QCM Section III.C "PRELIMINARY INSPECTION".

11) Mobile Repair Team (MRT)

a) The Repair Station temporarily transports material, equipment and personnel needed to perform maintenance and alterations, on articles for which it is rated, to locations other than the Repair Station's fixed location on a recurring basis. MRTs are established to perform maintenance and alterations. All work performed by the MRT is accomplished and documented in the same manner as work performed at the Repair Station's fixed location per the Repair Station Operation Specification (D100).

b) The MRT performs Preliminary, Receiving (incoming), Routine, In-Process and Final Inspections in accordance with the RSM/QCM.

c) Mobile Repair Team (MRT) Form located in the *Repair Station Forms Manual* provides for this procedure.

12) Aircraft Release/Approval for Return To Service (RTS)

a) Quality Inspection personnel specially trained, qualified and authorized to approve aircraft for Return To Service (RTS) provide a final audit of the Repair Station's Work Package and a complete Maintenance Record entry as required by FAR 43.9 or 43.11 as applicable. Repair Station procedures include the necessary forms used to facilitate the release process. Maintenance record entries are provided to the aircraft operator, and a record copy of all work documents is available on request.

13) Aircraft Records

a) The Repair Station maintains records of aircraft and component maintenance and alteration for a period of two (2) years following the approval for Return To Service (RTS) of an article.

b. HOUSING AND FACILITIES

1) BAM operates out of Boca Aircraft Maintenance FBO, located at:

   3300 Airport Road Hangar 2, Boca Raton, FL 33431

2) BAM operates Additional Fixed Location(s) located at:

   14600 NW 42nd Avenue, Opa-Locka, FL 33054

3) Refer to Appendix A - "HANGAR LOCATIONS & DESCRIPTIONS" for information and a detailed schematic of the BAM Facility and Additional Fixed Locations.

4) The Repair Station will provide adequate housing and facilities for performing maintenance, preventive maintenance, and alterations of articles or the specialized services which it is rated including:

   - Sufficient work space and areas to segregate and protect articles during all maintenance, preventive maintenance, or alterations;
   - Segregated work areas for environmentally hazardous or sensitive operations (e.g. painting, cleaning, welding, avionics work, electronic work, and machining) to be done without adversely affecting other maintenance or alteration articles or activities;
   - Racks, hoists, trays, stands, and other segregation means to store and protect all articles undergoing maintenance, preventive maintenance, or alterations;
   - Sufficient space to segregate articles and materials stocked for installation from articles undergoing maintenance, preventive maintenance, or alterations;
   - Ventilation, lighting, and control of temperature, humidity, and other climatic conditions to ensure personnel perform maintenance, preventive maintenance, or alterations to the required standards.

c. EQUIPMENT AND MATERIALS

1) The Repair Station will have the equipment, tools and materials necessary to perform the maintenance in accordance with Parts 43 and 145. The equipment, tools and material will be located on the premises and under the Repair Station's control, through inventory and/or work order system, when the work is being performed.

2) Equipment and tooling required to perform maintenance and alterations is either that which is required by the manufacturer or tooling which is equivalent in nature.

3) Equivalent Tooling Philosophy

   a) To establish equivalency for commercial tools and equipment, locate and identify the airplane test or measurement specifications in the AMM procedures and compare them to the specifications of the proposed equivalent tool or equipment. If the specifications of the tool or equipment meet or exceed the specifications of all applicable AMM procedures, they are considered to be equivalent to the commercial tool or equipment recommended in the AMM procedure.

   b) The equipment or test apparatus may look different, be made of different materials, be a different color, and so forth. However, the equipment or test apparatus must be capable of performing all necessary tests and checking all required parameters of the articles.

   c) The level of accuracy must be equal to, or better, than that recommended by the manufacturer of the equipment/tools. The basis of equivalency is the requirement that the article meet the manufacturer's standards and specifications in all respects regarding tolerances, repeatability, and accuracy.

   d) Special tools and equipment are designed solely to support specific airplane component or system maintenance task procedure(s) as specified in AMMs and CMMs. They have little or no commercial use except to support the specific product maintenance for which they are designed. Normally, there is no equivalent commercial tool or equipment available to perform the related specific maintenance functions. They are primarily designed by the OEM of the airplane or component on which they are used, not by third-party vendors.

   e) Potential equivalent special tools and equipment must be proved to be equivalent in form and fit (i.e., interface) as well as function to those recommended in the applicable AMM procedures. This may include equivalency in accuracies, tolerances, safety (i.e., proof load), physical interface or appearance, and functional specifications.

   f) Tool and Equipment Equivalency determinations are recorded on Form ETE with a technical data file attached, bound in paper format, with an electronic scan image copy on the BAM server for general access.

   g) This file will include relevant comparison data such as drawings, specifications, instructions, photographs, templates, certificates, reports and data sheets attesting to its accuracy when calibration standards are necessary.

4) Leased Tooling and Equipment

   a) The Repair Station may utilize leased tooling and equipment, and other materials necessary to perform maintenance and alteration.

   b) The Repair Station's Materials Manager is responsible for procurement of these assets in a timely manner. All tooling and equipment brought to the Repair Station in this manner, and for the stated purpose, are inspected (received) by the Repair Station prior to use.

c) Calibrated tooling and equipment which is leased or borrowed is subject to the same calibration and equivalency requirements of the Repair Station and controlled through Inventory receiving and work order system (as a core part).

5) Measuring and Test Equipment

a) Certain specialized tooling, and tooling that is used to make determinations of airworthiness is subject to periodic calibrations traceable to the National Institute of Standards and Technology (NIST) or other national, or international standards, as accepted by the FAA.

b) Qualified Repair Station personnel and specialized contractors are employed to administer the Repair Station's Calibration Program. A database is used to track and account for all tooling subject to periodic calibration, including date of last calibration, date next calibration due, tool Model/Serial number, and a unique tool tracking number assigned by the Repair Station. Intervals for calibration shall be 12 months.

6) Special Access Devices

a) High lift devices are used at the facility, including static platforms and articulating lift devices.

2. RECORDS, REPORTS, AND FORMS

a. Aircraft Work Order (WA) Form
b. Aircraft Service Order (ACSO) Form
c. Component Service Order (CSO) Form
d. Mobile Repair Team (MRT) Form
e. Preliminary Inspection (PI) Form
f. Return To Service (RTS) Form
g. Equivalent Tooling/Equipment (ETE) Form

C. CAPABILITY LIST

Purpose:	To provide the procedure, for revising a Capability List, notifying the CHDO, and for Self-Evaluation.
Scope:	• Maintenance and alterations on articles for which the Repair Station holds a limited rating and elects not to include on the Repair Station's Operations Specifications. • A Capability List will not be used where a class rating exists. For Limited Airframe and Limited Engine ratings, the Repair Station Operations Specifications will list the Airframes and Engines for which the Repair Station holds the limited rating. • Capability Lists, when used, will not be included in the RSM/QCM but will be located in the office of the Chief Inspector/Director of Quality. • If a Capability List is not used the capabilities of the Repair Station will reside on the Repair Stations Operations Specifications.
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*FAR 145.209, 145.215*

1. PROCEDURE

a. SELF-EVALUATION AND REVISING THE CAPABILITY LIST

1) At the option of the Repair Station's Chief Inspector/Director of Quality, a Capability List will be developed and maintained for performing maintenance and alterations on specific articles for which the Repair Station holds a limited rating, identifying each article by make and model or other nomenclature designated by the manufacturer.

2) The Capability List is maintained by the Chief Inspector/Director of Quality as a document separate from the RSM/QCM and the Master Copy will be located in the Quality office. The Repair Station will have a PDF controlled copy of the Capability List on the Company website for electronic access.

3) The Chief Inspector/Director of Quality will update the Capability List.

4) Operations Manager will carry out the Self-Evaluation by completing BAM Form SE/CLA. This form will serve as evidence of the self-evaluation requirement of FAR 145.215(c), and 145.209(d)(2), and must be available for FAA review.

5) The Self-Evaluation will document that the required limited rating, tools, equipment, housing, facilities, technical data and trained personnel are in place to perform the specified work.

6) Recorded results are presented to the Chief Inspector/Director of Quality for review and approval. The article is approved for addition to the list when the requirements of the self-evaluation have been met.

7) Records of self-evaluation are kept on file in the office of the Chief Inspector/ Director of Quality for a period of two years, after the article is removed from the Capability List.

8) Once approved, the article will be added to the Capability List. Changes to the Capability List are visible by a vertical bar in the page margin, documented in the Record of Revisions section and approved by the signature of the Chief Inspector/Director of Quality on the List of Effective Pages.

9) Articles that are removed from the Capability List are documented in the Record of Revisions section and approved by the signature of the Chief Inspector/Director of Quality on the List of Effective Pages.

10) The Repair Station will audit the Capability List as part of the Procedural and Product segmented schedule on Form IA through each calendar year to ensure that it continues to have the required limited rating, tools, equipment, housing, facilities, technical data and trained personnel in place to perform the specified work.

b. NOTIFYING THE CHDO

1) The Chief Inspector/Director of Quality is responsible for communicating Capability List revisions to the CHDO.

2) When a Self-Evaluation is satisfactory, the Capability List will be revised.

3) Revisions to the Capability list will be provided to the FAA CHDO, by the Chief Inspector/ Director of Quality, within five (5) business days. Revisions will be provided by email and acceptable electronic medium. If paper format is specifically requested, the revisions will be distributed by mail or hand carried.

2. RECORDS, REPORTS, AND FORMS

a. Capability List Amendment (SE/CLA) Form

b. Internal Audit (IA) Form

D. PROCEDURES FOR REVISING THE TRAINING PROGRAM (REQUIRED BY 14 CFR §145.163 & SUBMITTING REVISIONS TO THE CHDO FOR APPROVAL)

NOTE

The Training Program Manual is maintained as a separate manual. The Training Program Manual has been developed for the Repair Station. The content of this manual has been written to meet the requirement of 14CFR§145.163 and must be approved by the FAA.

Refer to Section I.A."REVISING THE REPAIR STATION MANUALS SYSTEM" for the Repair Station Training Program Manual process.

E. GOVERNING WORK PERFORMED AT ANOTHER LOCATION

OPS SPEC: D0100

Purpose:	To provide for performing work on a temporary basis by the Repair Station at a location other than the Repair Station's fixed location.
Scope:	Temporarily transporting material, equipment and personnel needed to perform maintenance or alterations on articles for which the Repair Station is rated on a recurring basis.
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*FAR 145.203*

1. PROCEDURE

a. When it is necessary to perform work away from the Repair Station's fixed location, Mobile Repair Team (MRT) Form shall be executed by the Operations Manager.

b. Only maintenance or alterations for which the Repair Station is rated may be performed.

c. Mobile Repair Team (MRT) Form provides for:

1) The preparations and conditions that must be met prior to performing work away from the Repair Station.

2) The person responsible for supervising the maintenance and insuring certificated persons are available for final inspection and approval for Return To Service (RTS).

3) A copy of the RSM/QCM at the location away from the Repair Station.

4) The person responsible for insuring adequate housing, facilities, tools, equipment, personnel and technical data are available for the work performed.

NOTE

Calibrated tools shall be shipped in such a way as to ensure calibration is not compromised.

d. All work will be performed and recorded in the same manner as work performed at the Repair Station. In cases when only 1 person is dispatched on the Mobile Repair Team (MRT), only that person is required to sign Service Orders.

e. The person responsible for final inspection and approval for Return To Service (RTS) for the Mobile Repair Team (MRT) shall transport all maintenance records back to the Repair Station and deliver to the Inspection department for audit, review and filing. Record keeping is in accordance with RSM Section II.I, “REQUIRED RECORDS AND RECORDKEEPING SYSTEM”.

f. The person responsible for final inspection and approval for Return To Service (RTS) for the Mobile Repair Team (MRT) shall return all parts cores and all paperwork/documentation for parts received at the location to the Material department.

g. It is permissible for the person performing the work to inspect his/her own work (on a case- by-case basis) when properly authorized with prior approval by the Chief Inspector/Director of Quality or his designee and documented on the MRT Form, provided it is not required by the CMM or AMM with the exception of an *Operator/Air Carrier Manual* with Required Inspection Items (RII) Requirements. The *Operator/Air Carrier Manual* must be followed.

2. RECORDS, REPORTS, AND FORMS

a. Mobile Repair Team (MRT) Form
b. Preliminary Inspection Form
c. Return To Service Form

F. PROCEDURES FOR MAINTENANCE OR ALTERATIONS PERFORMED FOR AIR CARRIERS

Purpose:	To provide procedures for ensuring that maintenance and alterations for Air Carriers is performed in accordance with the Air Carrier's Maintenance Program, *Maintenance Manuals* and Hazardous Materials Handling Policies and Procedures.
Scope:	Maintenance for Air Carriers, conducting operations under 14 CFR §121, 125, 129 or 135.
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*FAR 145.205, FAR 145.206*

1. PROCEDURE

a. MAINTENANCE POLICY

The Air Carrier's Purchase Order, Proposal, Form WA work authorization from the BAM web site or other contractual documents shall state the source of the applicable data, i.e., manufacturer or Air Carrier, used to perform the requested maintenance along with any other requirements of its program or Maintenance Manual.

1) The Operations Manager or designee will review the Air Carrier's Purchase Order, Proposal documents or other contractual documents to ensure that the Air Carrier has clearly specified what technical data is to be used for performing the maintenance, in addition, ensuring that the Repair Station has the required housing, facilities, tools and equipment, trained personnel and technical data to perform the requested maintenance on the Air Carrier prior to initiating the Repair Station Work Order.

2) For scheduled maintenance, the Operations Manager or designee will make contact with an Air Carrier prior to work commencing on their aircraft.

3) The following is to be requested, as applicable, or as otherwise stated on the Air Carriers Purchase Order or Proposal documents:

   a) Maintenance Program

   b) Maintenance Manuals

   c) Return-to-Service (RTS) Policies and Procedures

   d) Required Inspection Items (RII) Policies and Procedures

e) Hazardous Materials Handling Policies and Procedures

f) Maintenance Duty-Time Requirements

g) Special maintenance or alteration instructions such as Engineering Orders, or other methods, techniques, and practices contained in the *Air Carrier Operator's Manual*

h) Records keeping requirements

2. WORK ORDER

a. The Repair Station's Work Order System, including but not limited to, Aircraft Work Order, Aircraft Service Order and Component Service Order or Non-Routine Aircraft/Component Service Order is to be used to convey the Air Carrier Inspection Program and Maintenance Instructions to Repair Station Maintenance personnel as required to perform the contracted maintenance.

b. The Operations Manager or designee will indicate on the Aircraft Work Order document, which FAR the aircraft is being operated under, and the type of inspection program.

c. The type of inspection program (e.g. CMP, AAIP, CH5) indicated on this form determines the need to locate and follow Air Carrier special maintenance requirements prior to beginning maintenance.

d. The Operations Manager or designee will create a Service Order for each of the Air Carrier's special maintenance requirements, including instructions to use the Air Carrier forms or technical data.

e. Any Required Inspection Items (RII) Requirements will be indicated on the Service Orders/ Component Service Orders for a given task.

f. The Operations Manager or designee will ensure compliance with Air Carrier's requirements prior to assigning the work, will review all work arising/ additions to original work scope.

3. TECHNICAL DATA

a. All maintenance programs, manuals, Required Inspection Items (RII), and Return To Service (RTS) Data received shall be forwarded to the Chief Inspector/Director of Quality or designee for review.

b. The Chief Inspector/Director of Quality or designee will verify all applicable Air Carrier's Maintenance Program, Manuals, Policies, and Procedures received and keep all Air Carrier data maintained by the Repair Station current.

c. The Air Carrier is responsible to notify the Repair Station when assigning Required Inspection Items.

d. The Air Carrier's policy and procedures specify the maintenance actions that require authorizations (i.e. Required Inspection Items (RII), approval for Return To Service [RTS]).

e. Should RII, RTS authorizations, or similar authorizations be needed due to work arising, the Chief Inspector/ Director of Quality or designee will contact the Air Carrier who will coordinate the required training and/or authorizations as needed.

f. All one-time written authorizations issued by an Air Carrier will be placed with the Work Order and retained for at least two (2) years.

g. Specific recurrent Air Carrier issued authorizations will be retained by the Chief Inspector/Director of Quality in the local Air Carrier data file.

4. HAZARDOUS MATERIAL HANDLING

a. Hazardous Materials Handling policies and procedures received shall be forwarded to the Materials Manager or designee.

b. The Air Carrier Hazardous Material Handling Policies and Procedures will be filed in the Parts Room and local Air Carrier data file for the period during which maintenance is being performed on that specific Air Carrier's aircraft.

c. Any component shipped out for Contracted Maintenance must be accompanied by the Air Carrier's Hazardous Material Handling Policies and Procedures as applicable.

d. No Hazardous Materials shall be loaded onto an Air Carrier's aircraft contrary to that Air Carrier's Hazardous Material Handling Policies and Procedures.

e. No component containing Hazardous Materials shall be installed on an Air Carrier's aircraft contrary to that Air Carrier's Hazardous Material Handling Policies and Procedures.

5. MAINTENANCE AND INSPECTION PERSONNEL

a. The current Repair Station organizational structure provides for separation of maintenance and inspection personnel.

Only Air Carrier authorized Repair Station Inspection personnel shall perform Required Inspection Items (RII) Inspections.

b. Refer to BAM *Training Manual* section 1.6.5 for Air Carrier Training Requirements.

6. AIR CARRIER MAINTENANCE DUTY-TIME REQUIREMENTS

a. When performing maintenance on an Air Carrier, each person performing maintenance will be relieved from duty for a period of at least 24 hours during any seven consecutive days or the equivalent thereof within any one calendar month or as otherwise specified by the Air Carrier's Maintenance Duty-time Requirements.

b. When an Air Carrier's Maintenance Duty-Time Requirements differ from this policy, they will be forwarded to the Operations Manager or designee assigned to the Air Carrier's aircraft. The Air Carrier's requirements shall take precedence, and must be followed.

7. DEFERRED MAINTENANCE PROCEDURE

a. BAM will follow the Air Carrier's Maintenance and Operations (M&O) Procedures outlined in the Air Carrier's approved Minimum Equipment List (MEL) for deferred items.

8. RECORDS, REPORTS, AND FORMS

a. Aircraft Work Order (WA) Form
b. Aircraft Service Order (ACSO) Form
c. Component Service Order (CSO) Form

G. CONTRACT MAINTENANCE QUALIFYING AND SURVEILLANCE OF NON CERTIFICATED PERSONS

Purpose:	• Provide for preservation and revision of contract maintenance service/ suppliers information. • Provide for the evaluation and qualification of Suppliers/Contractors. • Provide for the surveillance of Suppliers/Contractors, certificated and/or non-certificated.
Scope:	The information contained in this section is applicable to this Repair Station and persons to which maintenance functions are contracted.
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*FAR 65, FAR 145.157(a), 145.201(a), 145.209(h), 145.211(c), 145.213(d), and 145.217(a)*

1. PROCEDURE

a. PROCEDURE FOR OBTAINING FAA APPROVAL OF CONTRACT MAINTENANCE FUNCTIONS

1) In order for the Repair Station to contract a maintenance function, the repair station must be certificated and appropriately rated for the article to which a maintenance function will be contracted out. The Repair Station shall submit an initial list of contracted maintenance functions to the CHDO with a request, on company letterhead, for FAA Approval.

2) Subsequent to the approval of the initial list, the Repair Station shall request, verbally, followed by a request in writing on Company letterhead for approval, of any additional maintenance functions it requires.

3) All requests for FAA approval of contracted maintenance functions will be made by the Chief Inspector/Director of Quality.

4) This section does not apply to components or services received from FAA certificated suppliers who have conducted final inspection and test of an assembled accessory, and issued acceptable/approved documentation, which approved the article for return to service.

b. SUPPLIER/CONTRACTOR APPROVAL

1) Facilities to which maintenance functions are contracted can be found on BAM Approved Supplier/Contractor List (ASL) Form.
2) The Approved Supplier/Contractor List contain Suppliers/Contractors that have been evaluated, qualified, and approved for use as either certificated as an FAR 145 Repair Station or as possessing an equivalent Quality System. BAM shall ensure that Suppliers/Contractors selected for performance of contract maintenance are from the Repair Station Approved Supplier/Contractor List.
3) The Repair Station shall maintain a list of facilities that it contracts maintenance functions with. The list will include the name of each facility, the maintenance function(s) contracted to each facility and type of certificate and ratings held.
4) Approval of those functions is accomplished under separate document by the FAA.

c. QUALIFICATION OF SUPPLIER/CONTRACTOR EVALUATION

1) All Suppliers/Contractors used for Contract Maintenance will be evaluated by the Chief Inspector/ Director of Quality using profile forms, desktop surveys, and onsite evaluations as necessary to determine certifications and/or equivalent Quality System.
2) Any Suppliers/Contractors determined to be previously approved by BAM will be accepted as “Qualified” and approved for use.

d. OVERSIGHT AND SURVEILLANCE OF SUPPLIERS/CONTRACTORS

1) All Suppliers/Contractors will be evaluated for initial qualification and ongoing performance relative to product and/or service quality.
2) Supplier/Contractor Quality information will be compiled and reviewed to assist in determining further surveillance activity.
3) Surveillance methods will include (but not be limited to): phone conversations, e-mail, postal mail, surveys, on-site visits, and Supplier/Contractor audits. On-site visits and Supplier/Contractor audits can only be performed by an approved BAM Auditor and the FAA.
4) BAM Auditor(s) are trained under the guidelines provided in Section 1.3 “Selection of Training Methods and Sources” and Appendix A “Courses” of the BAM *Training Manual.*
5) Approved BAM Auditor(s) are authorized using the Inspections Authorizations Form.
6) Discrepancies documented on the Corrective Action for Deficiency, are reviewed by the Chief Inspector/Director of Quality and the supplier’s manager/responsible person for Corrective Action. The BAM Auditor will carry out follow-up action to verify that the Corrective Action has been completed. Satisfactory results will be given to Chief Inspector/Director of Quality.

e. CONTRACT MAINTENANCE ACTIVITY

1) Supplier/Contractor evaluation and approval data is populated in a database by the Chief Inspector/ Director of Quality. The database includes information which will allow site retrieval of all necessary data required by FAR 145 relative to contract maintenance. The Chief Inspector/Director of Quality delegate is responsible to create the contractor/supplier file.

2) This file, in conjunction with the Approved Supplier/Contractor List and the Supplier/Contractor Data Archive, provides all necessary information.

NOTE

When work is performed for an Air Carrier that work shall be performed in accordance with the Air Carrier's Maintenance Program.

f. CERTIFIED SUPPLIER/CONTRACTOR ACTIVITY

1) The contracted Repair Station performing the maintenance function is responsible for the approval for Return To Service (RTS) for work performed.

2) The Repair Station performing the work is responsible to ensure that all work is in accordance with the applicable Repair Station ratings held.

3) The Repair Station shall properly process article(s) through receiving inspection before further maintenance is performed.

g. NON-CERTIFIED SUPPLIERS/CONTRACTORS

1) Non-certificated persons shall use a Quality System equivalent to that of the certificated Repair Station with respect to the contracted maintenance function being performed.

2) BAM shall ensure airworthiness of maintenance performed by non-certificated persons and provide approval for Return To Service (RTS).

3) BAM shall remain directly-in-charge of non-certificated persons and ensure that articles are airworthy through testing and/or inspection as appropriate.

h. PROCESS REVIEW

Re-evaluation of Approved Suppliers/Contractors List will be routinely accomplished by the Chief Inspector/ Director of Quality based on Supplier/Contractor Quality performance, and at intervals not to exceed 24 months.

2. RECORDS, REPORTS, AND FORMS

a. Approved Supplier/Contractor List (ASL) Form
b. Corrective Action for Deficiency (CAD) Form
c. Inspections Authorizations (IA) Form

H. REQUIRED RECORDS AND RECORDKEEPING SYSTEM

Purpose:	To provide a description of the required records and record keeping system for the Repair Station.
Scope:	Obtaining, storing and retrieving required records.
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*FAR 43.9, 43.11, 145.209(i), 145.219*

1. PROCEDURE

a. Records shall be in English and comply with FAR 43

b. Content of the records shall include:

1) Description of the work performed to include parts (as applicable).
2) Date the work was completed.
3) Name of person performing the work.
4) Signature, certificate type and certificate number of the person who performed the work, approving the work for Return To Service (RTS).
5) Total time of Life-limited Part(s) or time since last overhaul (as applicable)

c. Records of Major Repairs and Major Alterations

1) Major Repairs shall be recorded on the customer's Work Order or FAA 337.
2) Major Alterations shall be recorded on FAA 337.

d. Samples of the forms that are part of the Repair Station's records and the instructions for completion are located in the *Repair Station Forms Manual*.

e. Records for an Air Carrier are completed in accordance with the Air Carrier's procedures and may include forms specifically required by the Air Carrier.

f. The Repair Station Work Package may include but is not limited to the following forms:

1) Aircraft Work Order
2) Aircraft Service Order
3) Component Service Order
4) Service Order Continuation

5) Removal and Installation Log
6) Work Order Control Sheet
7) Preliminary Inspection
8) Return To Service Checklist

NOTE

The contents of the work package may vary depending on the work scope of the article being maintained or altered.

g. Additional records that may be part of the Repair Station's records include copies of:

1) Maintenance Record entries (as provided in the aircraft logbooks)
2) FAA 337
   a) If used, a completed FAA Form 337 will be provided to owner/ operator as well as the FAA
3) FAA 8110-3 and accompanying data
4) FAA 8130-3
5) Manufacturer's Technical Engineering Data
6) Service Bulletin (SB) and/or Airworthiness Directive (AD) Compliance Sheets
7) Special Inspections such as vendor/internal hydrostatic tests and functional tests forms and documents
8) Records received from contractors
9) Supplemental Type Certificates (STCs)

h. Maintenance Release/Approval for Return To Service (RTS) is provided for as follows:

1) Aircraft Service Order with respect to the work performed **and**
2) Maintenance Record Entries in the owner/operator's aircraft and/or Engine Logbook in accordance with FAR 43.9 and/or FAR 43.11, as applicable to the work scope of the article being maintained or altered **or**
3) Component Service Order with respect to the work performed on the Service Order.
4) FAA Form 8130-3

i. A Quality Inspector reviews the records for accuracy and completeness before approval for Return To Service (RTS).

1) ADs are to be documented with identification of the particular aircraft, aircraft engine, propeller, and appliance to which the AD is applicable; The

AD number and revision date; The date and article total time, which may be expressed in hours, cycles, calendar time, etc., when the required action was accomplished; The specific action to be accomplished, if recurring, and when that specific action is due; The specific method of compliance.

j. Records Retention

1) Original Repair Station records shall be provided to the customer.
2) Repair Station records (copies) shall be maintained for a minimum of two (2) years at the fixed location of the Repair Station or a remote location.
3) Storage locations are secure and provide environmental protection.
4) Record retrieval from off-site storage is accomplished through a phone/fax request.
5) Records shall be made available to the FAA and the NTSB upon request to the Operations Manager.

2. RECORDS, REPORTS, AND FORMS

a. Aircraft Work Order (WA) Form
b. Aircraft Service Order (ACSO) Form
c. Component Service Order (CSO) Form
d. Removal and Installation Log (R) Form
e. Work Order Control Sheet (WOCS)
f. Preliminary Inspection (PI) Form
g. FAA Form 337
h. FAA Form 8130-3
i. Return To Service (RTS) Checklist

I. ADDITIONAL FIXED LOCATION(S)

OPS SPEC: A101

Purpose:	To establish guidelines by which maintenance and alterations can be accomplished on an aircraft under the Repair Station's capabilities at an Additional Fixed Location.
Scope:	• BAM will provide Maintenance/Alteration Service for its customers at Additional Fixed Location(s) located at the following address(es): 14600 NW 42nd Ave. Opa-Locka, FL 33054 • BAM will only provide service for which the Repair Station is rated at any Additional Fixed Location(s). • The Additional Fixed Location(s) will be under full supervisory and managerial control from the Boca Raton location.
Responsibility:	Accountable Manager
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*14 CFR §145.109 through §145.219*

1. PROCEDURE

a. BAM will have tooling on site or available to perform any task it elects to perform. Any tool assigned to the Additional Fixed Locations will meet the guidelines set forth in the QCM in regards to calibration and tracking of calibration. The Materials Manager will ensure that all tools at the Additional Fixed Location(s) meet these standards. BAM will transport equipment and/or parts whenever possible via company vehicle.

1) As needed, parts and/or equipment will be shipped via a qualified carrier such as FedEx, UPS, etc.

2) Once the equipment and/or parts arrive at the Additional Fixed Location(s), a detailed Receiving Inspection will be accomplished to ensure no damage was caused as a result of transporting the equipment and/or parts.

b. BAM will employ qualified Technicians to work at the Additional Fixed Location(s). The requirements of the *Training Manual* will be met for all Technicians and Inspectors. The Operations Manager is responsible to ensure these requirements are completed per Repair Station procedures.

   1) At the locations indicated above, BAM will employ qualified Technicians.

   2) A Preliminary Inspection of the affected aircraft work areas is required for maintenance performed at the Additional Fixed Location(s) and will be completed per the RSM/QCM.

   3) As needed, BAM will supplement Technicians at the Additional Fixed Location(s) with Technicians from the Boca Raton facility, in the event the work scope warrants or if the Technicians require sick or vacation days.

   4) All personnel assigned to accomplish work at the Additional Fixed Location(s) shall accomplish the specific function of work in the same manner as when performed at the Boca Raton facility and in accordance with 14 CFR §145.109 through §145.219. Work at the Additional Fixed Location(s) will be under the direct supervision of qualified personnel.

c. All work functions will be accomplished in accordance with the BAM RSM/QCM in conjunction with the manufacturer's recommendations or the owner/operator's Maintenance/Inspection Program, using current technical data and maintenance manuals.

d. The following will be observed for work performed at the Additional Fixed Location(s):

   1) All functions that are performed at the Additional Fixed Location(s) must be performed in accordance with the Section III.E. QCM, "INSPECTION PROCEDURES" as governed by the QCM.

   2) All necessary tools, equipment and supplies required to accommodate the work scope at the Additional Fixed Location(s) must be available at the Additional Fixed Location(s) or will be procured from the Boca Raton facility.

   3) All necessary technical data must be available at the Additional Fixed Location(s).

      (a) Technical Data will be provided via access to the Boca Raton facility computer network. Technical data provided by the owner/operator may be used only if its revision status can be verified. The Chief Inspector/Director of Quality is responsible to ensure all technical data provided to the Repair Station Technicians and Quality Inspectors is at the most current revision.

e. In the event the Technician working at an Additional Fixed Location determines he/she must deviate from the established procedures of BAM Repair Station and/or QCM, the Technician will contact the Chief Inspector/Director of Quality or Accountable Manager immediately for a resolution, prior to commencing work.

f. In the event a Technician or Quality Inspector is in disagreement with a procedure or process regarding airworthiness of an aircraft, engine or component; the Chief Inspector/Director of Quality will be contacted for the final decision.

2. RECORDS

a. All Work Order copies for Additional Fixed Location(s) will be separated from the Repair Station Work Orders. These records will be secured and maintained as prescribed by the Repair Station procedures and time frames set forth in RSM, Section II.I. “REQUIRED RECORDS AND RECORDKEEPING SYSTEM”. The Chief Inspector/Director of Quality is responsible to ensure these records are maintained as such.

3. TRAINING

a. All requirements of the BAM *Training Manual* must be complied with and followed for all Additional Fixed Location Technicians and Quality Inspectors. The records of training will be maintained at the respective Additional Fixed Location for the prescribed time frame per the *Training Manual*. The Chief Inspector/Director of Quality is responsible to ensure this is maintained and in compliance.

4. USE OF STAMPS

a. The use of stamps is allowed. Reference QCM Section III.A. “INSPECTION/ EMPLOYEE STAMPS”.

5. FORMS

a. All forms used will be identical and completed as per the RSM.

6. MATERIALS AND TOOLING

a. BAM will have tooling on site or available to perform any task they elect to perform. Any tool assigned to an Additional Fixed Location will be meet the guidelines set forth in the QCM in regards to calibration and tracking of calibration. The Materials Manager will ensure that all tools at the Additional Fixed Location(s) meet these standards.

b. Once the equipment, tools and/or parts arrive at an Additional Fixed Location, a detailed visual inspection will be accomplished to ensure no damage was caused as a result of transporting the equipment and/or parts. For all aircraft parts being transported to an Additional Fixed Location, a Receiving Inspection is required to be performed as detailed in the QCM. The Receiving Inspector will meet the same training requirements for this authorization at an Additional Fixed Location. The Chief Inspector/Director of Quality is responsible to ensure the Quality Inspectors performing this function, do so as described in the Repair Station procedures.

c. Shelf Life Materials - All materials having a prescribed shelf life will be logged as such, and managed not to exceed that shelf life at an Additional Fixed Location. This tracking will be done using the company tracking database and reviewed for compliance every 30 days.

7. CALIBRATION

a. All tools that have a prescribed calibration will be logged as such and managed not to exceed the manufacturer's prescribed calibration period at an Additional Fixed Location. This tracking will be accomplished using the company tracking database and reviewed for compliance every 30 days, with recalibration due every 12 months, unless otherwise set by the tool manufacturer. The Chief Inspector/Director of Quality is responsible to ensure compliance.

8. PARTS TAGS

a. All parts removed from the aircraft will be tagged using the Repair Station's procedures.

9. QUARANTINE OF PARTS

a. All parts removed as unairworthy and tagged "Unserviceable" or "Rejected" will be quarantined from the working area as soon as practical and put into a separated shelf or cabinet. The Materials Manager is responsible for compliance.

10. APPROVED SUPPLIERS/CONTRACTORS

a. Additional Fixed Location(s) will only use suppliers/ contractors approved by the Repair Station. In the event an unapproved supplier/ contractor is needed, the Materials personnel assigned to the Additional Fixed Location will contact the Chief Inspector/Director of Quality to have this supplier/contractor processed and approved. All RSM/QCM procedures will apply.

11. QUALITY CONTROL

a. Additional Fixed Location(s) will have authorized Quality Inspectors on site. Prior to release of an aircraft under FAR 43.11 for an inspection, a Quality Inspector will review the aircraft status for any pending Airworthiness Directives (ADs). All aircraft returned to service will follow the procedures described in the RSM and the Quality Inspector will have the proper authorizations to perform this action.

12. D100

a. Additional Fixed Location(s) are authorized under the Repair Station to perform mobile maintenance, repairs, and inspections by following the procedures described in the RSM/QCM. Only authorized personnel may approve the work away from base and must ensure the Mobile Repair Team (MRT) has adequate facilities, tools, manuals, and experience. Form MRT-001 must be completed prior to dispatch of the Mobile Repair Team (MRT).

NOTE

All Additional Fixed Location procedures, as defined in this section will follow the BAM RSM/QCM procedures.

Section III

QUALITY CONTROL MANUAL

REISSUE 04/02/2020

III. QUALITY CONTROL MANUAL

A. INSPECTION AND QUALITY CONTROL SYSTEM

Purpose:	To provide a description of the system and procedures used for: Inspecting incoming materials to ensure acceptable quality, Performing Preliminary Inspections of all articles that are maintained, inspecting all articles involved in an accident for Hidden Damage, Performing Final Inspection, and approval for Return To Service (RTS) of maintained articles.
Scope:	A description of the Repair Station Inspection and Quality Control System from the receipt of an aviation article through Work in Process, Final Inspection and approval for Return To Service (RTS).
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - “ACRONYMS AND DEFINITIONS”.
References:	*FAR 145.211, 145.213*

1. PROCEDURE

a. Upon receipt of materials into the Repair Station, a Receiving (Incoming) Inspection shall be carried out for shipping damage, packing and proper paperwork.

b. Upon receipt of an article into the Repair Station for maintenance or alteration, a Preliminary Inspection shall be carried out in accordance with QCM Section III.F. “PRELIMINARY INSPECTION”.

c. Upon receipt of an article into the Repair Station for maintenance or alteration that has been involved in an accident, a Hidden Damage Inspection shall be carried out in accordance with QCM Section III.G. “HIDDEN DAMAGE INSPECTION”.

d. All articles maintained or altered shall have a Final Inspection carried out in accordance with the applicable Inspections Checklist and QCM Section III.I. “FINAL INSPECTION”.

e. All maintained or altered articles will be approved for Return To Service (RTS), upon completion.

2. INSPECTION/EMPLOYEE STAMPS

a. Management, Administration and Use of Inspection/Employee Stamps.

1) Authorized personnel may be issued a stamp unique to the employee by a stamp number. Stamp holders are identified on the (Inspection Authorizations Form IA) and kept on file in the office of the Chief Inspector/Director of Quality.

2) The Chief Inspector/Director of Quality will maintain Inspection Authorization stamps in use. All unused stamps will be maintained in a secure area not accessible to employees or the general public.

3) Stamps that are returned, lost or destroyed shall be reported to the Chief Inspector/Director of Quality and the date the stamp was returned, lost or destroyed shall be recorded on file. Returned stamp numbers will be suspended for six (6) months. Lost stamp numbers will be retired indefinitely, if found, may be reinstated six (6) months after being found.

4) The Operations Manager shall ensure that stamps are returned upon termination or reassignment of an employee.

5) Safekeeping and proper use of the stamp is the responsibility of the authorized employee. This includes periodic checks to ensure the stamp is still legible.

6) Authorized Inspectors will use an inspection stamp and date to indicate inspection of work performed.

7) The inspection stamp indicates satisfactory inspection of maintenance and alterations.

8) If inspection stamp is left at home, the Authorized Inspector can exercise inspection privileges (per Repair Station Buy-Off Procedures) by annotating his/her signature, employee number, and date.

3. RECORDS, REPORTS, AND FORMS

a. Preliminary Inspection (PI) Form
b. Hidden Damage Inspection (HDI) Form
c. Inspection Authorizations Form (IA)

B. PROFICIENCY OF INSPECTION PERSONNEL

Purpose:	To provide procedures for establishing and maintaining proficiency of inspection personnel.
Scope:	Applicable regulations, inspection methods, techniques, practices, aids, equipment, and tools used to determine the airworthiness of the article.
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - “ACRONYMS AND DEFINITIONS”.
References:	*FAR 145.155, 145.157, 145.161 and 145.211*

1. PROCEDURE

a. ESTABLISHING PROFICIENCY

1) Proficiency of inspection personnel is based on previous documentation and records of experience and training.

2) Employment and training records, certificates of training, practical exam and total years of experience may be used to establish proficiency of an individual being considered for an inspection position.

3) Quality Inspectors shall have a minimum of 18 months experience in the use of all applicable regulations, inspection methods, techniques, practices, aids, equipment and tools used to determine airworthiness of the article.

4) Quality Inspectors shall understand, read and write English.

5) Quality Inspectors shall be certificated under 14 CFR §65 and responsible for airworthiness determinations to include but not be limited to:

   a) Preliminary Inspection

   b) In-Process Inspection

   c) Hidden Damage Inspection

   d) Final Inspection

   e) Approval for Return To Service (RTS)

6) Appropriately qualified Technicians/Quality Inspectors may carry out Non-Destructive Testing (NDT) only when appropriately trained and/or documented records of the required training in the respective NDT exist.

7) Determinations of proficiency for an individual being considered for an inspection position shall be made by the Chief Inspector/Director of Quality.

8) Quality Inspectors shall be listed on the Repair Station Inspection Roster.

b. MAINTAINING PROFICIENCY

1) Proficiency is maintained by attending Formal Training (initial and recurrent courses), On the Job Training (OJT) or Special Training on new aids, techniques or equipment.

2) These activities are documented on OJT Forms and catalogued on Technician Experience Record Forms and kept in the individual's training file.

3) Inspection personnel shall maintain an understanding of current specifications involving inspection tolerances, limitations and procedures established by the manufacturer and Airworthiness Directives (ADs).

4) Inspection personnel are provided with current technical data to properly perform their tasks.

5) Inspection personnel shall maintain an understanding of and be familiar with the RSM/QCM for the Repair Station and applicable Federal Aviation Regulations.

6) Inspection personnel are made aware of changes to technical data by first reviewing the record of revisions applicable to the data being used and insuring the data used is at the revision level documented in the respective record of revisions.

2. RECORDS, REPORTS, AND FORMS

a. OJT (TMOJT) Form
b. Inspection Roster (IR) Form
c. Technician Experience Record (TMTER) Form

C. TECHNICAL DATA

Purpose:	To establish procedures for ensuring that current technical data is available for the scope of work the Repair Station is performing.
Scope:	Comprised, but not limited to, Manufacturer's *Maintenance Manuals* and Service Bulletins, Instructions for Continued Airworthiness (ICA), Vendor Service Bulletins, FAA Approved Data, Airworthiness Directives, Engineering Data, Type Certificate Data Sheets, Operator supplied data, and any other data acceptable to the administrator.
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*FAR 43.13(a), 145.201(c), 145.211(b).*

1. PROCEDURE

a. Each person performing maintenance, alteration, or preventive maintenance shall use current technical data, or methods and practices acceptable to the administrator. The primary source of technical data will be accessed through OEM internet subscriptions and licensees, desktop application or downloaded from a controlled source provider and stored on the technical library server. Data may be received and retained on CDs, USB, SD Card other electronic storage and paper media.

b. Technical data is obtained from a variety of sources which include, but are not limited to, manufacturers or their licensees, FAA, Designated Engineering Representatives, Designated Airworthiness Representatives, and Computerized Maintenance Organizations. Operator supplied technical data may also be used. In ALL cases, BAM will ensure that the data supplied for Return To Service is current prior to use.

c. Electronic technical data is stored and retrievable under conditions of normal operation and use and protected from unauthorized modification. Electronic technical data is accessible by appropriate personnel and FAA or NTSB authorized representatives to retrieve, view, and print the information.

d. Subscription services and applications by OEM or licensee are revised (e.g., incremental, temporary, or scheduled revisions) by the OEM to maintain currency. Downloaded content stored on various media must be verified for currency before use. Earlier versions are archived by the manual holder should there be a need for future reference.

e. Users are provided information and OJT training on the system's use and operation.

f. Technical Data received under a manual control system will be processed through the Chief Inspector/Director of Quality to ensure the manual is updated in a timely manner. Revisions are recorded on the Manual Revision Checklist (MR) Form.

NOTE

Technical data may be marked as "FOR REFERENCE ONLY" or "UNCONTROLLED COPY", or similar marking. This data may not be used for maintaining, or determining the airworthiness of any article, without determining it is current before each use. It may be used for training, familiarization with manual layout, etc.

2. RECORDS, REPORTS AND FORMS

a. Manual Revision Checklist (MR) Form

D. MATERIAL HANDLING AND RECEIVING

Purpose:	To provide for the proper receiving, handling, storage, and tagging and identification of parts and materials used in the performance of maintenance and alteration of aircraft and aircraft components. To provide a means to inspect and approve for Return To Service (RTS), work performed by non-certificated agencies and individuals.
Scope:	• Materials ordering, stocking and requisitioning of raw material, parts, components or articles, to be used in the performance of maintenance and alteration. • Subcontracted services ordering and verification. • Handling, storing and using, shelf life limited items and materials • Handling, storing and using raw materials, parts, components and articles (including customer supplied materials), during the performance maintenance and alteration • Handling of articles sent to the Repair Station for maintenance or alteration. • Providing space to segregate articles and materials for installation from those undergoing maintenance and alteration. • Tagging and identification of parts and materials undergoing maintenance or temporarily removed from aircraft or aircraft components.
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - “ACRONYMS AND DEFINITIONS”.
References:	*FAR 145.211, 145.213, 145.103 AC21-29C*

1. PROCEDURE

a. All materials, including raw material, components, accessories, parts, and customer supplied materials, and articles sent/brought to the Repair Station for repair or alteration, and/or intended for placement into the Repair Station’s inventory, shall be received and inspected by the Repair Station.

1) This inspection shall be accomplished in designated receiving areas, by personnel authorized as Receiving Inspectors.

2) Receiving Inspector(s) are trained under the guidelines provided in Section 1.3 “Selection of Training Methods and Sources” and Appendix A “Courses” of the BAM *Training Manual.*

3) In the event the article(s) is too large, or it is otherwise impractical to be routed through the designated receiving area for the purpose of inspection and receiving, it shall be placed in a secure location as determined by the Materials Manager.

b. All documentation, which is used by the Repair Station to determine the serviceability of raw materials and articles, shall remain with the raw material or article during the course of maintenance and alteration.

1) All raw materials dispensed in quantities of less than the full order as reflected on the Repair Station's Purchase Order, shall be accompanied by a copy of the original document; and

2) Shall be clearly and conspicuously marked with the Repair Station's Purchase Order number. Remnants not properly identified as above shall be discarded as scrap.

c. All materials, components and parts purchased by the Repair Station for use in the performance of maintenance and alteration of aircraft, and aircraft components must be:

1) Visually inspected for damage and defects.

2) Verified to the Purchase Order for part number, description and quantity of materials ordered.

3) Accompanied by documentation of traceability to the approved or accepted design specification, and/or approved production authorization, or properly certificated maintenance individual or organization. Identified to show basic part information (e.g., name, make, model, serial number, batch, lot, etc.), serviceability status.

4) Found acceptable, entered in the repair station's inventory data system and protected in storage or during transit to prevent damage, contamination, loss, or substitution following manufacturer's environmental procedures until installation.

5) Issued to the maintenance floor for aircraft use with the required documentation accompanying the material, component or part. Material, components and/or parts will not be accepted by Repair Station Technicians without the proper documentation and without that documentation being stamped or signed by Receiving Inspector. The applicable documentation shall remain with the material, component or part. Upon installation of the material, component, or part the required documentation will be attached to the Service Order and become part of the Repair Station records.

d. All sub-contracted maintenance functions must be FAA approved.

e. Electrostatic Discharge Safety (ESDS)

1) All parts and components which are identified by the manufacturer as being sensitive to damage from electrostatic discharge shall be handled using the industry's best practices, including, but not limited to; proper bagging, capping, storage, and properly grounded and certified ESDS receiving benches.

f. Shelf Life Limits

1) All parts, materials, (sealants, etc.), and components, which are identified as having storage (shelf life) limits, shall be stored in a separate section in the parts room, such that the Repair Station can efficiently manage and control the material and its expiration date.

2) All parts and components having a shelf life limit shall be logged as inventory for tracking and purged from the Repair Station's inventory upon or prior to the expiration.

3) Expiration dates may be extended by the manufacturer, provided that extension is provided to the Repair Station in writing, and retained with the material whose date has been extended.

g. Discrepancies:

1) Raw material, parts, components and articles found to be discrepant upon receipt, shall be identified, segregated, and secured (quarantined), pending further disposition and action.

2) Examples of discrepancies may include, but shall not be limited to:

(a) Shipping and handling damage.

(b) Shelf life and storage limits exceeded.

(c) Lack of proper documentation tracing article to FAA approved type design, Production Authorization (PAH), FAA Approved Parts Manufacturing Approval (PMA), FAA certificated agency (FAR 43.3/43.7) or industry accepted practices and standards (AC 20-62).

h. Disposition and action of discrepant raw materials and articles includes, but may not be limited to

1) Routing to a Repair Station discipline having the proper authorization, training, tooling and technical data for repair or alteration.

2) Action by the Repair Station Buyer, for the request from the vendor(s) of proper documentation as applicable.

i. No discrepant raw material or article may be removed from quarantine pending further disposition and action, unless a Repair Station Aircraft Service Order or Component Service Order has been initiated, and accompanies the discrepant item at all times. Evidence of the Receiving Inspection must be clearly shown on the applicable Service Order. Following further disposition or action, the raw material or article shall be Returned To Service (RTS) in accordance with the Repair Station's procedures.

j. Repaired articles received from Contractors/Suppliers of the Repair Station, which are not authorized under FAR 43.7 to approve the article for Return To Service (RTS) following maintenance or alteration, are not considered "discrepant" as defined by this section. However, all articles must be returned to service following maintenance or alteration in accordance with FAR 43.9. A Quality Inspector holding the proper authority must perform a Receiving and Final Inspection to include a review of documents used during the maintenance (travelers, inspection sheets, discrepancy sheets, etc.) prior to Return To Service (RTS).

k. Upon receipt of an article returned to the Repair Station by a non-certificated agency, the Receiving Inspector shall immediately notify the Chief Inspector/ Director of Quality for further action.

The Quality Inspector, inspecting and returning an article to service following maintenance or alteration by a non-certificated agency, shall provide for the approval for Return To Service (RTS), as outlined above, on a properly executed Component Service Order.

l. For raw material, parts, components or articles that are found to be discrepant under this section, the Receiving Inspector shall follow the Repair Station's procedures for Suspected Unapproved Parts Notification, or Malfunction or Defect Report procedures as applicable.

m. Owner/Operator Supplied Parts and Materials

1) Owner/Operator supplied parts and materials shall be stored in an area segregated from other Repair Station inventory.

2) The Owner/Operator is responsible to provide documentation of airworthiness for parts and materials supplied for use on his aircraft.

3) Owner/Operator supplied material accepted by the Materials Receiving inspection, shall be properly identified.

4) Owner/Operator supplied material rejected by Receiving Inspection, shall be properly identified.

n. Articles received by the Repair Station for repair or alteration shall be Identified and segregated from serviceable parts.

o. Removed Parts

1) Parts, which are removed from aircraft, or aircraft components for the purpose of replacement or repair, or to permit access to facilitate other maintenance, shall be properly identified, stored and segregated.

1) Removed parts, and parts that are being stored prior to installation, shall be stored in such a manner as to ensure against damage, and/or environmental contamination.

p. Scrap/Beyond Economical Repair aircraft parts and materials are to be identified, segregated, and quarantined in a secure area, awaiting disposal. When appropriate, prior to disposing of Scrap/ Beyond Economical Repair aircraft parts and materials, are to be rendered incapable of being reworked or camouflaged to provide appearance of being serviceable, through "Effective Mutilation". Refer to Section B.2, "DEFINITIONS" for definition of "Effective Mutilation".

2. DETECTING/REPORTING OF SUSPECTED UNAPPROVED PARTS

Repair Station personnel are trained to identify suspected unapproved parts and refer to the guidance of FAA Advisory Circular AC 21-29C or latest revision regarding handling of Suspected Unapproved Parts.

3. RECORDS, REPORTS, AND FORMS

a. Aircraft Service Order (ACSO) Form
b. Component Service Order (CSO) Form
c. Parts Identification Tag
d. Rejection/Scrap Tag
e. AC 21-29C “Appendix B”

E. INSPECTION PROCEDURES

Purpose:	To define and detail the scope of minimum levels of inspection authority required during the performance of maintenance at this Repair Station.
Scope:	All persons engaged in Aircraft or Aircraft Component Maintenance under the authority of the Repair Station Certificate will adhere to these procedures.
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - “ACRONYMS AND DEFINITIONS”.
References:	N/A

1. PROCEDURE

a. Preliminary Inspection

A general visual inspection performed by a qualified Technician utilizing a Preliminary Inspection Checklist. This inspection should be done in the affected areas of Maintenance.

1) A Service Order only requires one signature of the Technician performing the work.

b. In-Process Inspection (Service Orders or Short Sign)

All completed items will require a Technician and Quality Inspector sign off (Commonly referred to 100% Buy-Back).

1) In the case of an MRT, only 1 person is required to sign Service Orders.

2) If the Owner/Operator has Required Inspection Items (RII), they must be signed off by a qualified Required Inspection Items (RII) Inspector.

c. Final Inspection (Return To Service [RTS])

Performed by the Inspector that is returning the article to service post maintenance. This will include a verification of the completed paperwork for accuracy and completeness.

1) A Service Order only requires one signature of an Inspector performing the work (if there are multiple Inspectors on a single Service Order).

2. RECORDS, REPORTS, AND FORMS

a. Aircraft Work Order (WA) Form
b. Aircraft Service Order (ACSO) Form
c. Component Service Order (CSO) Form
d. Removal and Installation Log (R) Form
e. Work Order Control Sheet (WOCS)
f. Preliminary Inspection (PI) Form
g. Return To Service Checklist (RTS) Form

F. PRELIMINARY INSPECTION

Purpose:	To provide a description of the system and procedures used for performing Preliminary Inspection of all articles that are maintained or altered.
Scope:	All articles that are maintained or altered by the Repair Station
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*FAR 145.211*

1. PROCEDURE

a. Preliminary Inspections will be performed prior to any maintenance or alteration on articles for which the Repair Station is rated.

b. Only certificated Technicians may perform the Preliminary Inspection

c. Preliminary Inspection findings will be given to the owner/operator for disposition.

d. Preliminary Inspection findings to be worked will be detailed on Aircraft Service Order or Component Service Order as appropriate.

2. PROCEDURE FOR AIRCRAFT

a. Preliminary Inspections are to be performed in accordance with the instructions for Preliminary Inspection. Findings will be recorded on the Preliminary Inspection Finding Sheet.

b. The corresponding Service Order number will be entered on the Preliminary Inspection Findings Sheet adjacent to the finding.

c. Preliminary Inspection findings not worked will be acknowledged by the owner/operator as indicated on the Preliminary Inspection Findings Sheet.

d. Preliminary Inspection will be attached to the Service Order providing for its accomplishment.

e. Preliminary Inspections are retained in accordance with the RSM Section II.I, "REQUIRED RECORDS AND RECORDKEEPING SYSTEM".

3. PROCEDURE FOR COMPONENTS

a. Preliminary Inspections are provided for with the use of and sign off on the Component Service Order.

b. The Technician checks for the state of preservation and obvious defects; Proper documentation, identification, and traceability; Shipping damage and contamination; State of preservation and life limits; AD and Service Bulletins; Functional test or tear down inspections and determination/confirmation of the work scope prior to beginning work on the article.

c. If applicable the life or overhaul cycle of a component and the component's current status shall be determined as part of the Preliminary Inspection.

d. Components identified as non-repairable or beyond economical repair are identified as such in the Corrective Action field of the Component Service Order and are documented with "Customer elects not to work at this time". In addition the component will be tagged with the Rejection/Scrap Tag.

e. Findings from the Preliminary Inspection and tear down activities are recorded on the Service Order and disposition accordingly. These findings may also be communicated to the customer.

4. RECORDS, REPORTS, AND FORMS

a. Aircraft Service Order (ACSO) Form
b. Component Service Order (CSO) Form
c. Parts Identification Tag
d. Rejection/Scrap Tag
e. Preliminary Inspection (PI) Form

G. HIDDEN DAMAGE INSPECTION

Purpose:	To provide for a description of the system and procedures used for inspecting all articles that have been involved in an accident for hidden damage before maintenance or alteration is performed.
Scope:	Upon notification that an article has been involved in an accident
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - “ACRONYMS AND DEFINITIONS”.
References:	*FAR 145.211*

1. PROCEDURE

a. A Hidden Damage Inspection will be performed on any article that has been involved in an accident and presented to the Repair Station for evaluation or repair.

b. The Hidden Damage Inspection shall occur before any maintenance, preventive maintenance, alteration or repair activities take place.

c. The Hidden Damage Inspection will be performed by Quality Inspector(s).

d. The Chief Inspector/Director of Quality in consultation with the manufacturer of the article will determine the scope and detail of the hidden damage inspection. It will include the damaged area as well as adjacent and associated areas.

e. The scope and detail of the Hidden Damage Inspection will be determined by the Chief Inspector/Director of Quality and documented as tasks on the Aircraft Service Order or Component Service Order.

f. Findings from a Hidden Damage Inspection (will be recorded on the Aircraft Service Order or Component Service Order).

2. RECORDS, REPORTS, AND FORMS

a. Aircraft Service Order (ACSO) Form
b. Component Service Order (CSO) Form
c. Parts Identification Tag
d. Rejection/Scrap Tag
e. Preliminary Inspection (PI) Form
f. Hidden Damage Inspection (HDI) Form

H. IN-PROCESS INSPECTION

Purpose:	To provide for performing In-Process Inspection and maintaining Continuity of Inspection.
Scope:	Maintenance and alterations performed by the Repair Station and/or contracted to another facility.
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - “ACRONYMS AND DEFINITIONS”.
References:	*FAR 145.211, 145.213*

1. PROCEDURE

a. In-Process Inspection takes place on an article prior to work beginning, and during various stages of disassembly, repair, and reassembly and recorded on the Aircraft Service Order or the Component Service Order.

b. Discrepancies shall be noted on the respective Aircraft Service Order or Component Service Order as appropriate.

c. Rework shall be carried out by creating the discrepancy on an Aircraft Service Order or Component Service Order as appropriate, and referencing the originating Service Order.

d. This may be initiated in several different manners;

   1) Predetermined inspection steps, which may be part of a job instruction card, work instructions of an STC, work instructions of an Engineering Order, etc.

   2) Inspection steps as determined by the Chief Inspector/Director of Quality.

e. This may be described in a *Maintenance Manual* or other Instructions for Continued Airworthiness, called out on various Repair Station maintenance forms or as required by the Quality Inspector.

   1) Steps may be performed out of sequence when cognizant engineering approval is provided and/or the Quality Inspector is able to maintain continuity of the inspection process and of the workflow required by the work instructions or maintenance procedures.

f. Requires that qualified Quality Inspectors perform Visual, Dimensional or Non-Destructive Test (NDT). Only Individuals authorized and listed on the Repair Station Inspection Roster may perform In-Process Inspection.

   1) Quality Inspectors shall sign off on In-Process Inspections with inspection stamp, (or signature and employee number), and date.

g. This task shall be carried out on contracted maintenance functions performed by non-certificated facilities to determine whether maintenance was performed satisfactorily.

2. REJECTION FOLLOWING IN-PROCESS INSPECTION

a. The Quality Inspector is responsible for ensuring the maintenance or alterations performed by the Repair Station meet the applicable airworthiness requirements of the article being maintained or altered. In-Process Inspections are the means by which this is accomplished. In the event maintenance or alterations have been rejected following the In-Process Inspection, the responsible Quality Inspector is authorized to determine how Corrective Action will be affected.

b. The Repair Station's "Short-Signing" Process may be utilized with regard to In-Process Inspection sign off requirements.

c. Records shall be made part of the Repair Station record keeping requirements.

3. CONTINUITY OF INSPECTION

a. Maintenance and Inspection responsibilities may be performed across multiple shifts for projects and tasks that cannot be completed during one shift.

b. A shift Turnover procedure ensures that a continuity of inspection pertinent to maintenance status of aircraft and components, schedules, work planning and associated items of importance are properly relayed when there is a relieving shift.

c. The Turnover procedure will be kept utilizing the BAM Work Status Turnover Form WST to incorporate a written description of work to be turned over that is started but not completed. The form is typed then distributed through company email, may be printed, but will be made available to assigned maintenance personnel.

d. Format and required information is described in the BAM Forms Manual which will include the date and shift the turnover form was completed, aircraft registration number, work order number, service order number, description of work to be turned over and name of the individual submitting the form.

e. The BAM Work Status Turnover Alternate Form WSTA is used when access to a computer terminal is not available, such as performing work away from the repair station's fixed location. The form is kept with the work order package during the work process.

4. RECORDS, REPORTS, AND FORMS

a. Aircraft Service Order (ASCO) Form
b. Component Service Order (CSO) Form
c. Work Status Turn Over Report (WST) Form
d. Turn Over Report Alternate (WSTA) Form

I. FINAL INSPECTION

Purpose:	To provide for inspections of articles maintained or altered by the Repair Station before approving for Return To Service (RTS).
Scope:	Review of Repair Station forms, paperwork and documents used during maintenance or Alterations.
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*FAR 145.155, 145.211, 145.213*

1. PROCEDURE

a. The authorized Inspector has the responsibility of ensuring the maintenance or alterations performed by the Repair Station meet the applicable airworthiness requirements of the article being maintained or altered. Final Inspection is the means by which this is accomplished.

1) A Final Inspection shall be performed on each article before it is approved for Return To Service (RTS).

2) Prior to submitting an article for Final Inspection, Repair Station Technicians shall ensure all other related maintenance affecting the airworthiness of the article have been completed and properly performed. Presentation of an article for Final Inspection shall signify fulfillment of this requirement.

b. The Final Inspection includes but is not limited to:

1) A review of forms, paperwork and documents used during maintenance and an inspection of the article.

2) The Final Inspection Checklist (Return To Service [RTS] Form) is used as a checklist to ensure all processes are complete.

c. Persons performing Final Inspections shall be certificated under FAR 65 and are assigned to the current Inspection Roster located in the office of the Chief Inspector/ Director of Quality and shall be:

1) thoroughly familiar with the applicable regulations and the inspection methods, techniques, practices, aides, equipment and tools used to determine airworthiness of the article and
2) proficient in using the various types of inspection equipment and visual inspection aids appropriate for the article being inspected and
3) able to understand, read and write English.
4) Tooling accountability check has been performed to ensure both the Repair Station and technician personal tools have been accounted for prior to approving an article return to service .

d. Final Inspection discrepancies are recorded on the Aircraft Service Order.

e. The Repair Station Inspector's signature and Employee Number in the "Inspected By" block of a Service Order denotes Final inspection and approval for Return To Service (RTS) for the work performed on that Service Order.

2. REJECTION FOLLOWING FINAL INSPECTION

a. The authorized Quality Inspector has the responsibility of ensuring the maintenance or alterations performed by the Repair Station meet the applicable airworthiness requirements of the article being maintained or altered. Final Inspections are the means by which this is accomplished.

b. In the event maintenance or alterations have been rejected following the "Final Inspection", the Quality Inspector, having final responsibility for quality and airworthiness, also holds the authority to determine how Corrective Action will be affected. There are several methods for taking Corrective Action (or Re-Work) following the Final Inspection. In all cases, the article must meet the applicable Airworthiness Requirements, and all maintenance or alterations shall be properly documented.

c. An Inspector may observe the Corrective Action Process (such as Re-Work, or documentation issues, etc.); or

d. The Inspector may invoke the Repair Station's Corrective Action Procedure.

e. For more complex issues or tasks, an authorized Inspector may require that an additional Aircraft Service Order or Component Service Order be generated to capture the work, and any additional requirements for In-Process Inspections.

3. RECORDS, REPORTS, AND FORMS

a. Aircraft Service Order (ACSO) Form
b. Component Service Order (CSO) Form
c. Return To Service Checklist (RTS) Form

J. WORK SIGN OFF

Purpose:	• To provide for the signing off of Maintenance and Alterations on articles for which the Repair Station is rated. • To define the responsibility accepted when signing off Maintenance and Alterations. • To provide for the management, administration and use of Inspection Stamps.
Scope:	All Repair Station forms, paperwork and documentation used to perform Maintenance and Alterations.
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*FAR 145.211*

1. PROCEDURE

a. GENERAL POLICY

1) Only ink pens with black or blue ink are authorized for use on Repair Station forms

2) Technicians and Inspectors will use their assigned stamp, or signature, employee number and date to indicate work performed.

   a) Discrepancies that will not be worked or when work is stopped shall be indicated as such by the designation "Customer elects not to work at this time" followed by the Technician's, and Inspector's stamp, or signature and employee number and date in the Corrective Action block of the Service Order. The Service Order will be closed out by the Quality Inspector with "All other blocks will be marked "NA". The Quality Inspector will then determine if an unairworthy condition exists. If the customer elects to work a discrepancy that was previously entered as "Customer elects not to work at this time," the discrepancy shall be rewritten as a new Service Order.

   b) Discrepancies that are dispositioned: "Entered in Error" or "Duplicate Discrepancy", will be signed off in the "Inspected by" block. All other blocks will be marked "NA".

3) Corrective Action or material information requiring additional space is continued on the Service Order Continuation. In this case the last line of the Corrective Action will indicate “Continued on Next Page” or similarly worded statement. The “Inspected By” block of the Service Order, the “Completed By” and “F/T” (Function Test) blocks will be marked “NA”. All sign-offs will be done on the Service Order Continuation Sheet.

4) A Corrective Action shall indicate a positive action that is understandable and legible, of what took place to correct or satisfy the discrepancy.

5) The “Completed” and “Inspected By” blocks may be signed off with open items on the “Removal and Installation” Form and/or with open F/Ts.

NOTE

If the “F/T” requirement is left open, it must be documented in the Corrective Action block of the Service Order.

6) The “F/T” block may be signed off by the individual performing or witnessing the functional test. Functional test may be accomplished by actual performance, simulated with test equipment or by a flight test. If F/T is not required enter “N/A” in the “F/T” block. The Quality Inspector ultimately determines whether or not an F/T is required.

b. SIGNING OFF MAINTENANCE AND ALTERATIONS

1) The Quality System requires Maintenance Technicians to affix their stamp, (or signature with employee number), and date on the appropriate form for work performed by them prior to submitting the item to a Quality Inspector for inspection of that work. This is a Technician sign off. Technicians will use their stamp, (or signature with Employee Number), and Date to indicate work performed. Sign off on all other forms may be stamped, (or initials/signature and employee Number), and Date.

   a) More than one Technician may sign off for work performed.

   b) Corrective action carried out by more than one individual shall have each action recorded and short signed. The short sign consists of the Technician’s stamp, or signature and employee number, date. Also short sign will have the Quality Inspector’s stamp or signature, employee number and date.

   c) Where employee number and date are required, the Technician shall affix their signature with their employee number.

2) Quality Inspectors (as listed on the Repair Station Inspection Roster) will indicate acceptance (satisfactory inspection) of the work performed by affixing their inspection stamp (or signature with employee number), and date on the appropriate form. This is a Quality Inspector sign off.

3) Inspection of maintenance or alterations may be accomplished by physical inspection, by ensuring that a series of short signs meets the requirements for correcting a discrepancy or incorporating an alteration or by a combination of both methods.

4) Functional Tests/Operational Checks/Leak Checks and open items on the Removal and Installation Log stand on their own and do not preclude a Quality Inspector sign off in the "Inspected By" block of a Service Order.

5) Inspection forms with items that may not be applicable to the aircraft being inspected as when "equipment is not installed" or "not applicable by part number or serial number," will have that item marked "N/A" adjacent to the inspection item and the reason for the "N/A" indicated.

6) In the case of major repairs or major alterations, the FAA Approved Data used to provide for the repair or incorporate the alteration must be listed for proper sign off.

   a) The Corrective Action of the Service Order shall include a description of the repair or alteration, the data used to provide for the repair or incorporate the alteration and the FAA Approval Basis

c. SIGN OFF RESPONSIBILITY

1) A Technician sign off in the "Completed By" block of a Service Order for a Corrective Action with no short signs indicates that the Technician has performed the Corrective Action. Additionally by signing the "Completed By" block, the Technician has determined that all requirements necessary to correct the discrepancy have been met, that all acceptable/approved data required has been utilized and documented, all other related maintenance affecting the airworthiness of the article has been completed and properly performed and that the article is approved for Return To Service (RTS) with respect to the work performed.

2) A Technician sign off in the "Completed By" block of a Service Order for a Corrective Action made up of short signs indicates that the Technician has performed the last step/entry in the Corrective Action and any entry in that Corrective Action that is not short signed. Additionally by signing the "Completed By" block, the Technician has determined that all requirements necessary to correct the discrepancy have been met, that all acceptable/approved data required has been utilized and documented all other related maintenance affecting the airworthiness of the article have been completed and that the article is approved for Return To Service (RTS) with respect to the work performed.

3) In all cases, a Technician sign off, in the "Completed By" block of a Service Order, indicates that all applicable part numbers and serial numbers have been recorded and a detailed description of the Corrective Action has been documented.

4) A Quality Inspector sign off in the “Inspected By” block of a Service Order for a Corrective Action with no “Short Signs” indicates that the Quality Inspector has performed a physical inspection of the work performed to ensure that all requirements necessary to correct the discrepancy have been met, that the applicable acceptable/approved data required has been utilized and documented and that the article is approved for Return To Service (RTS) with respect to the work performed.

5) A Quality Inspector sign off in the “Inspected By” block of a Service Order for a Corrective Action made up of “Short Signs” indicates that the Quality Inspector has reviewed the Corrective Action, has determined that all requirements necessary to correct the discrepancy have been met, that all acceptable/approved data required has been utilized and documented and that the article is approved for Return To Service (RTS) with respect to the work performed.

6) In all cases, a Quality Inspector sign off, in the “Inspected By” block of a Service Order, indicates that all applicable part numbers and serial numbers have been recorded and a detailed description of the Corrective Action has been documented. This is also known as the “Final Inspection” of a Service Order

d. ITEMS CUSTOMER ELECTS NOT TO WORK OR CUSTOMER ELECTS TO DEFER

1) The Item will have the following words (or similar) “Customer elects not to work at this time”.

2) The Service Order will be forwarded to Quality to compile a list of discrepancies affecting airworthiness to be included with the Work Order Package.

   (a) If the Item is to be deferred; the customer must have an appropriate mechanism for deferring the item (i.e. MEL, LOA, etc.)

2. RECORDS, REPORTS, AND FORMS

a. Aircraft Service Order (ACSO) Form
b. Component Service Order (CS0) Form
c. Work Order Control Sheet (WOCS)
d. Aircraft Service Order Continuation (SOC) Form

K. APPROVAL FOR RETURN TO SERVICE (RTS)

Purpose:	To provide for the approval for Return To Service (RTS) of articles after maintenance and alterations.
Scope:	Maintenance and alterations on all articles for which the Repair Station is rated.
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*FAR 145.211, 145.213, 43.9, 43.11*

1. PROCEDURE

a. Approval for Return To Service (RTS) shall meet the requirements of FAR 43.9 and/or FAR 43.11 as appropriate.

b. The Repair Station may only approve for Return To Service (RTS) those articles for which it is rated.

c. Persons authorized by the Repair Station to approve for Return To Service (RTS) shall be certificated under 14 CFR §65 and listed on the Repair Station Inspection Roster.

d. The Repair Station Quality Inspectors stamp or signature and employee number in the "Inspected By" block of a Service Order denotes Final Inspection and approval for Return To Service (RTS) for the work performed on that Service Order.

e. Approval for Return To Service (RTS) for aircraft and engines will be made in the owner/operator's Maintenance Records Log Book and the content shall include:

   1) A description (or reference to data acceptable to the FAA) of the work performed or type of inspection and the parts used.

   2) The date the article is approved for Return To Service (RTS) and for approval for Return To Service (RTS) after inspections, the total time in service.

   3) The name of the person who is approving for Return To Service (RTS) (as authorized by the Repair Station).

   4) Signature, certificate number and kind of certificate held by the person approving the work (Repair Station Certificate number).

f. Approval for Return To Service (RTS) for appliances and component parts will be made on Component Service shall include:

   1) A description (or reference to data acceptable to the FAA) of the work performed or type of inspection and the parts used.

2) The date the article is approved for Return To Service (RTS) and for approval for Return To Service (RTS) after inspections, the total time in service.
3) The name of the person performing the work.
4) The name of the person who is approving for Return To Service (RTS) (as authorized by the Repair Station).
5) If the maintenance was performed on an article that is life limited, the total time and total cycles.
6) If periodic overhaul is required, the time since overhaul.

g. If an aircraft, following inspection, is not approved for Return To Service (RTS) because it does not meet the applicable type certificate data, airworthiness directives or other data upon which airworthiness depends, the owner/operators shall be given a signed and dated list of those discrepancies and the aircraft will not be approved for Return To Service (RTS).

h. When the Repair Station is performing maintenance for an Air Carrier, the Air Carrier's Maintenance Release procedure shall be followed.

i. The Chief Inspector/Director of Quality will reference FAR 1 and FAR 43 Appendix A to determine if repairs or alterations are major.

j. Following major repair or alterations, Repair Station personnel having Return To Service (RTS) authority, are responsible to ensure all required *Flight Manual* supplements, weight and balance supplements, and maintenance manual supplements (ICA) are available.

k. FAA Form 337 shall be used to record major repairs and major alterations except that the Service Order with Maintenance Release statement prepared in accordance with FAR 43 Appendix B may be used to approve for Return To Service (RTS) major repairs made in accordance with FAA approved data.
1) Execute the FAA Form 337 at least in triplicate.
2) Give a signed original to the owner/operator.
3) Forward a copy to the FAA within 48 hours
4) File one copy in the Repair Station records for the aircraft.

l. FAA Form 337 may only be completed by certificated persons and as authorized by the Repair Station on the Repair Station Inspection Roster.

m. The Chief Inspector/Director of Quality shall ensure, and be responsible for testing, training, and authorizing Repair Station personnel with approval for Return To Service (RTS) authority.

n. Only Repair Station personnel who are properly authorized and trained shall issue the approval for Return To Service (RTS) for aircraft and aircraft components.

o. Examples of Maintenance Record Entries listed in the Forms Appendix (or similarly worded statements) may be used for the approval for Return-to-Service Process.

p. FAA Form 8130-3 is the approval for Return To Service (RTS) for components not associated with a particular airframe or Engine. Only Authorized Quality Inspectors may sign the approval portion of the FAA Form 8130-3.

2. RECORDS, REPORTS, AND FORMS

a. Aircraft Service Order (ACSO) Form
b. Component Service Order (CSO) Form
c. Work Order Control Sheet (WOCS)
d. Return To Service Checklist (RTS) Form
e. FAA Form 337
f. FAA Form 8130-3

L. CALIBRATED TEST EQUIPMENT

Purpose:	To provide procedures used for calibrating measuring and test equipment to a standard acceptable to the FAA and to provide the intervals at which the equipment will be calibrated.
Scope:	All precision tools, measuring devices and test equipment used to determine airworthiness of articles for the Repair Station
Responsibility:	• Materials Manager • Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - “ACRONYMS AND DEFINITIONS”.
References:	*FAR 43.13(a), 145.211 (c), 145.109(b)*

1. PROCEDURE

a. The Materials Manager is responsible for measuring and test equipment calibration and record keeping requirements.
b. In house and outside contractor calibration is traceable to standards recommended by the manufacturer, and/or the National Institute of Standards and Technology (NIST) or other national authority accepted by the FAA.
c. Measuring and test equipment is calibrated at regular intervals, as established by the manufacturer or the Repair Station. Equipment that must be calibrated before each use is identified on the equipment record. For equipment that does not require calibration a “Calibration Not Required” label may be affixed.
d. The Chief Inspector/Director of Quality is responsible for determining if equipment was out of tolerance, based on the calibration report, and whether or not articles must be recalled.

e. All measuring and test equipment will have a serial number either as provided by the manufacturer or by the Repair Station.

f. Records of calibration are maintained by the Repair Station for a minimum of two years and include:

1) Name of person/ company who performed the calibration,

2) Date of calibration,

3) Date of next calibration due,

4) Standard and method used to perform the calibration,

5) Results of the calibration including actual readings at test points if applicable, and pass/ fail notations.

g. To prevent the use of non-calibrated equipment in the maintenance process, calibration status of equipment is provided by a label affixed to the respective equipment. Labels include tool serial number or tool number, date of last calibration and date next calibration is due.

h. The Repair Station maintains a data list of calibrated measuring and test equipment that includes the following:

1) Equipment name,

2) Model or Part Number,

3) Serial Number,

4) Date of last calibration,

5) Date of next due calibration.

j. Employee owned measuring and test equipment are included in the calibration program.

NOTE

Measuring and Test equipment for which a due date is documented by month/year or month/day/year, the actual due date will be the last day of the respective month/ year.

2. NEW CALIBRATED EQUIPMENT

a. Upon receipt of new equipment, by the Repair Station, the Materials Manager will notify the Chief Inspector/Director of Quality or designee so as to add the new equipment to the calibration list of tool inventory.

b. Upon receipt of new equipment by an employee, the employee will notify the Materials Manager or Chief Inspector/Director of Quality so as to add the new equipment to the calibration list of tool inventory.

3. RESPONSIBILITY FOR USE OF EQUIPMENT

a. Use of Measuring and Test Equipment

1) Maintenance personnel are responsible for verifying calibrated equipment currency when performing maintenance or inspection procedures.

2) Any precision tool, measuring device, or test equipment that has exceeded its inspection or calibration interval; has broken inspection or calibration seals; is suspected of malfunctioning or determined to be unreliable will be reported to the Materials Manager, removed from service and subject to recall.

4. EQUIPMENT AUDITS

a. The Materials Manager manages the calibration program and will ensure the equipment is calibrated prior to being overdue by reviewing the tool data base every 30 days to ensure no tool has passed its calibration due date and to ensure any tool that cannot be calibrated prior to the calibration due date is tagged and removed from service.

b. The Chief Inspector/ Director of Quality or designee will be responsible to perform spot audits that verifies the tooling is calibrated and safe for operation.

c. Measuring tools and equipment are scanned in and out of the tool rooms with traceability to the technician, work order and service order item for recall reporting.

5. RECORDS, REPORTS, AND FORMS

a. List of Calibrated tooling (TEL) Form
b. Calibration Label
c. Calibration Not Required (Label)

M. CORRECTIVE ACTION ON DEFICIENCIES

Purpose:	To provide procedures for taking Corrective Actions on deficiencies.
Scope:	Paperwork deficiencies, Maintenance deficiencies, Internal process deficiencies, Contract Maintenance deficiencies
Responsibility:	Operations Manager
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*FAR 145.211(c)*

1. PROCEDURE

a. MAINTENANCE DEFICIENCIES PRIOR TO RTS

1) Quality Inspector Findings

a) When a discrepant condition is discovered as a result of a quality inspection process, the Quality Inspector will identify the discrepant condition by highlighting the Service Order Control Number, affixing their inspection stamp, (or signature and employee number) and date adjacent to the control number, then documenting the condition on the reverse side of the Service Order.

b) The Quality Inspector will notify the Lead Technician who will reassign the Technician that performed the maintenance task (or assign another Technician) to that maintenance task to correct the discrepant condition.

NOTE

The Quality Inspector will not be assigned to carry out that Corrective Action.

c) The Technician will correct the discrepant condition, document the Corrective Action on the reverse side of the Service Order, affix their stamp, (or signature and employee number), and date, and submit to the Inspector

d) The Quality Inspector will clear the action by affixing their stamp and date, again, adjacent to the Service Order Control Number.

b. MAINTENANCE DEFICIENCIES - POST RTS

a) If a deficiency is noted after the article is approved for return to service, the Accountable Manager will notify the CHDO via the voluntary self-disclosure reporting program addressed by the current edition of AC 00-58 Voluntary Disclosure Reporting Program.

b) If applicable, follow Order 8120.16 (SUP) and also notify the owner/ operator of any potential problems and recall any unairworthy parts or products.

c) The Chief Inspector/Director of Quality will open an internal investigation, as outlined in Self Audit below, into the cause of the deficiency and prepare corrective actions planned to eliminate any potential safety threats posed by unapproved or improperly maintained parts or products and to prevent a recurrence of the same or similar problems.

c. SELF AUDIT NON-CONFORMITIES

1) The Chief Inspector/Director of Quality is responsible for conducting self-audits of the facility.

2) All deficiencies found throughout the Repair Station that may have been created by one of the conditions noted below are to be reported.

   a) Inadequate definition of procedure or policy

   b) Failure to properly follow an existing procedure or policy

   c) Repetitive incoming article failures

   d) Human Factors such as environment, working conditions, training, instructions, resources, etc.

3) After notification, the Operations Manager or delegate will review the housing, facilities, equipment, personnel qualifications, and procedures to determine if the condition is caused by a process problem.

4) Deficiencies that are determined not to be a process related will be corrected within Federal Aviation Regulations and Repair Station policies and will require no further action.

5) Deficiencies considered to be caused by a process shall be documented by the Operations Manager or delegate.

6) The condition requiring the Corrective Action will be evaluated to determine the severity and to set an acceptable time frame for rectification:

   a) **Priority 1**: Requires immediate action as the condition represents an imminent hazard to people or property.

   b) **Priority 2**: Represents time-sensitive issues where safety or other important issues are of above normal concern and must be corrected within 7 days.

   c) **Priority 3**: Includes any other issues where safety or other categories are of moderate concern and must be corrected within 14 days.

7) The Corrective Action will be tracked by the Operations Manager from the time of Initiation through Root-Cause Investigation and Determination, Corrective Action, Review, and Corrective Action Acceptance.

   a) Root causes will be documented on the Root Cause Analysis (RCA) section of the Corrective Action for Deficiency (CAD) form and may be determined by, but not limited to, performing the following:

      (1) Interviewing involved parties within the Repair Station.

      (2) Interviewing and investigating contracted outside sources.

      (3) Visual and physical inspections.

      (4) Maintenance record review.

   b) The Accountable Manager or delegate will review the Root Cause and Corrective Action.

      (1) If the Root Cause and Corrective Action are found to be acceptable, the CAD will be closed.

      (2) If the Root Cause and Corrective Action are found to be unacceptable, the Corrective Action will be forwarded to the Operations Manager who will be responsible to correct the deficiency and return the Corrective Action for an additional review.

8) The Accountable Manager or delegate will perform a follow-up audit of all Priority 1 and 2 Corrective Actions and a sampling of other Corrective Actions to ensure they are effective.

2. RECORDS, REPORTS, AND FORMS

a. Corrective Action for Deficiency (CAD) Form

N. REPORTING MALFUNCTIONS OR DEFECTS

Purpose:	To provide for notification to the FAA of any failure, malfunction or defect of an article.
Scope:	Failures, malfunctions, or defects discovered on articles for which the Repair Station is rated.
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*FAR 145.221*

1. PROCEDURE

a. Within 96 hours after discovery of any serious failure, malfunction, or defect on an article for which the Repair Station is rated, the properly executed M or D Service Difficulty Report (will be forwarded to the FAA).

NOTE

This form may be filled out electronically on line via the Service Difficulty Reporting (SDR) Home Page:
https://av-info.faa.gov/sdrx/Default.aspx

b. While performing maintenance, alteration or inspections on aircraft operated under Part 121 or 135, upon finding a serious failure, malfunction or defect, the operator's procedures for notification will be followed.

1) The Repair Station will ensure the Report is not duplicated as per §145.221 (d), by coordinating with the Operator.

c. If the operator has no procedure for authorizing the Repair Station to report a finding to the FAA on their behalf, it shall be the responsibility of this Repair Station to make a report in accordance with FAR 145.221.

d. The Chief Inspector/Director of Quality will ensure the SDR/M&D report is completed.

2. RECORDS, REPORTS, AND FORMS

a. M&D Report (FAA Form)

O. REPAIRMAN

Purpose:	To define the procedure for recommendation and surrendering FAA Certificates issued per §65.101.
Scope:	As Per §145.159 Boca Aircraft Maintenance may choose to recommend and have certificated, individuals who are required by §145 to hold a certificate issued under §65.101 and are specially trained and/or qualified.
Responsibility:	Chief Inspector/Director of Quality
Definitions:	Refer to Appendix B - "ACRONYMS AND DEFINITIONS".
References:	*§65.101;§145.159*

1. PROCEDURE

Refer to Section II-A "PERSONNEL ROSTER" for information Personnel Roster Updates.

a. RECOMMENDING PERSONNEL

1) The Operations Manager will initiate the recommendation for Repairman based upon the Repair Station capabilities.
    a) The Operations Manager or designee will ensure the requirements of §65.101 and §145.159 are met by the applicant.
2) The Chief Inspector/Director of Quality will Initiate and complete the Airman Certificate and/or Rating Application (FAA Form 8610-3).
3) The Applicant will sign the applicable sections of the application (FAA Form 8610-3) in the presence of the CHDO Inspector.
4) The Chief Inspector/Director of Quality will track the application process by the CHDO through certificate issued to the person.

b. SURRENDERING REPAIR CERTIFICATE(S)

1) The Chief Inspector/Director of Quality will take possession of the certificate, initiate the Letter of Surrender, and Ensure the Letter and Certificate are forwarded to the CHDO.

2. RECORDS, REPORTS AND FORMS

a. FAA Form 8610-3

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APPENDIX A – HANGAR LOCATIONS & DESCRIPTIONS

A. GENERAL

1. Boca Aircraft Maintenance's primary Maintenance/Alteration hangar is located at:

   3300 Airport Road Hangar 2
   Boca Raton, FL 33431

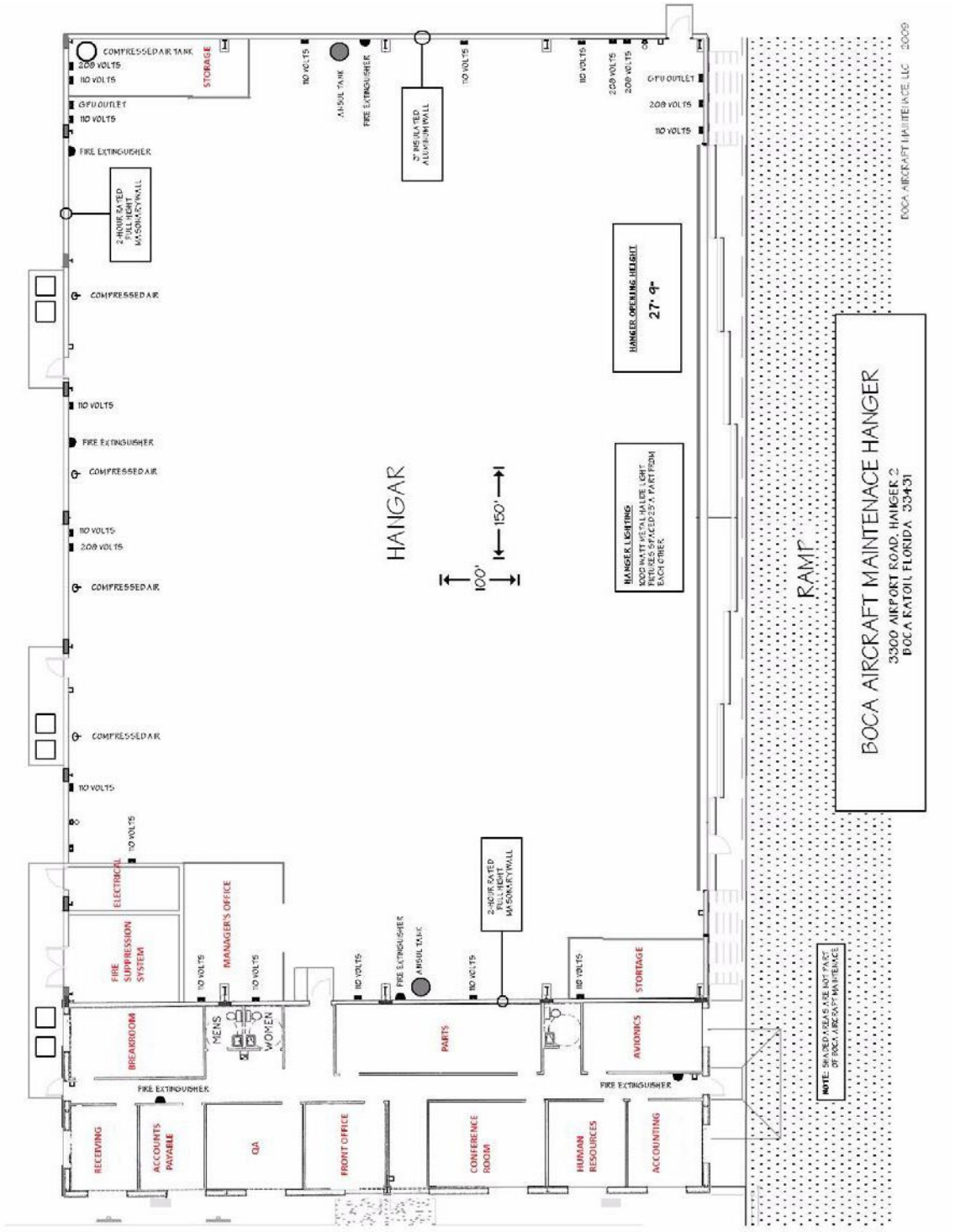
2. Boca Aircraft Maintenance provides Maintenance/Alteration at Additional Fixed Location(s) located at:

   14600 NW 42nd Ave.
   Opa-Locka, FL 33054

B. BOCA RATION HANGAR INFORMATION

1. Hangar measures approximately 150 ft. by 100 ft.
2. The parts inventory is housed in a climate controlled room within the confines of the Hangar building.
3. Chief Inspector/Director of Quality will update floor plan of the hangar building when permanent changes to offices or hangar layouts are made.

C. BOCA RATION HANGAR FLOOR PLAN



D. OPA-LOCKA HANGAR INFORMATION

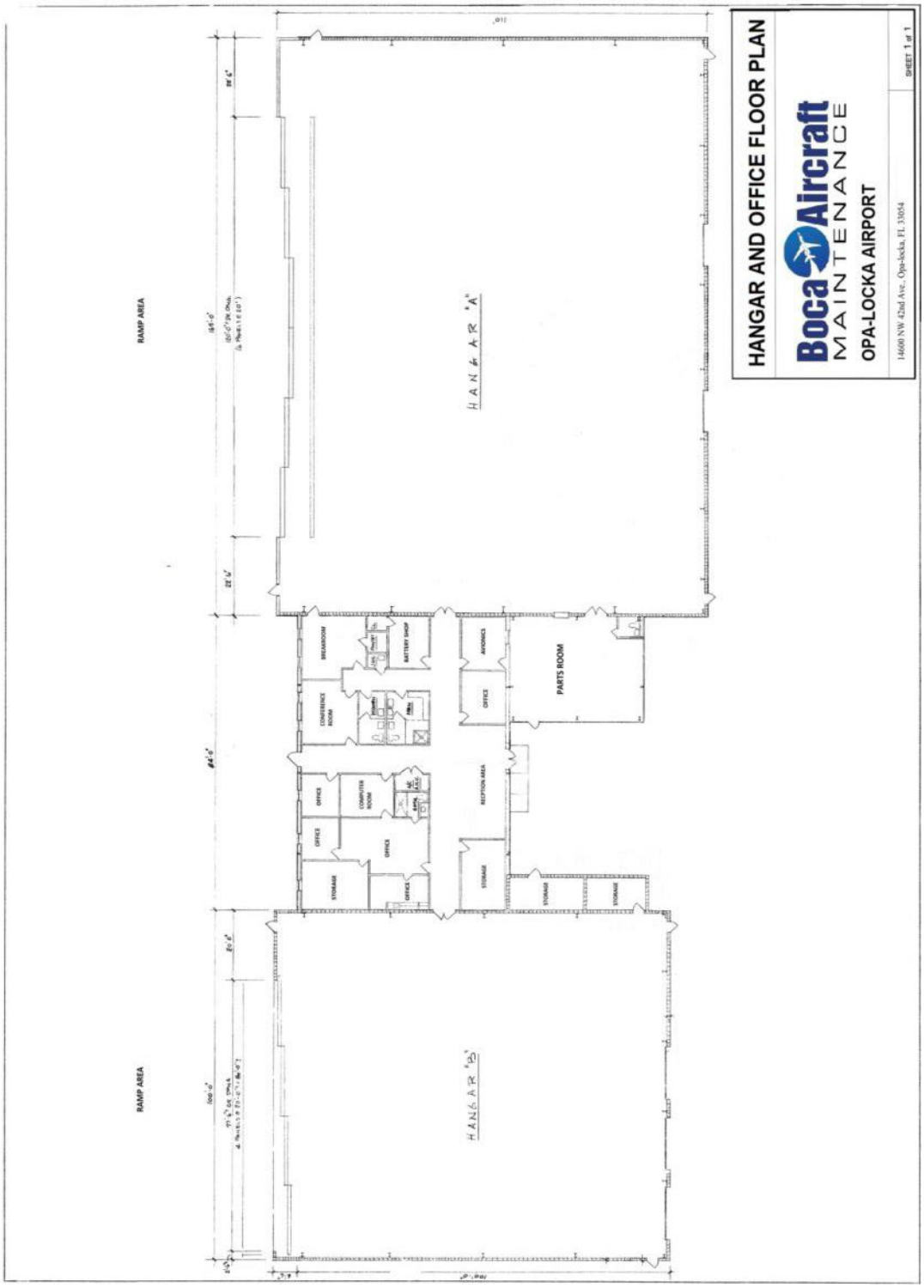
1. Hangar A measures approximately 165 ft. by 110 ft.

2. Hangar B measures approximately 100 ft. by 100 ft.

3. The parts inventory is housed is a climate controlled room within the confines of office space between the two hangars.

4. The Chief Inspector/Director of Quality will update the floor plan of hangar building when permanent changes to offices or hangar layouts are made.

E. OPA-LOCKA HANGAR FLOOR PLAN



APPENDIX B – ACRONYMS AND DEFINITIONS

A. ACROYNMS

Acronym	Meaning	Acronym	Meaning
AOG	Aircraft On Ground	**MRT**	Mobile Repair Team
BAM	Boca Aircraft Maintenance	**NIST**	National Institute of Standards and Technology
CAA	Civil Aviation Authority	**NDT**	Nondestructive Testing
CAN	Corrective Action Notification	**OJT**	On-the-Job Training
CFR	Code of Federal Regulations	**PAI**	Principal Avionics Inspector
CHDO	Certificate Holder District Office	**PI**	Principal Inspector
DAR	Designated Airworthiness Representative	**PMI**	Principal Maintenance Inspector
DAS	Designated Alteration Station	**QAN**	Quality Alert Notice
DER	Designated Engineering Representative	**QCM**	Quality Control Manual
FAA	Federal Aviation Administration	**QI**	Quality Inspector
FAR	Federal Aviation Regulation	**RII**	Required Inspection Item
FSDO	Flight Standards District Office	**RSM**	Repair Station Manual
GSE	Ground Support Equipment	**RTS**	Return-to-Service
ICA	Instruction for Continued Airworthiness	**TPM**	Training Program Manual
IPC	Illustrated Parts Catalog		
MM	Maintenance Manual		

B. DEFINITIONS

Term	Definition
Acceptable	Data is acceptable when it meets the requirements of the applicable regulations.
Accountable Manager	The person designated by the certificated Repair Station that is responsible for and has the authority over all Repair Station operations that are conducted under §145. This person's duties include ensuring that Repair Station personnel follow the regulations.
Adjustment	Functional or operational testing, and/or Rigging or adjustment of systems that were disturbed during maintenance or alteration. Does not include routine operational, functional, rigging checks where a system has not been disturbed (i.e. inspection program task), unless an adjustment is made.
Airworthiness Release Walk-Around Inspection	Walk-around "visual" survey of an aircraft or component, after all work has been completed, to identify obvious (highly visible) discrepancies or defects affecting airworthiness. Does not require any disassembly of the article.
Approval for Return-To-Service	The process of an appropriately authorized Quality Inspector ensuring that all airworthiness requirements for the maintenance performed have been properly completed.
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 (OPS SPECS).
Article	An aircraft, airframe, aircraft engine, propeller, appliance, or component part.
Component Repair/Alteration	Component maintenance or alterations. This does not include software updates that DO NOT change component Part Number/Model number.
Contract	Entering into an agreement between two or more persons for the performance of maintenance functions on an article.
Correction	An action taken to eliminate a detected Non-Conformity.

Term	Definition
Corrective Action	An action taken to eliminate the cause of a detected Non-Conformity or other undesirable condition to prevent its reoccurrence. For Repair Stations electing to use an ISO 9000 or similar system, the undesirable condition may include potential regulatory violations, which differs from a Non-Conformity requiring correction.
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.
Directly in Charge	Responsible for the work of a certificated Repair Station that performs maintenance, preventative 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 decisions from higher authority.
Discrepancy/ Discrepant Condition	Conditions detected as a result of an aircraft inspection or inspection of work performed and discovered prior to the sign off of a Service Order.
Effective Mutilation	One or a combination of the following methods: grinding, burning, removal of a major integral feature, permanent distortion of products and articles, cutting a significant size hole with a cutting torch or saw, melting, sawing into many small pieces, and removing manufacturer identification, part, lot, batch, and serial number.
Equivalent Tools and Equipment	Equivalent, for the purposes of this paragraph, is a reference to tooling other than that which is recommended by the aircraft or aircraft component manufacturer, and is used for the purpose of complying with FAR 43 and is equivalent to the manufacturers' standards and specifications with respect to tolerances and accuracy.

Term	Definition
Final Inspection	An inspection of maintenance performed, prior to approval for Return-To-Service, to verify all maintenance affecting the airworthiness of the article has been completed and documented. Final Inspections should include a review of documents used during the maintenance (travelers, inspection sheets, discrepancy sheets, etc.) as well as an inspection of the article. An independent inspection to ensure the article for which maintenance was performed is: free from obvious defects and discrepancies, and does not require open up or removal.
Functional Check	Is a quantitative check to determine if one or more functions of an item perform within specified limits.
In-Process Inspection	Value added inspection step(s) that are predetermined and/or planned for the purpose of ensuring compliance with technical or regulatory requirements.
Inspected By	The person inspecting the work performed with respect to the work performed. Sign off will be with the inspection stamp and date indicating acceptance of the work performed.
Inspection for Shipping Damage	Assessment of the shipping container for suitability, external damage and contamination. Inspection to determine if internal packaging for environmental security has been compromised.
Inspection Forms	Forms used to provide for aircraft inspections required by FAR 91 or FAR 135.
Installation	The installation, or re-installation, of a component due to replacement, removal for access, or new installation.
Line Maintenance	• Any unscheduled maintenance resulting from unforeseen events; or • Scheduled checks that contain servicing and/or inspections that do not require specialized training, equipment, or facilities.
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.
Maintenance	Inspection, overhaul, repair, preservation, and the replacement of parts, excluding preventive maintenance.

Term	Definition
Maintenance Related Error	An error that has gone undetected by the maintenance and Quality Control functions, and was discovered subsequent to the sign-off of a Service Order.
Major Alteration	An alteration not listed in the aircraft, aircraft engine, or propeller specifications that: • Might appreciably affect weight, balance, structural strength, performance, power plant operation, flight characteristics, or other qualities affecting airworthiness; or • Is not done according to accepted practices or cannot be done by elementary operations
Major Repair	• If improperly done, might appreciably affect weight, balance, structural strength, performance, power plant operation, flight characteristics, or other qualities affecting airworthiness; • Is not done according to accepted practices or cannot be done by elementary operations.
Minor Alteration	An alteration other than a major alteration.
OK to Install	A verification of readiness prior to installation of any component that would prevent the accomplishment of a required inspection or maintenance task after its installation. This includes: • Review of the certifying documentation for installation eligibility and effectivity. • Visual inspection of the immediate area for obvious damage and cleanliness. • Review of the maintenance package to ensure that the closure will not impede any “open” discrepancies or inspection.
Operational Check	This is an operational test to determine whether a system or component is functioning properly in all aspects in conformance with minimum acceptable manufacture design specifications.
Operations Specifications (OPS SPECS)	The official document that describes the authorizations, ratings, and limitations of the Repair Station.

Term	Definition
Performed By	The person carrying out an inspection item or work performed. Sign off with signature or initials, employee number and date.
Preliminary Inspection	Walk-around "visual" survey of an aircraft or component, prior to commencing any work, to identify obvious (highly visible) discrepancies or defects affecting airworthiness.
Policy	A general plan or principle used to help make decisions or take action.
Preventive Action	An action taken to eliminate the cause of a potential Non-Conformity or other potentially undesirable situation. For Repair Stations electing to use an ISO 9000 system, preventive action is taken to prevent an occurrence, whereas Corrective Action is taken to prevent a reoccurrence. For a Repair Station 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 non-conformance.
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.
Quality Control Manual	A manual that describes the inspection and quality control procedures used by the Repair Station.
Rating	A statement that, as a part of the Repair Station's certificate, describes the special conditions, privileges, or limitations issued FAR 145.59, 145.61.
Raw Materials	Replacement components, hardware, sheet stock, tubing, extrusions, fabrics, sealants, adhesives, lubricants, paints, catalysts, solvents or any other material that would remain with an aircraft or component after approval for Return-to-Service.
Repair Station Manual	A manual that describes the procedures and policies of a Repair Station's operations.

Term	Definition
Required Inspection Item	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. A Required Inspection Item (RII) must be inspected by a trained, qualified, and authorized Quality Inspector. The Quality Inspector must be listed on the Repair Station's Inspection Roster and cannot be the same individual who performed the work.
Routine Inspection Item	Performed by a certificated Technician. Except that a non-certificated person may perform a routine inspection item provided a certificated Technician also signs off in the "Completed By" field as the person approving the work. Routine Inspection item will be signed off in the "Performed by" block.
Short Sign	A Corrective Action accomplished by one or more individuals that consists of multiple entries or steps. Each individual entry or step shall be signed off by the Maintenance Technician (with employee number, initials and date) and by a Quality Inspector.
Supervisor	A person who directs the work performed under the Repair Station's certificate and OPS SPECS. See FAR 145.153 for supervisory personnel requirements.
Supplier	Any person providing parts and/or service.
Surveillance	Follow-up steps taken to evaluate Supplier qualification and performance, such as: phone conversations, e-mail, postal mail, surveys, on-site visits, or Supplier audits.