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FAA Repair Station
Quality Control Manual

Mo/Yr

Revisions							Rev:	
Letter	E.O. Number - Description						Date	
Used On	Contract#:		**Your Company Name**					
Prepared By:		Date						
Your Dept:		Date						
Your Dept:		Date	**Repair Station Quality Control Manual**					
Your Dept:		Date	Your Manual #					
Your Dept:		Date	Size:	**A**	CAGE:		Form Rev: Orig	1 of 21

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1.0 Quality Control Manual (QCM)

The Company operates a quality management system to control:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) inspection activities:
   - [redacted]
   - [redacted]
   - [redacted]
   - [redacted]
f) [redacted]
g) [redacted]
h) [redacted]

1.1 Revision Control

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

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]

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

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1.2 Electronic Format

Manual(s) may be maintained on a computer network or other electronic medium [redacted] If the manual is maintained on a network server, the Company provides for the following:

a) Security [redacted]

b) Access [redacted]

c) Revisions [redacted]

d) Availability [redacted]

If the manual is maintained on [redacted] the Company provides for the following:

a) [redacted]

b) [redacted]

c) [redacted]

d) [redacted]

NOTE:
All document submissions, regardless of the media used, are signed by an appropriate manager and are accompanied by a cover letter that describes the submission.

2.0 Proficiency of Inspection Personnel

Part 65, Part 145, sections 145.211, 145.155, 145.157 and 145.161

2.1 Requirements of Inspection Personnel.

The Company ensures that inspection personnel are thoroughly familiar with the following:

a) [redacted]

b) [redacted]

c) [redacted]

2.1.1
The Company addresses how to establish the qualifications of the inspection personnel. The initial qualification may be based on [redacted]

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[redacted] The Company establishes the minimum amount of experience required before [redacted]

2.1.2

The Company describes how inspectors become qualified through "on the job training" (OJT) and/or formal classroom training. The training may [redacted] Training includes [redacted] Inspection personnel require [redacted] Inspectors performing Nondestructive Testing (NDT) meet the qualification requirements of other industry standards, such as [redacted]

2.1.3

Inspection personnel are provided technical data to properly perform their tasks. They understand current specifications involving [redacted] Inspection personnel are familiar with the RSM and QCM for the Company as well as the applicable federal aviation regulations.

2.1.4

The Company addresses where the technical data is located, who is responsible for maintaining the current data and how the inspectors will be made aware of changes.

When the person performing final inspection is authorized to approve an article for return to service, that person is [redacted] When final inspection personnel are authorized to approve an article for return to service, the Company addresses [redacted]

This is accomplished by:

a) [redacted]

b) [redacted]

c) [redacted]

d) [redacted]

e) [redacted]

f) [redacted]

g) [redacted]

h) [redacted]

i) [redacted]

j) [redacted]

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3.0 Current Technical Data

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

3.1 General

The Company ensures that current technical data is available for the scope of work the Company is performing. The Company requires each person performing maintenance, alteration or preventive maintenance to use [redacted] The certificated repair station does not approve for return to service any article unless [redacted]

The technical data used by the Company includes any of the following:

a) [redacted]
b) [redacted]
c) [redacted]

3.1.1

The data used by the Company to perform a specific maintenance function is current and available to maintenance and inspection personnel when the maintenance is being performed. The Company ensures that someone in the Company is responsible for [redacted] The Company ensures that any subscriptions to required technical data are [redacted] The Company describes how the revised technical data will be inserted into existing documents and how the appropriate individuals will be notified about revisions.

3.1.2

The Company enables a complete document control system to provide for distribution, accountability and availability of documents. Document control procedures may include:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]

3.1.3

The Company ensures accurate and timely distribution of the material. Additional procedures address [redacted]

3.1.4

The Company ensures that the manufacturer's drawings and data that is used to perform maintenance meets the requirements of section 43.13(a). The parts manufactured by the production side of the Company are not used unless [redacted].

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3.1.5

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

The technical data that needs to be translated may include [redacted]

3.1.6

The use of computer software for component testing (of airborne systems or equipment, avionics systems, engines, etc.) includes [redacted]

This is accomplished by:

a) [redacted]
b)
c)
d)
e)
f)
g)

4.0 Inspection and Quality Control System

Part 145, sections 145.211 and 145.213

The Company provides for:

a) [redacted]
b)
c)
d)

4.1 General

The Company describes the inspection system in detail, from establishing the purchase of aviation articles and how that material is inspected upon receipt, [redacted]

The Company describes each step in a format easily understood by the employees (a flowchart may be helpful in developing the procedures). The Company also describes the system for [redacted]

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4.2 Reporting Malfunctions or Defects

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

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

4.3 Continuity of Inspection Responsibility

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

4.4 Receiving Policy

The Company addresses the procedures used for accepting consumable materials and Customer parts. The Company generally describes how material is [redacted] Additionally, the procedure includes [redacted]

4.4.1

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

4.4.2

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

The Company addresses [redacted]

4.4.3

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

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4.5 Handling of Parts

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

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

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

4.6 Tagging and Identification

All articles undergoing maintenance within the Company are identified using [redacted] Articles awaiting repairs are identified differently than those that are repaired. Articles that are deemed non-repairable are [redacted]

4.7 Incoming Inspection

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

The Company defines what is considered raw material and describes how [redacted]

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

This is accomplished by:

a) [redacted]

b) [redacted]

c) [redacted]

d) [redacted]

e) [redacted]

f) [redacted]

g) [redacted]

h) [redacted]

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i) [redacted]

j) [redacted]

k) [redacted]

l) [redacted]

4.8 Preliminary Inspection

The Company addresses what constitutes a preliminary inspection, how that inspection will be performed and how the article will be identified throughout the repair cycle. The Company evaluates an article to determine [redacted] The results of inspections are documented and are communicated to the Customer. The forms used to record the inspection are used to identify the article until [redacted]

The Company notifies the Customer of any defects that are outside the scope of the Customer's authorized repair.

This is accomplished by:

a) [redacted]

b) [redacted]

c) [redacted]

d) [redacted]

e) [redacted]

f) [redacted]

g) [redacted]

h) [redacted]

i) [redacted]

j) [redacted]

k) [redacted]

l) [redacted]

m) [redacted]

n) [redacted]

o) [redacted]

p) [redacted]

q) [redacted]

4.9 Hidden Damage Inspection

Hidden damage inspection includes [redacted] This inspection is recorded on the same form used for the preliminary inspection. Inspection personnel are experienced enough with the article to recognize

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The Company initiates communications with the Customer regarding damage history of the article. This is accomplished by:

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

4.10 In-Process Inspection

4.10.1

These inspections may take place during various stages of disassembly, repair and reassembly of an article. These inspections are usually described in

The inspection may require

4.10.2

When the article has been shipped to another repair station for contracted maintenance, the inspection process includes

The inspector also reviews the documentation received from the vendor, such as When a non-certificated person performs the maintenance, an inspection and/or test is required to determine whether the maintenance was performed satisfactorily.

This is accomplished by:

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

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4.11 Final Inspection

Final inspection is performed on each article before it is approved for return to service. Final inspection includes [redacted] The Company develops a checklist to ensure [redacted] The individual performing this inspection meets the requirements of section 145.155, which requires [redacted]

The person is able to understand, read and write English. As stated in section 145.213, except for individuals employed by a repair station located outside the United States, only an employee certificated under part 65 is authorized to [redacted]

This is accomplished by:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]
f) [redacted]
g) [redacted]
h) [redacted]
i) [redacted]
j) [redacted]
k) [redacted]
l) [redacted]
m) [redacted]
n) [redacted]

4.12 Work Sign-Off

4.12.1

Many repair stations use rubber stamps or electronic media instead of signatures to annotate the completion of a task on a traveler, work order, process sheet, inspection sheet, or similar document. The intent of the stamp or electronic sign-off is to [redacted]

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[redacted] The stamp or electronic sign-off used is often more legible than hand-written initials. When the Company chooses to use stamps or electronic media, it has a control program that addresses the following:

a) [redacted]

b) [redacted]

c) [redacted]

d) [redacted]

e) [redacted]

4.12.2

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

4.13 Maintenance Release and Approval for Return to Service

4.13.1

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

4.13.2

Regardless of the format, the contents includes:

a) [redacted]

b) [redacted]

c) [redacted]

d) [redacted]

e) [redacted]

4.13.3

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

4.13.4

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

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Company may use [redacted] When the maintenance performed is a major alteration, the Company uses [redacted]

This is accomplished by:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]
f) [redacted]
g) [redacted]
h) [redacted]
i) [redacted]

5.0 Calibration of Measuring and Test Equipment

Part 43, section 43.13(a) and part 145, sections 145.211(c) and 145.109(b)

5.1 General

The Company defines the procedures used for calibrating measuring and test equipment, including [redacted] The Company explains the system for controlling and performing calibration of precision tools and test equipment that are used to make airworthiness determinations, referred to as Measuring Tools and Equipment (MTE). The Company is responsible for the calibration program, whether calibration is performed in-house or contracted to outside sources. The calibration is traceable to a standard acceptable to the FAA, which includes [redacted]

The measuring equipment is calibrated at regular intervals, which are established by the manufacturer or the Company. The Company maintains records of the calibration for at least 2 years. The Company maintains a list of calibrated equipment by [redacted]

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[redacted]

Personnel calibrating tools and equipment have [redacted]

Procedures address [redacted]

The procedures also describe [redacted]

5.2 Calibration Records

Calibration records include the following:

a) [redacted]
b)
c)
d)
e)
f)

The results of the calibration includes [redacted]

The procedures states [redacted]

5.2.1

When the Company calibrates its own equipment, a series of gage calibration techniques are developed. The techniques describes [redacted]

The technique includes [redacted]

5.2.2

Calibrated equipment is identified in some manner to prevent the inadvertent use of non-calibrated equipment in the maintenance process. The identification includes [redacted]

All calibrated tools and equipment are protected from damage and deterioration during handling, maintenance and storage.

5.2.3

The Company may use some equipment that does not require calibration if that equipment is not used to make airworthiness determinations. The procedures describe [redacted]

This is accomplished by:

a) [redacted]

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b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]
f) [redacted]
g) [redacted]
h) [redacted]
i) [redacted]
j) [redacted]
k) [redacted]
l) [redacted]
m) [redacted]
n) [redacted]
o) [redacted]
p) [redacted]
q) [redacted]
r) [redacted]
s) [redacted]
t) [redacted]
u) [redacted]
v) [redacted]
w) [redacted]
x) [redacted]
y) [redacted]
z) [redacted]
aa) [redacted]

6.0 Taking Corrective Action on Deficiencies

Section 145.211(c)

6.1 General

The Company provides procedures for taking corrective action on deficiencies.
The correction of deficiencies includes [redacted]

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[redacted]

In either event, the procedures address [redacted]

6.1.1

Several levels of management within the organization are involved in the corrective action program to ensure quality. Corrective action investigations are fact-based and begin with [redacted] A small team of informed and involved individuals are associated with the article / process. Focus is placed on [redacted] The product is checked to determine whether the corrective action has accomplished the elimination of the deficiency / discrepancy.

This is accomplished by:

a) [redacted]

b) [redacted]

c) [redacted]

d) [redacted]

e) [redacted]

f) [redacted]

6.1.2

When regularly scheduled management review meetings are conducted, the investigation, cause and corrective actions taken to prevent recurrence of discrepancies are a topic of discussion during those meetings.

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7.0 Self Evaluation

The individual performing self-evaluations has the following qualifications:

a) [redacted]

b) [redacted]

c) [redacted]

The individual uses [redacted] The self-evaluation ensures that the Company has the following:

a) [redacted]

b) [redacted]

c) [redacted]

d) [redacted]

e) [redacted]

The individual conducting the self-evaluation records the results and [redacted] The procedures describe the acceptance process for the Company officials and the FAA. The procedure used to revise the list [redacted] Records of the self-evaluation are made available to the FAA in the English language.

This is accomplished by:

a) [redacted]

b) [redacted]

c) [redacted]

d) [redacted]

e) [redacted]

f) [redacted]

g) [redacted]

h) [redacted]

8.0 Forms and Instructions

Section 145.211(c)(3) and section 145.219(c)

8.1 General

The Company provides samples of inspection and maintenance forms and provides instructions for their completion. The forms include [redacted] Changes are documented according to standard revision procedures.

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This is accomplished by:

a) [redacted]

b) [redacted]

c) [redacted]

d) [redacted]

e) [redacted]

f) [redacted]

g) [redacted]

h) [redacted]

i) [redacted]

j) [redacted]

9.0 Definition of Terms

a. Acceptable

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

b. Accountable Manager

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

c. Approved

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

d. Article

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

e. Contracting

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

f. Correction

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

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g. Corrective Action

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

h. Designated Engineering Representative (DER)

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

i. Directly in Charge

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

j. Line Maintenance

(1) Any unscheduled maintenance resulting from unforeseen events; or

(2) Scheduled checks that contain servicing and/or inspections that do not require specialized training, equipment, or facilities.

k. Maintenance

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

l. Maintenance Function

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

m. Major Alteration

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

(1) Might appreciably affect weight, balance, structural strength, performance, power plant operation, flight characteristics, or other qualities affecting airworthiness; or

(2) Is not done according to accepted practices or cannot be done by elementary operations.

n. Major Repair

A repair that:

(1) If improperly done, might appreciably affect weight, balance, structural strength, performance, power plant operation, flight characteristics, or other qualities affecting airworthiness; or

(2) Is not done according to accepted practices or cannot be done by elementary operations.

o. Operations Specifications (OpSpecs)

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

p. Preventive Action

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

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

q. Preventive Maintenance

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

r. Procedure

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

s. Quality Control Manual (QCM)

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

t. Rating

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

u. Repair Station Manual (RSM)

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

v. Required Inspection Item (RII)

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

w. Supervisor

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

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Prepared By:		Date						
Your Dept:		Date						
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[redacted]

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1.0 Company Manual

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

The Company operates a station management system to:

a) [redacted]
b) [redacted]
c) prepare an organization chart to:
   - [redacted]
   - [redacted]
   - [redacted]
d) [redacted]
e) [redacted]
f) prepare a capabilities list and procedure(s) for (if applicable):
   - [redacted]
   - [redacted]
   - [redacted]
   - [redacted]
   - [redacted]
   - [redacted]
g) prepare a training program and procedures for:
   - [redacted]
   - [redacted]
h) [redacted]
i) [redacted]
j) prepare contracts and procedures for:
   - [redacted]
   - [redacted]
k) [redacted]

1.1 Revision Control

The Quality Manager is responsible for [redacted] Revisions to the manual are distributed and made available to the FAA and electronic or manual systems. The Company does not incorporate changes to manual revisions that are unacceptable to the FAA or do not conform to applicable regulations. Maintenance and/or administrative actions performed under manual revisions that were found unacceptable to the FAA are [redacted]

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

This is accomplished by:

a) [redacted]

b) [redacted]

c) [redacted]

d) [redacted]

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

1.2 Electronic Format

Manual(s) may be maintained on a computer network or other electronic medium [redacted] If the manual is maintained on a network server, the Company provides for the following:

a) Security [redacted]

b) Access [redacted]

c) Revisions [redacted]

d) Availability [redacted]

If the manual is maintained on [redacted] the Company provides for the following:

a) [redacted]

b) [redacted]

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c) [redacted]

d) [redacted]

NOTE:

All Company document submissions, regardless of the media used, are [redacted]

2.0 Organization

Section 145.209(a)

2.1 Organization Chart

An organization chart identifies (by title only) each management position with authority to act on behalf of the Company. Positions described in the organizational chart are included in the duties and responsibilities section 2.2. When the Company performs work for air carriers or air operators under 145.205 and is performing RII, the chart reflects the separation between the maintenance and inspection departments.

This is accomplished by:

a) [redacted]

b) [redacted]

c) [redacted]

d) [redacted]

e) [redacted]

2.2 Duties and Responsibilities

The Company ensures that the duties and responsibilities are appropriate and the positions exist within the facility. Duties and responsibilities that are outside the scope of management but are part of the regulatory requirements are [redacted]

This is accomplished by:

a) [redacted]

b) [redacted]

c) [redacted]

d) [redacted]

e) [redacted]

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

- [redacted]
- [redacted]
- [redacted]

3.0 Personnel Roster

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

A personnel roster is maintained that lists individuals within the facility that are authorized to perform certain functions, such as [redacted] The Company maintains a personnel roster or rosters that list [redacted]

This is accomplished by:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]
f) [redacted]
g) [redacted]
h) [redacted]
i) [redacted]

4.0 Operations, Housing, Facilities, Equipment, and Materials

Part 43 and part 145, sections 145.101 through 145.109

4.1 Operations

The Company operates a quality management system to control:

a) [redacted]
b) [redacted]
c) [redacted]

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d) [redacted]

e) inspection activities:

- [redacted]
- [redacted]
- [redacted]
- [redacted]

f) [redacted]

g) [redacted]

h) [redacted]

4.2 Housing and Facilities

The Company makes available a description of the housing and facilities and reference to a drawing showing the floor plan. The drawing may include [redacted]

4.3 Equipment and Materials

The Company has the equipment, tools and materials necessary to perform the maintenance. The equipment, tools and materials are [redacted]

A description of the equipment used to perform maintenance is provided with sufficient information to prevent [redacted] The list is available for review by the FAA.

4.3.1 Equivalent Tools and Equipment

When the Company uses equipment, tools or materials other than those recommended by the manufacturer, the equivalency of equipment, tools and materials are defined and documented by [redacted] Reverse engineering includes [redacted]

The basis of equivalency is [redacted]

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[redacted]

This is accomplished by:

a) [redacted]

b) [redacted]

c) [redacted]

d) [redacted]

e) [redacted]

f) [redacted]

g) [redacted]

d

h) [redacted]

5.0 Capabilities List

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

5.1 Limited Certification Services

When the Company performs limited certification services of maintenance, preventive maintenance or alterations on an article, it is listed on a current capability list acceptable to the FAA. The revised list and any other necessary technical data are [redacted] When the Company no longer wishes to maintain an article on its capability list, the article is deleted. The Company has the necessary tools, equipment, housing, facilities and trained personnel to maintain articles on the capability list at the time the work is performed. The Company audits the capability list on a regular basis to [redacted]

Whenever equipment, tooling, personnel and data must be obtained in order to perform the maintenance or alteration on an article that is going to be added to the capabilities list, the Company [redacted]

This is accomplished by:

a) [redacted]

d) [redacted]

e) [redacted]

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f) [redacted]

g) [redacted]
h) [redacted]
m) [redacted]
n) [redacted]
o) [redacted]

6.0 Training Program

Part 145, sections 145.163 and 145.209(e)

The training program addresses who is responsible for managing the training program and who is responsible for [redacted] Procedures include [redacted]

The training program addresses [redacted]

This is accomplished by:

a) [redacted]

b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]
f) [redacted]
g) [redacted]

7.0 Work Performed at Another Location

Part 43 section 43.9, Part 65 and Part 145 section 145.203.

Work may be performed away from the Company's fixed location on a temporary basis under two circumstances: (1) [redacted] or (2) [redacted] Normally, work performed at another location does not include [redacted]

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[redacted]

A procedure is established for [redacted]

The following are determined:

a) [redacted]
b)
c)

Section 145.203(b) permits work away from a Company's fixed location when it is necessary to perform such work on a recurring basis. A procedure is established for work performed at another location on a recurring basis.

This is accomplished by:

a) [redacted]
b)
c)
d)
e)
f)
g)
h)
i)
j)
k)

The activity does not allow continuous, uninterrupted operations at another location without [redacted]

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[redacted] Additionally, work that is to be performed at another location does not include [redacted]

8.0 Maintenance, Preventive Maintenance and Alterations Performed for Air Carriers under Parts 121, 125, 129 and 135

Part 43 section 43.13(c), Part 145 section 145.205

The Company describes the procedures to ensure that maintenance is performed according to the air carrier's program and maintenance manual. The procedures ensure [redacted] The procedures identify [redacted] Additional procedures may be required to ensure [redacted]

The traveler or work-order system may be used to integrate the information into the quality control system. The procedure clearly explains [redacted] Additionally, when the Company performs RII inspections, the organizational structure provides [redacted]

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This is accomplished by:

a) [redacted]

b) [redacted]

c) [redacted] pertaining to the following issues:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

The Company may perform line maintenance for an air carrier conducting operations under parts 121, 129, and 135, provided that:

a) [redacted]

b) [redacted]

c) [redacted]

When the Company performs line maintenance, it ensures that the necessary equipment, technical data and trained personnel are available before the maintenance is performed.

The Company defines who, by title, is responsible for [redacted]

The procedure includes who, by title, is responsible [redacted] Air carrier training does not relieve the Company from the requirement to ensure its personnel are trained for the maintenance it is rated to perform.

This is accomplished by:

a) [redacted]

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b) [redacted]

c) [redacted]

d) [redacted]

e) [redacted]

f) [redacted]

g) [redacted]

NOTE: The authorization to perform line station maintenance for an air carrier is not a rating. A certificated Company must [redacted]

9.0 Contract Maintenance Information

Part 145, sections 145.209(h), 145.211(c), and 145.217.

A certificated Company may not provide only approval for return to service of a complete type certificated product following contract maintenance, preventive maintenance or alterations. The Company establishes procedures for maintaining and revising the contract maintenance information required by section 145.217. This information is provided for contracting to both certificated and non-certificated facilities, which includes [redacted]

When the contracted Company is certificated, the information includes [redacted]

The Company acquires FAA approval to contract maintenance functions to FAA certificated facilities and non-FAA certificated sources. The Company requests approval before [redacted]

The Company lists the types of contracts that must be contracted because it does not have the housing, facilities, materials or equipment available on its premises and under its control. These may include [redacted]

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[redacted] For example, [redacted] The Company does not contract the work [redacted] This is accomplished by [redacted] The Company coordinates closely with its Principal Inspector (PI) and its local CHDO regarding these emergency procedures.

This is accomplished by:

To exercise the contracting privilege, the Buyer must:

(1) Make a list of maintenance functions that it:

(a) [redacted]

(b) [redacted]

(2) [redacted]

(3) [redacted]

(4) [redacted]

(5) [redacted]

(6) [redacted]

COMMENT: Purchase of maintained parts from another Company (including exchanges), brokerage and using another certificated Company to perform work that is outside the original Company's ratings are not maintenance functions requiring FAA approval.

These are instances where [redacted]

7) [redacted]

8) [redacted]

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9) [redacted]

10) [redacted]

11) [redacted]

12) [redacted]

13) [redacted]

When the Company contracts a maintenance function to another FAA-certificated Company, the certificated Company may not provide only approval for return to service of a complete type-certificated product following contract maintenance, preventive maintenance or alterations. When the originating Company chooses to exercise the privileges of its certificate by issuing an approval for return to service for a maintenance function contracted to an FAA-certificated Company, the Buyer determines [redacted] The Buyer may issue an additional approval for return to service, such as [redacted] provided the Buyer:

(1) [redacted]

(2) [redacted]

(3) [redacted]

Items received from a certificated Company are properly processed through the Company's receiving inspection procedures. The originating Company is responsible for [redacted]

The Company is responsible for approving for return to service any article on which work has been performed and ensures its airworthiness. Inspection procedures enable the Company to [redacted] The procedures also include provisions for [redacted]

The information identifies:

a) [redacted]

b) [redacted]

c) [redacted]

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Procedures describe how a non FAA certificated Company is initially qualified.
The procedures also describe how the Buyer ensures [redacted]

When the Buyer contracts to non FAA certificated facilities, the Company ensures that:
(a) [redacted]
(b) [redacted]
(c) [redacted]
(d) [redacted]
e) [redacted]

Procedures are established for coordinating communication between the Company and the contracted source. When the Company performs any maintenance for an air carrier, the procedures explain [redacted]
The procedures must also include provisions for [redacted]

Maintenance contracts with non FAA certificated facilities include provisions that allow the FAA to make an inspection and observe the non certificated Company's work on the article.
The Company includes procedures to ensure [redacted]
The inspections determine if the Company is able to [redacted]
This is accomplished by:
a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]

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f) [redacted],
g) [redacted]
h) [redacted]
i) [redacted]
j) [redacted]
k) [redacted]
l) [redacted]
m) [redacted]
n) [redacted]
o) [redacted]
p) [redacted]
q) [redacted]
r) [redacted]
s) [redacted]

10.0 Required Records and Recordkeeping

Part 43, section 43.9, and part 145, sections 145.209(i) and 145.219.

The Company determines the required records and the recordkeeping system to use to obtain, store and retrieve records. The records are in English and comply with part 43.
The record content includes [redacted] The record also includes [redacted] Maintenance record entries for an air carrier are completed according to the air carrier's procedures. The entries may include [redacted] This work package includes [redacted]

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[redacted] When the Company performs aircraft inspections, the records include [redacted]

Supplemental forms in a work package may include, but are not limited to:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) [redacted]

The Company provides a copy of the maintenance release to the owner/operator.

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

Procedures describe the onsite and/or offsite locations of the records and the system used to retrieve the records. The retention interval and retrieval process is determined. Storage provisions include [redacted]

10.1 Electronic Recordkeeping Systems

When an electronic recordkeeping system is used, directions about how to use the system are available to each person using the system. The electronic system ensures [redacted]

This is accomplished by an operation manual that contains a procedure for:

a) [redacted]
b) [redacted]
c) [redacted]

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d) [redacted]

e) [redacted]

f) [redacted]

The Company addresses guidelines and requirements for electronic signatures according to AC 120-78 and provides a copy of the procedures for implementing an electronic recordkeeping system to the CHDO.

This is accomplished by:

a) [redacted]

b) [redacted]

c) [redacted]

d) [redacted]

e) [redacted]

f) [redacted]

g) [redacted]

h) [redacted]

i) [redacted]

j) [redacted]

k) [redacted]

l) [redacted]

m) [redacted]

11.0 Definition of Terms

a. Acceptable

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

b. Accountable Manager

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

c. Approved

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

d. Article

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

e. Contracting

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

f. Correction

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

g. Corrective Action

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

h. Designated Engineering Representative (DER)

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

i. Directly in Charge

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

j. Line Maintenance

(1) Any unscheduled maintenance resulting from unforeseen events; or

(2) Scheduled checks that contain servicing and/or inspections that do not require specialized training, equipment, or facilities..

k. Maintenance

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

l. 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.

[redacted]

m. Major Alteration

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

(1) Might appreciably affect weight, balance, structural strength, performance, power plant operation, flight characteristics, or other qualities affecting airworthiness; or

(2) Is not done according to accepted practices or cannot be done by elementary operations.

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n. Major Repair

A repair that:

(1) If improperly done, might appreciably affect weight, balance, structural strength, performance, power plant operation, flight characteristics, or other qualities affecting airworthiness; or

(2) Is not done according to accepted practices or cannot be done by elementary operations.

o. Operations Specifications (OpSpecs)

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

p. Preventive Action

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

q. Preventive Maintenance

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

r. Procedure

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

s. Quality Control Manual (QCM)

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

t. Rating

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

u. The Company Repair Station Manual (RSM)

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

v. Required Inspection Item (RII)

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

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

w. Supervisor

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

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FAA RSM and QCM CONFORMANCE CHECKLIST

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Survey Item#	**Advisory Circular 145-9** [redacted] Repair Station and Quality Control Manual	Acceptable	In space under 'Acceptable' enter 'Y' for conformance, 'N' for Nonconformance, or 'X' for Not Applicable. Under comments enter statement describing nature of nonconformance for each 'N' entry. **Comments are mandatory for all objective evidence observed.**
A	Not all items listed in this checklist may be applicable to each repair station due to differences in rating, size and type of maintenance performed.	---	Disclaimer
B	**Manual Revision and Control.**	---	Title Only
B1	Who will initiate write and submit revisions to the FAA for review and acceptance?		
B2	How will the repair station incorporate changes to revisions found not acceptable to the FAA?		
B3	[redacted]		
B4	[redacted]		
B5	[redacted]		
B6	[redacted]		
B7	[redacted]		
B8	[redacted]		
B9	[redacted]		
C	**Organization.**	---	Title Only
C1	Does the manual include an organization chart that shows by title each manager with authority to act on behalf of the repair station?		
C2	Are the titles for the positions the same throughout the manual?	---	Tailor according to Organization Chart
C3	[redacted]	---	Tailor according to manual
D	**Personnel.**	---	Title Only
D1	Does the manual describe the duties and responsibilities including the area of responsibility assigned to each management		

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Survey Item#	**Advisory Circular 145-9 (3-19-09)** Repair Station and Quality Control Manual	Acceptable	In space under 'Acceptable' enter 'Y' for conformance, 'N' for Nonconformance, or 'X' for Not Applicable. Under comments enter statement describing nature of nonconformance for each 'N' entry. **Comments are mandatory for all objective evidence observed.**
	position?		
D2	[redacted]		
D3			
D4			
D5			
D6			
D7			
D8			
E	**Operations Housing and Facilities.**	---	Title Only
E1	Does the manual include a drawing showing the facility's floor plan shops and equipment?		
E2	Is a description of the facility (narrative) included?		
E3	[redacted]		
E4			
E5			
E6			
E7			
E8			
E9			

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Survey Item#	Advisory Circular 145-9 (3-19-09) Repair Station and Quality Control Manual	Acceptable	In space under 'Acceptable' enter 'Y' for conformance, 'N' for Nonconformance, or 'X' for Not Applicable. Under comments enter statement describing nature of nonconformance for each 'N' entry. **Comments are mandatory for all objective evidence observed.**
F	**Capability List.**	---	Title Only
F1	Who (by title) will maintain the capability list?		
F2	How will the self-evaluation be performed?		
F3	Who will perform the self-evaluation?		
F4	[redacted]		
F5	[redacted]		
F6	[redacted]		
F7	[redacted]		
F8	[redacted]		
F9	[redacted]		
G	**Training Program Revision.**	---	Title Only
G1	Who is responsible for submitting training program revisions to the FAA?		
G2	When will the revision be submitted?		
G3	[redacted]		
G4	[redacted]		
G5	[redacted]		
G6	[redacted]		
G7	[redacted]		
H	**Work Performed at Another Location.**	---	Title Only
H1	**(1)** For a one-time special circumstance:		
H2	Who will notify the CHDO and how?		
H3	How and where will the approval/denial be recorded?		
H4	**(2)** If the repair station intends to perform work at another location on a regular basis does the manual include procedures for:		
H5	[redacted]		
H6	[redacted]		
H7	[redacted]		
H8	[redacted]		

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Survey Item#	**Advisory Circular 145-9 (3-19-09)** Repair Station and Quality Control Manual	Acceptable	In space under 'Acceptable' enter 'Y' for conformance, 'N' for Nonconformance, or 'X' for Not Applicable. Under comments enter statement describing nature of nonconformance for each 'N' entry. **Comments are mandatory for all objective evidence observed.**
H9	[redacted]		
H10	[redacted]		
I	**Maintenance Performed for an Air Carrier.**	---	Title Only
I1	Who is responsible (by title) for keeping a file of the air carrier's procedures including the necessary technical data?		
I2	Who is responsible (by title) for review and amendment of purchase orders for complete and correct instructions? Is that person trained?		
I3	[redacted]		
I4	[redacted]		
I5	[redacted]		
J	**Contract Maintenance Information.**	---	Title Only
J1	What is the title of the person responsible for the contract maintenance program?		
J2	What is the title of the person maintaining the list of contracted facilities and contract maintenance functions?		
J3	[redacted]		
J4	[redacted]		
J5	[redacted]		
J6	[redacted]		
J7	[redacted]		
J8	[redacted]		
J9	[redacted]		
J10	[redacted]		

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Survey Item#	**Advisory Circular 145-9 (3-19-09)** Repair Station and Quality Control Manual	Acceptable	In space under 'Acceptable' enter 'Y' for conformance, 'N' for Nonconformance, or 'X' for Not Applicable. Under comments enter statement describing nature of nonconformance for each 'N' entry. **Comments are mandatory for all objective evidence observed.**
	[redacted]		
K	**Proficiency of Inspection Personnel.**	---	Title Only
K1	How are minimum qualifications for inspection personnel established? Who makes this determination?		
K2	How will the inspector maintain proficiency? Training? On-the-job training? What methods are used?		
K3	[redacted]		
K4			
K5			
K6			
K7			
L	**Current Technical Data.**	---	Title Only
L1	What is the title of the person responsible for revising and maintaining the technical data?		
L2	How does the repair station ensure that the technical data is current?		
L3	[redacted]		
L4			
L5			
L6			
L7			
M	**Inspection System.**	---	Title Only
M1	**(1) General.**	---	Title Only
M2	Does the manual include procedures for reporting malfunctions or defects?		

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M3	[redacted]		
M4	[redacted]		
M5	[redacted]		
M6	**(2) Receiving Policy.**	---	Title Only
M7	Who (by title) performs the inspection and how is it performed?		
M8	How is the inspection recorded?		
M9	[redacted]		
M10	[redacted]		
M11	[redacted]		
M12	**(3) Incoming Inspection.**	---	Title Only
M13	Who (by title) will perform this inspection?		
M14	[redacted]		
M15	[redacted]		
M16	[redacted]		
M17	[redacted]		
M18	[redacted]		
M19	[redacted]		
M20	[redacted]		
M21	[redacted]		
M22	**(4) Preliminary Inspection.**	---	Title Only
M23	Who (by title) will perform this inspection and how will it be performed?		
M24	When is this inspection performed?		

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M25	[redacted]		
M26			
M27			
M28			
M29			
M30			
M31			
M32			
M33			
M34			
M35			
M36	**(5) Hidden Damage Inspection.**	---	Title Only
M37	Who (by title) will perform the inspection?		
M38	How will the inspection be recorded?		
M39	[redacted]		
M40			
M41			
M42			
M43	**(6) In-Process Inspection.**	---	Title Only
M44	Who (by title) will perform the inspection and how is it performed?		
M45	How will the inspection be recorded?		
M46	[redacted]		
M47			
M48			

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	[redacted]		
M49	[redacted]		
M50	[redacted]		
M51	[redacted]		
M52	[redacted]		
M53	**(7) Final Inspection.**	---	Title Only
M54	Who (by title) will perform the inspection?		
M55	How will the inspection be recorded?		
M56	If the final inspection is not satisfactory does the manual have procedures governing rework?		
M57	[redacted]		
M58	[redacted]		
M59	[redacted]		
M60	[redacted]		
M61	[redacted]		
M62	[redacted]		
M63	**(8) Work Sign-Off.**	---	Title Only
M64	Who (by title) issues the stamps badges or authorizations?		
M65	Do the procedures ensure that the method used can be traced to the individual who was issued the authorization (a list of names and stamps or		

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	similar document)?		
M66	[redacted]		
M67	[redacted]		
M68	[redacted]		
M69	**(9) Approval for Return to Service.**	---	Title Only
M70	Does the form meet the requirements of sections 43.9 and 43.11?		
M71	Who (by title) is authorized to complete the form? How is he/she authorized?		
M72	[redacted]		
M73	[redacted]		
M74	[redacted]		
M75	[redacted]		
M76	[redacted]		
M77	[redacted]		
N	**Required Records and Recordkeeping.**	---	Title Only
N1	Who (by title) is responsible for maintaining the recordkeeping system?		
N2	What documents are included in a typical records package? What additional forms may be included?		
N3	[redacted]		
N4	[redacted]		
N5	[redacted]		

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	[redacted]		
N6			
N7			
N8			
N9			
N10			
O	**Calibration of Measuring and Test Equipment.**	---	Title Only
O1	Who (by title) is responsible for the calibration system?		
O2	What is the basis for the test intervals such as manufacturer standard industry practice and so forth?		
O3	Is the calibration technique recommended by the manufacturer or standard industry practice?		
O4			
O5			
O6			
O7			
O8			
O9			
O10			
O11			
O12			
O13			
O14			

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Survey Item#	**Advisory Circular 145-9 (3-19-09)** Repair Station and Quality Control Manual	Acceptable	In space under 'Acceptable' enter 'Y' for conformance, 'N' for Nonconformance, or 'X' for Not Applicable. Under comments enter statement describing nature of nonconformance for each 'N' entry. **Comments are mandatory for all objective evidence observed.**
O15	[redacted]		
O16			
O17			
O18			
O19			
O20			
O21			
O22			
O23			
O24			
P	**Taking Corrective Action on Deficiencies.**	---	Title Only
P1	Who (by title) is responsible for the program?		
P2	How is the root cause of the problem determined?		
P3	Who (by title) will initiate corrective action?		
P4	[redacted]		
P5			
P6			

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Your Logo

Your Company Name

REPAIR STATION NUMBER: (Your #)

REPAIR STATION TRAINING PROGRAM

Origination Date: XXXX

Manual No:	Training Program
Date:	Latest Revision Date
Assignment:	Customer, Unique ID, Part Number
Revision:	Draft, Redline, Released, Obsolete

Abstract:
This document describes requirements for the training program.

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REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change
0-0		

ANNUAL REVIEW

Year	Date Review	Revisions	Reviewed By

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INTRODUCTION TO TRAINING PROGRAM

This training program document contains the policies and procedures (Your Co) uses to determine its training requirements and to develop its training program. The training program ensures each repair station employee has the knowledge and skills to capably perform assigned maintenance, preventive maintenance and alteration tasks. The contents in this manual ensure (Your Co) can respond to its employee's changing training needs. This manual sets forth the procedures for (Your Co) to identify its training needs in a systematic manner, develop training and/or identify appropriate existing training, select the training methods, provide training, record training accomplishment and measure the effectiveness of its training program. (Your Co) controls this document according to the procedures for document control described in its Repair Station Manual (RSM) and (Your Doc). A copy of this document and all revisions are provided to (Your Co)'s Certificate-Holding District Office (CHDO). The procedures for revising this document and submitting revisions to the FAA for approval are described in this document and in (Your Co) RSM. (Your Co) uses a closed loop system to ensure that the training requirements for (Your Co) and employees are identified, training standards are established, training is provided and the training program is revised as necessary.

(Your Co)'s training program consists of the following basic components:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

The Quality Assurance Manager is responsible for [redacted]

SECTION 1. BACKGROUND

Persons performing fabrication, maintenance (including inspections), preventive maintenance and alteration must be assessed and trained according to the Federal Aviation Administration (FAA) approved procedures set forth in this manual. All other employees may be trained according to the approved procedures of this manual at management discretion. (Your Co) has an established training program that includes [redacted]

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[redacted] (Your Co) has separate areas of study for the following staffing categories:

- [redacted]

(Your Co) further breaks down the training requirements for each staffing category based on [redacted] (Your Co) has established minimum training standards for its job positions and methods to assess an individual's skill level for each job function to determine training requirements. The procedures in this manual enable (Your Co) to revise its existing training program to ensure it continues to meet (Your Co)'s needs and produce training consistent with all regulatory requirements.

[redacted]

All of the information pertaining to the current repair station training records is available for review by the Principal Maintenance Inspector (PMI) [redacted]

SECTION 2. TRAINING NEEDS ASSESSMENT

(Your Co)'s needs assessment is a two-part process that determines (Your Co)'s overall training requirements as well as individual employee training requirements.

1. Overall Needs Assessment.

To determine its overall training requirements, the Training Department and the managers of each technical area must [redacted] This needs assessment will result in [redacted]

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[redacted] Appropriate training will be administered if it is determined that an employee [redacted] however, (Your Co) will specifically revise the training program when:

- [redacted]
- [redacted]
  - [redacted]
  - [redacted]
  - [redacted]

a. Identification of the Training Needs Assessments.

(Your Co) may identify additional training needs through:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

The Accountable Manager, Chief Inspector, Quality Assurance Manager and/or the designee will ensure the above programs are regularly reviewed to determine if any training deficiencies exist. The Accountable Manager, Chief Inspector, Quality Assurance Manager and/or the designee will decide [redacted]

b. Changes to Repair Station Work Scope.

Whenever (Your Co) is planning to change its facilities, equipment or scope of work as reflected in its OpSpecs or capability the Accountable Manager, Chief Inspector,

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Quality Assurance Manager and/or the designee must ensure [redacted]

c. Annual Training Program Review.

An annual review of the training program will verify if (Your Co) has made any changes that might affect training and will analyze the measures of training effectiveness for the continual training program to ensure [redacted] As a part of this annual review, (Your Co) will [redacted]

2. Individual Needs Assessment.

Whenever (Your Co) hires a new employee or transfers an employee to a task assignment, an assessment of the individual's skill level and qualifications will be documented. (Your Co) may accept previous employer records or certifications or use [redacted] Courses of study will be developed at that time to [redacted]

Initially an assessment will be made of each prospective employee by resume review then by [redacted]

(Your Co) will measure the effectiveness of training by evaluating each employee annually. Each employee will be evaluated by a supervisor or manager to ensure [redacted] This evaluation will be documented using (Your form). Only those items being evaluated will be marked.

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Employees being assigned to new tasks, [redacted] will receive an assessment of skills possessed versus skills required. If deficiencies are noted, additional technical training will be provided. The nature of (Your Co)'s work scope lends itself to on-the-job-training as primary source of technical training.

SECTION 3. COURSE DEFINITION

The Accountable Manager, Chief Inspector, Quality Assurance Manager and/or the designee will outline training requirements for (Your Co) and/or for the individual, based on the results of a training needs assessment.

An area of study will be developed to identify [redacted] It will include [redacted] The areas of study will define [redacted] Initial training will be provided to an employee for the first time. Recurrent training will [redacted] Remedial training will [redacted] While defining the course or lesson, the following information will be documented, as appropriate:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

The information required by this section shall be developed for all areas of study and/or courses/lessons made available to employees. This includes training provided by the on-the-job methodology. The information on courses and lessons from outside sources will [redacted]

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Indoctrination Training

Indoctrination training will be provided to all new employees within thirty (30) days of beginning employment. Indoctrination training will consist of but not limited to the following courses:

1. [redacted]
2.
3.
4.
5.
6.

Initial Technical Training

(Your Co) hires only technicians able to perform at a non supervised level required for tasks. All new employees will be evaluated within 30 days of hiring to determine [redacted]

Recurrent Training

Recurrent Training may be conducted on an as needed basis, or when major revisions to repair station procedures are accomplished. Recurrent training may include [redacted]

Remedial Training

If during employee evaluations or the normal course of events, an employee's performance is found to be unsatisfactory, that employee will [redacted] Remedial Training may consist of [redacted]

SECTION 4. SELECTION OF TRAINING METHODS AND SOURCES

Using the information developed during the course definition phase, (Your Co) will evaluate training method(s), source(s) and instructor(s) to determine [redacted] the appropriate and necessary knowledge or skill will be transferred to employees.

(Your Co) will use all training sources and methods available to provide employees with [redacted]

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[redacted] The material to be presented, the experience level of personnel receiving the training, and alternatives available will [redacted]

The information required by Section 3 will be developed for each lesson to ensure [redacted] This process may include [redacted]

Training Instructors or subject matter experts will be utilized to implement the training course. Instructors shall be qualified based upon subject matter knowledge and teaching ability. Subject matter expertise may be established by [redacted]

SECTION 5. TRAINING DOCUMENTATION

The Quality Assurance Manager will ensure training records are generated and maintained for all (Your Co) employees that establish each individual is capable of performing the fabrication, maintenance (including inspection), preventive maintenance, and alteration tasks assigned.

The records include [redacted]

All documents showing proof of any of the aforementioned training are maintained [redacted]

Any employee may review their training records to verify that they are complete and current. If an employee notes a discrepancy in the training record documentation, that employee will inform the Quality Assurance Manager of the discrepancy. Any change necessary to update an employee's training record must be approved by the Quality Assurance Manager.

(Your Co) will maintain a hard copy training record and an electronic file for each employee. The hard copy training file will [redacted]

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[redacted] A digital copy of previous employer's training certificates and resumes will [redacted]

SECTION 6. MEASUREMENT OF TRAINING EFFECTIVENESS

The training department will regularly evaluate each course for its content, time and quality of the training materials (courseware), training facilities, and instructor(s). This is accomplished through [redacted]

[redacted] The Quality Assurance Manager will ensure [redacted]

The training department will ensure [redacted] This could include [redacted]

SECTION 7. REVISION PROCESS

The Chief Inspector will initiate, write, and submit revisions to the FAA CHDO for review and approval. The repair station will submit training program manual revisions to the CHDO within 10 business days whenever the training program is revised. The training program will [redacted]

In the event a revision is determined to be unacceptable to the FAA, the revision will [redacted]

Approval of the training program manual and its revisions will be noted by the FAA in the FAA approval block in the training program manual section List of Effective Pages and Sections or by [redacted]

The FAA CHDO will receive manual revisions by either hard copy or by electronic means. Approved revisions of the manual will [redacted]

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Manual holders of paper copies will receive only the revised pages and a List of Effective Pages so their manual can be checked and kept current. They will be responsible for [redacted]

[redacted]

SECTION 8. WORK PERFORMED FOR PART 121, 125, 129, AND PART 135 OPERATORS

(Your Co) may perform work for 14 CFR parts 91, 121, 125, 129, and 135 operators. Individual operator training requirements (initial, recurrent, or specialized) are identified for job function.

The Quality Assurance Manager will [redacted]

SECTION 9. WORK PERFORMED BY INTERIM MAINTENANCE EMPLOYEES

During periods of heavy workload, (Your Co) may supplement its workforce with interim maintenance employees. Before these individuals begin work for (Your Co) they must [redacted] Additional supervision will [redacted]

A training file will be established for each temporary employee. This file will be maintained for two years after that employee's last employment period.

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Your Logo	Your Company Name	**TRAINING PROGRAM**

EMPLOYEE TRAINING SUMMARY FORM

NAME:						
TITLE/POSITION:						
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]					

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Your Logo	Your Company Name	**TRAINING PROGRAM**

TRAINING RECORD

Date:		Name:		Duration:	
[redacted]					
[redacted]		[redacted]			
[redacted]		[redacted]			

Form Rev: Orig

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Your Logo	Your Company Name	TRAINING PROGRAM

INDIVIDUAL TASK QUALIFICATION

Name:		Assignment:	

STRUCTURAL QUALIFICATION TASKS

TASK	Date	Initials	Date	Initials	Date	Initials
1) [redacted]						
2) [redacted]						
3) [redacted]						
4) [redacted]						
5) [redacted]						
6) [redacted]						
7) [redacted]						
8) [redacted]						
9) [redacted]						
10) [redacted]						
11) [redacted]						

Evaluation By:	
[redacted]	

Form Rev: Orig

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Your Logo	Your Company Name	**TRAINING PROGRAM**

INDIVIDUAL TASK QUALIFICATION

Name:		Assignment:	

ELECTRICAL QUALIFICATION TASKS

TASK	Date	Initials	Date	Initials	Date	Initials
1) [redacted]						
2)						
3)						
4)						
5)						
6)						
7)						
8)						
9)						
10)						
11)						
12)						

Evaluation By:	[redacted]

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Your Logo	Your Company Name	TRAINING PROGRAM

INDIVIDUAL TASK QUALIFICATION

Name:		Assignment:	

INSPECTOR QUALIFICATION TASKS

TASK	Date	Initials
1)		
2)		
3)		
4)		
5)		
6)		
a)		
b)		
c)		
7)		
a)		
b)		
c)		
d)		
8)		
a)		
b)		
c)		
d)		
e)		
9)		
a)		
b)		
c)		
10)		
a)		
b)		
11)		
a)		
b)		
12)		
13)		
14)		

Evaluation By:

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