REPAIR STATION
AND
QUALITY CONTROL MANUAL

16700C Roscoe Blvd.
Van Nuys, California 91406

FAA Repair Station Certificate Number:
X6KR220M

REVISION:

2 – Reissue 2/15/2018

COPY ASSIGNED TO:

JetWorx Server

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MANUAL DISTRIBUTION LIST

Distribution of this manual will be by electronic means and tracked on the Manual Distribution List (Form RS02). The form will be stored on JetWorx online server. Each manual will be made available to each individual listed on the Manual Distribution List by email and distributed and updated by the Accountable Manager or Chief Inspector as needed.

MANUAL TITLE	CURRENT REVISION	MANUAL ASSIGNED TO	UPDATE SENT ON	CONFIRMATION RECEIVED ON
RSM/QCM	2	Accountable Manager		
RSTPM	1	Accountable Manager		
Forms Manual	1	Accountable Manager		
RSM/QCM	2	Chief Inspector		
RSTPM	1	Chief Inspector		
Forms Manual	1	Chief Inspector		
RSM/QCM	2	PMI		
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Manual Distribution List (Form RS02)

RECORD OF REVISIONS

See section 2 of this manual for a description of the procedures regarding distributing, entering, and recording revisions to this manual. If a controlled paper copy of the manual has been assigned to an individual or vendor, it shall have its revisions properly entered and recorded. Record of the entered revisions will be documented on the Revision Notice/Acknowledgement Form (Form RS03).

REVISION NUMBER	REVISION DATE	PAGE(S) AFFECTED	SUMMARY OF CHANGES	UPLOAD DATE / INITIALS
Original	5/29/2012	All	Original Issue	
1	4/2/2014	All Sections, All Pages	(1) Relocated Section 15, forms and their instructions to the "Forms Supplement" (2) Installed new manual numbering system.	
TR 1	11/11/2014	TOC, pg ii LOR, pg iv Rev Instr, pg vii LOE P, pgs ix, x, xi Sec 4, pg 4-6 Sec 11, pgs 11-1, 11-3, 11-6, 11-7, 11-21 Sec 13, pg 13-4	Front Matter adjustments 4.2.14 Text Edits 11.1.4 Text Edits 11.2.5 (5), 11.3.6 Text Edits 11.3.9, 11.13 Text Edits 13.3.3 Text Edits	
2		All	Complete reissue	

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LIST OF EFFECTIVE PAGES

Page Number	Revision Number	Revision Date	Page Number	Revision Number	Revision Date
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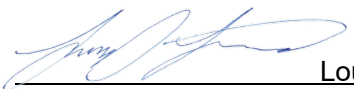
Accountable Manager:  Louis M DeLorio Date: 2/15/2018
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FAA CHDO: _____ Date: _____
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REPAIR STATION MANUAL

SECTION 1: DEFINITIONS AND ABBREVIATIONS

The following definitions apply to all related information in the manual. The definitions are consistent with those found in the CFR Part 145.

Acceptable Data – means data that meets the requirements of the applicable regulations.

Accountable Manager — means the person designated by the certificated repair station who is responsible for and has the authority over all repair station operations conducted under Part 145, including ensuring that repair station personnel follow the regulations and serving as the primary contact with the FAA.

Administrator – means the Federal Aviation Administration or any person to whom he/she has delegated his/her authority in the matter concerned.

Airworthiness Directive (AD) – means a regulatory notice sent out by the Federal Aviation Administration to the registered owner of an aircraft informing them of the discovery of a condition that keeps their aircraft from continuing to meet its conditions for airworthiness.

Airworthy – means the condition of an aircraft, engine, or component certificated by the Federal Aviation Administration that meets all the requirements for its original certification.

Approved – unless used with reference to another person, means approved by the FAA or any person to whom the FAA has delegated its authority in the matter concerned, or approved under the provisions of a bilateral agreement between the United States and a foreign country or jurisdiction.

Article — means an aircraft, airframe, aircraft engine, propeller, appliance, or component part.

Authentication - The means by which a system validates an authorized user's identity. These may include a password, a personal identification number (PIN), a cryptographic key or badge swipe.

Aviation Maintenance Technician (AMT) – means a person who has proven to the FAA that he/she meets at least the minimum requirements for the issuance of a mechanic certificate. Certificated mechanics are issued either an Airframe or a Powerplant rating or both. This certification and these ratings allow the person to perform certain maintenance and inspection operations on aircraft certificated in the United States.

Bench Check – means a functional test of a piece of equipment. The equipment is set up on a test bench and operated to find out whether or not it functions as it should. A bench check can tell whether or not a piece of equipment is working satisfactorily by itself, but it tells little about the way it will perform when it is connected to other equipment.

Certificate Holding District Office (CHDO) – Certificate Holding District Office

Company – JetWorx, as referenced in the Operations Specifications Part A001 and those individuals associated with the repair station certificate.

Complied With (C/W) – means the described task has been completed. This may be abbreviated as C/W by the repair station.

Computer Hardware - A computer and the associated physical equipment directly involved in the performance of communications or data processing functions.

Computer Software - Written or printed data, such as programs, routines, and symbolic languages, essential to the operation of computers.

Contracting – means entering into an agreement between the originating certificated repair station and another person or people to perform maintenance functions on an article. The originating repair station will exercise the privileges of its certificate and assume responsibility for the work performed by the contracted person(s).

Correction – means an action taken to eliminate a detected non-conformity. For repair stations electing to use an International Organization for Standardization (ISO 9000) quality system, a correction may involve repair or rework and may be made in conjunction with a corrective action.

Corrective Action – means 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 potent regulatory violations, which differs from a non-conformity requiring correction.

Designated Engineering Representative (DER) – means a private individual designated by the 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/her certificate of authority.

Digital Signature - Cryptographically generated data that identifies a document's signatory (signer) and certifies that the document has not been altered. Digital signature technology is the foundation of a variety of security, electronic business, and electronic commerce products. This technology is based on public/private key cryptography, digital signature technology used in secure messaging, public key infrastructure (PKI), virtual private network (VPN), web standards for secure transactions, and electronic digital signatures.

Directly in charge — having the responsibility 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 does not need to physically observe and direct each worker constantly but must be available for consultation on matters requiring instruction or decision from higher authority.

Discrepancy – means an irregularity with an article or with an aircraft or engine.

Electronic Signature - The online equivalent of a handwritten signature. It is an electronic sound, symbol, or process attached to or logically associated with a contract or other record and executed or adopted by an individual. It electronically identifies and authenticates an individual entering, verifying, or auditing computer-based records. An electronic signature combines cryptographic functions of digital signatures with the image of an individual's handwritten signature or some other visible mark considered acceptable in a traditional signing process. It authenticates data with a hash algorithm and provides permanent, secure user-authentication.

Electronic Recordkeeping System or Manual - A system of record processing in which records or manuals are entered, stored, and retrieved electronically by a computer system rather than in the traditional hard copy form.

EBis – Computerized repair station software used to manage and work orders, vendors, tooling, purchase orders and parts.

In Accordance With (IAW) – means the data used to complete a task. This may be abbreviated as IAW by the repair station.

Inspection – means an examination of the specified article or area of a part.

Line maintenance — means 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 – means inspection, overhaul, repair, preservation, and the replacement of parts, but excludes preventative maintenance.

Maintenance Function – means a step or series of steps in the process of performing maintenance, preventative maintenance, or alterations, which may result in approving an article for return to service.

Major Alteration - means an alteration not listed in the aircraft, aircraft engine, or propeller specifications:
(1) That might appreciably affect weight, balance, structural strength, performance, powerplant operation, flight characteristics, or other qualities affecting airworthiness; or
(2) That is not done according to accepted practices or cannot be done by elementary operations.

Major Repair – Means a repair:
(1) That, if improperly done, might appreciably affect weight, balance, structural strength, performance, powerplant operation, flight characteristics, or other qualities affecting airworthiness; or
(2) That is not carried out according to accepted practices or cannot be carried out by elementary operations.

Operations Specifications (OpSpecs) – means the official document that describes the authorization, ratings, and limitations of the repair station.

Preventive Action – means an action taken to eliminate the cause of a potential nonconformity or other potential 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 repair 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.

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

Quality Control Manual (QCM) – means a manual that describes the inspection and quality control procedures used by the repair station.

Rating – means a part of the repair station's certificate that describes the special conditions, privileges, or limitations issued under part 145, §§ 145.59 and/or 145.61.

Repair Station Manual (RSM) – means a manual that describes the procedures and policies of a repair station's operations.

Required Inspection Item (RII) – means an item of maintenance that, if not performed properly, or done with improper parts or materials, 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, for details of this requirement.

Signature - Any form of identification used to acknowledge completion of an act and authenticate a record entry. A signature must be traceable to the individual making the entry, and it must be handwritten or part of an electronic signature system or other form acceptable to the FAA.

Supervisor – means a person who directs the work performed under the repair station's certificate and OpSpecs and is available in person at the repair station when work is being performed. See part 145 for supervisory personnel requirements.

SECTION 2: MANUAL REVISION AND CONTROL

2.1 Revision of the RSM/QCM and TPM

The Accountable Manager is responsible for initiating, writing and submitting revisions for the Repair Station, Quality Control and Training Manual. Once a revision is considered acceptable for submission, it will be uploaded to the "In Work" folder found on the server in PDF format or a format acceptable to the Accountable Manager and the FAA. A formal letter will also be sent to the CHDO assigned Inspector by email explaining the need for the revision. The Accountable Manager and the assigned CHDO Inspector will accept each List of Effective Pages (LEP) for each revision by signing and dating the page(s).

The Repair Station will incorporate changes to revisions found not acceptable to the FAA by updating the "In Work" copy on the server. Once the changes have been incorporated and the copy saved in the acceptable format, the Accountable Manager will email the CHDO assigned Inspector that the copy is ready for re-review. The FAA initiated change(s) shall be incorporated within 15 days of written notification of the non-compliance. Once revised, the manual will be moved to the appropriate folder for all employees to access. In the event that the FAA finds the revisions to be "unacceptable", the manual shall be removed from the server and replaced with the previous version until such time as the required corrections are made.

When the RSM/QCM and Training Program Manual (TPM) are revised, the specific page will be updated to reflect the new revision number and date. Vertical bars will be placed in the left margin to identify changes to the revised pages or sections. In cases where the Manual undergoes major changes, requiring extensive changes to the RSM/QCM or TPM, it is permissible to annotate "Re-Issued" and forego the vertical bars. Any and all changes must be noted on the Record of Revisions section of the appropriate manual to document and identify the revision.

2.2 Control of the RSM/QCM, Forms Manual and Training Program Manual

The RSM/QCM, Forms Manual and Training Program Manual and associated forms will be available to all employees via access to the company internet based server, One Drive as well as on the "Jetworx" shared drive. All current published forms can be found on the List of Controlled Forms (RS01). Each employee will be granted access to appropriate sections of OneDrive as assigned by the Accountable Manager based on the employees' position in the organization. If the OneDrive copy is unavailable, employees will email the Accountable Manager to obtain a copy. A current, email ready copy will be maintained by the Accountable Manager for backup use.

When a new revision is uploaded to OneDrive the previous version will no longer be available. This will ensure each employee has access to the current manual. All individuals that have access to the manual will be notified of the revision via email and will be responsible for confirming receipt of the revision by completing the Revision Notice/Acknowledgment Form (Form RS03) and returning it to the Accountable Manager. All received forms will be retained by the Accountable Manager in a secure folder on the server until they are superseded.

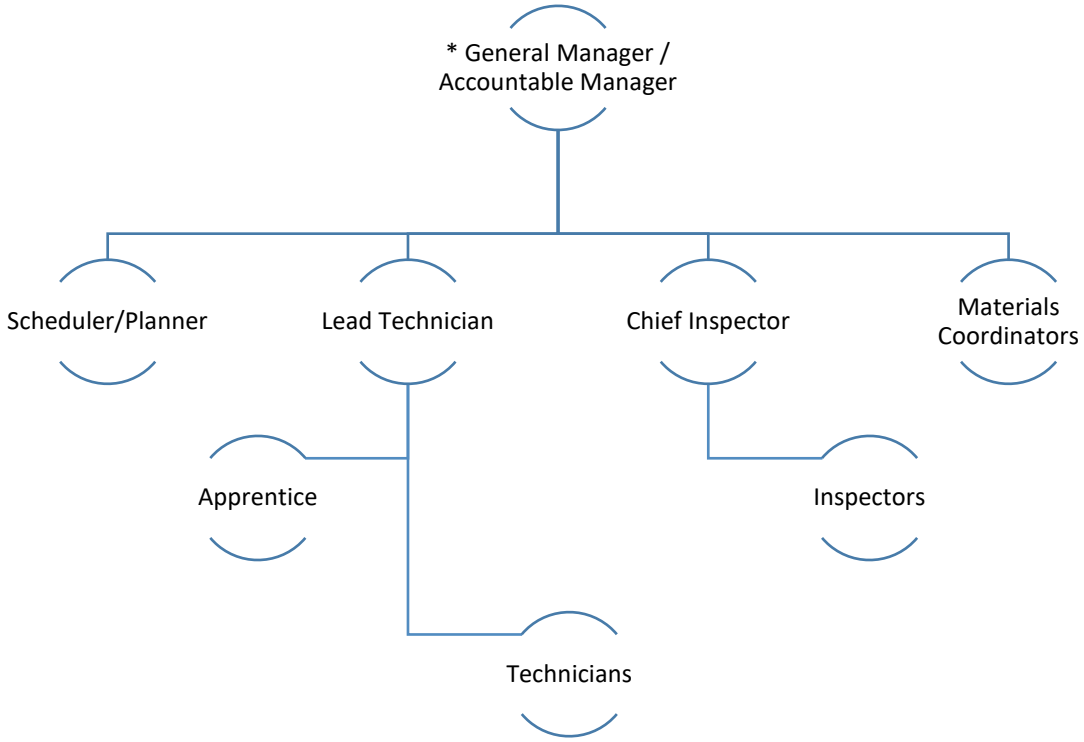
The Accountable Manager is responsible for ensuring that the electronic versions of the manuals kept on the server are secure and current. This will be carried out by performing an audit of the company server every 90 days to verify that the posted manuals are in PDF format and of the correct revision. A record of the audit will be documented on the Server Audit Record (Form RS04) and will include the revision posted on server, the name of the auditing individual, and the audit date. The completed audit form will be retained on the server in the audit folder. Records of these audits will be retained for minimum two (2) years and then deleted.

SECTION 3: ORGANIZATION

3.1 Structure

This repair station's organization is as shown in Figure 1 below. The Table includes each management position with authority to act on behalf of the repair station. The following organizational chart also reflects a separation of maintenance and inspection functions.

Figure 1 – Organizational Chart



Note: See Repair Station Roster for actual names.
Note: (*) denotes those persons in management authorized to act on behalf of the repair station.

The Accountable Manager shall ensure that the repair station maintains the levels and qualifications of personnel to perform the work for which the repair station is rated. The repair station shall provide adequate personnel to perform, supervise, and inspect the work for which the repair station is rated.

Whenever possible, the repair station employs apprentices/trainees, these personnel shall be integrated into groups of experienced workers. If an entire work group or crew consists of apprentices/trainees, no more than ten such personnel shall be assigned to the work group or crew, and each work group or crew shall be assigned its own Lead Technician or Inspector.

3.2 Personnel Duties and Responsibilities

The duties and responsibilities of the individuals that fulfill managerial, supervisory, inspection and maintenance positions in this repair station are set forth in this section of the manual. These persons will also be listed on the Repair Station Roster (Form RS05). Additionally, the qualifications for each position are set forth in this section of the manual. All duties of all the positions within the Repair Station may be delegated to qualified individuals as necessary, however such delegation does not relieve the individual of the overall responsibility.

The training requirements for each position responsible for performing maintenance, preventive maintenance, Inspection or alterations will be set forth in the Repair Station Training Manual (RSTM) that is approved by the CHDO Assigned Inspector.

3.2.1 Accountable Manager

The Accountable Manager is designated by the certificated repair station and is responsible for and has the authority over all repair station operations conducted under Part 145. The President/Accountable Manager is accountable for the overall operation of the Repair Station, comprised of aircraft maintenance, preventative maintenance, inspection, repair and alteration, and the quality assurance of those operations. He/she is accountable for the supervision and coordination of the activities of the above named areas and their departments.

The Accountable Manager's duties are to:

- Oversees daily operation of Maintenance, Parts and Line Service departments.
- Provide adequately trained and qualified personnel.
- Provide tools, equipment, materials, and facility for performance of the functions of the Repair Station.
- Provide the technical information and regulatory library necessary to support and govern Repair Station operations.
- Provide resources necessary for maintaining the Quality Control and Repair Station Manual for JetWorx including any revisions which must be made.
- Ensure that all revisions to this manual are coordinated with the FAA.
- Develop the criteria for hiring personnel for positions responsible for maintaining, supervising, or inspecting maintenance or alterations of civil aviation articles.
- Establish the requirements for initial and recurrent training for all personnel involved in the maintenance, preventative maintenance, and/or alteration of civil aviation articles.
- Determine the appropriate action(s) to be taken when deficiencies are discovered or reported.
- Approve work outside the repair station's fixed location as delineated in this manual.
- Ensure proper entries are made into maintenance logs and work orders IAW 14 CFR Part 43 and Operator/Air Carrier Manuals.
- Act as liaison with all customers as it relates to quality assurance.
- Maintain employee's training database, to include structuring it to meet the company and FAA requirements.
- Coordinate required training and enter that training once completed for all employees.
- Maintain past employee files.
- Complete vendor audit requests and maintain vendor audit records/data bases.
- Create and revise repair station forms, maintain forms database, provide database updates to the online server.
- Track department expenditures.

The Accountable Manager may delegate any duties and responsibilities of any personnel of the repair station to qualified persons. However, delegation of duties and responsibilities does not relieve the specified position of their responsibilities under this manual or 14 CFR.

3.2.2 Chief Inspector

The Chief Inspector is responsible to the Accountable Manager for the overall operation of the Inspection Department and along with the Accountable Manager will have the final authority in releasing to service of airframes, engines, propellers, appliances and the components parts thereof. In addition, the Chief Inspector is responsible for directing, planning, and laying out the details of inspection standards, methods, and procedures used by the repair station in complying with all applicable Federal Aviation Regulations, manufacturer's specifications and recommendations.

The Chief Inspector's duties are to:

- Assist, supervise, and direct all personnel assigned to the Inspection Department.
- Assure that all inspections are properly performed on all completed work and that the proper inspection records, reports, and forms used by the repair station are completed and executed prior to releasing the product for return to service.
- Determine that all technical data used on articles overhauled or repaired by the repair station are kept current with the latest revisions. This data includes manufacturer's overhaul manuals, service bulletins, part specifications, related FAA approved data, and other technical data used by the repair station.
- Determine that no defective, unserviceable, or unairworthy parts are installed in any component or article released by the repair station.
- Submit reports of defects or unairworthy conditions in accordance with 14 CFR 145.
- Assure the proper execution of a maintenance release and/or FAA Form 337 when required.
- Guide the final acceptance of all incoming material, including new parts, supplies, and the airworthiness of articles on which work has been performed outside of the repair station.
- Guide the preliminary, hidden damage, in-progress, and final inspections of articles maintained by the repair station and the recording of the results of such inspections.
- Guide proper tagging and identification of all parts and components as outlined in this manual.
- See that unairworthy parts are segregated and quarantined in such a way as to prevent their reuse as serviceable parts.
- Assure that all inspections are properly performed on all completed work before it is approved for return to service, and that the proper inspection and maintenance records, reports and forms required for each release are properly executed.
- Assure that the proper inspection records, reports, and forms used by the repair station are available to all inspection personnel.
- Maintain and keep current a regulatory library including Federal Aviation Regulations, Type Certificate Data Sheets, and FAA published Airworthiness Directives.
- Assure that the responsible technicians properly execute complete entries on forms and work orders used by the repair station.
- Assure that procedures used in procurement and reception of aircraft parts will guard against "unapproved" parts from entering the parts system and to ensure that any such parts are detected before their use.
- Ensure that any maintenance performed for CFR 121,125,129 or 135 Carriers under a Continuous Airworthiness Program is accomplished in accordance with that carrier's manual and that all required inspection items are inspected by RII inspectors, not performing the work.
- Ensure that all regulations are followed as it relates to Contract Maintenance IAW CFR 145
- Ensure that proper entries are made into maintenance logs and work orders IAW CFR Part 43 and Operator/Air Carrier Manuals.
- Assure that periodic checks are made on all inspection tools and the calibration of precision test equipment used by the repair station and mechanics that have their own precision equipment. Further assure that a current record of those inspections and test is maintained.

The Chief Inspector may delegate all duties assigned to any qualified assistant as necessary. However, such delegation does not relieve him of the overall responsibility.

3.2.3 Scheduler/Planner

The Scheduler/Planner is directly responsible to the Accountable Manager for the performance of all planning and maintenance department functions assigned.

The Scheduler/Planner's duties are to:

- Create and maintain customer file to include: customer name, account number, contacts, phone numbers, address, aircraft model, serial and registration number.
- Generate customer estimates, which are reviewed and approved by the Accountable Manager, to accomplish requested inspection, maintenance, repairs, and alterations.
- Responsible for maintaining sales pipeline reporting tools and creating reports to be reviewed with Accountable Manager.
- Prepares a weekly maintenance schedule (with a two-week window) for distribution to all departments within the shop.Schedule aircraft into the repair station for inspection, maintenance, repairs, and alterations. (includes airframe, avionics and engines).
- Based upon customer requested services, coordinates with the parts department to pre-order required parts and service bulletin kits. Pre-arranges outside services with approved vendors to ensure all requested work can be accomplished within the schedule established with the customer.
- Creates accurate "labor kits" within the work order system. Attention to labor hours, parts and parts cost should be monitored frequently to ensure accurate quoting.
- Stays up to date with revisions to inspection requirements, changes in parts cost, warranty status of scheduled aircraft work, and revisions to CFR's and other data that could affect price quotes and/or customer "down time".
- Prepares necessary documents and organizes into the work package prior to aircraft arrival.
- Produces an accurate project status summary, which includes an accurate percentage of completed scheduled and un-scheduled items. Communicates this information to the Lead Technician and re-reviews ongoing projects as needed to meet customer expectations.
- Leadss the daily crew lead meetings. Sets priorities for the day, assigns work to Lead Technicians and is prepared to discuss pre-arranged services, parts/kit availability and other factors that influence the customer's due-out schedule.
- Coordinates with Accountable Manager to debrief on details of in-process and incoming scheduled maintenance events.
- Monitors scheduled work in progress and works with the Lead Technicians, parts and the customer to ensure that any additional parts are obtained and to predict any affect that the work flow might have on the customer's due-out schedule.
- Assists as Technician and/or Inspector to close out work order items when needed.

The Scheduler/Planner may delegate all duties assigned to any qualified assistant as necessary. However, such delegation does not relieve him of the overall responsibility.

3.2.4 Inspectors

The Inspection Personnel are directly responsible to the Chief Inspector for the performance of all inspection department functions assigned. Inspectors must be must be certificated under CFR Part 65.

The Inspectors duties are to:

- Determine status of aircraft in for scheduled / unscheduled maintenance and inspection, as assigned.
- Audit of inspection and maintenance work packages generated by the repair station during the performance of maintenance and repair.
- Work with Lead Technicians and Technicians to ensure accurate and complete documentation of work performed in company work order packages.
- Assure that the responsible technicians properly execute complete entries on forms and work orders used by the repair station.
- Assure that all inspections are properly performed on all completed work before it is approved for return to service, and that the proper inspection and maintenance records, reports and forms required for each release are properly executed.
- Ensure that any maintenance performed for CFR 121,125,129 or 135 Carriers under a Continuous Airworthiness Program is accomplished in accordance with that carrier's manual and that all required inspection items are inspected by RII inspectors, not performing the work.
- Ensure that all regulations are followed as it relates to Contract Maintenance IAW CFR 145
- Ensure that proper entries are made into maintenance logs and work orders IAW CFR Part 43 and Operator/Air Carrier Manuals.
- Generate maintenance record entries for aircraft, engines, propellers, and accessories maintained by the repair station in accordance with CFR Part 43 and the requirements of this repair station manual. Includes completion of FAA forms 337 and 8130-3 as required.
- Perform final quality assurance review of work order package prior to return to service of the aircraft.
- Email final work package to customer for review, correct as necessary and follow RTS procedures IAW Operator/Air Carrier Manuals.
- Assist in surveillance of the repair station facilities and procedures and report results to the Accountable Manager.
- Assist the Accountable Manager in the development of improved methods and procedures for the performance of inspection department functions.
- Assist the Accountable Manager in the maintenance of the technical publication library.
- Assist the Accountable Manager in the tracking and calibration of inspection and test equipment used by the repair station.
- Execute Malfunction and Defect Reports, FAA Form 8010-4 when required. This report will be submitted to the FAA within 96 hours after the malfunction or defect has been discovered in accordance with 14 CFR 145.
- Assist the Accountable Manager as necessary in receiving inspection parts or material forwarded to him/her by the parts department.
- Assure proper documentation of the preliminary inspection, hidden damage inspection, and final inspections of all items processed as assigned.
- Assist the Accountable Manager as directed.
- Training and assisting subordinates in the proper work procedures and practices to be followed.
- Ensure direct supervision of non-certificated technicians assigned to them.

3.2.5 Lead Technician

The Lead Technician reports to the Accountable Manager and is responsible for the performance of the aircraft maintenance, preventative maintenance, inspection, repair and alteration. The Lead Technician must be certificated under CFR Part 65.

The Lead Technician duties are to:

- Organize assigned tasks to ensure that they are completed in the scheduled timeframe.
- Coordinate with parts department to ensure that all materials are in stock or on order to complete the project on time.
- Assign daily tasks to the assigned technicians based on skills and experience.
- Ensure that technicians are using safe and proper maintenance techniques.
- Train technicians on tasks that they may not be proficient in. Complete personnel Training Record (OJT) as applicable (Form TP04).
- Accomplish Daily Shift Turnover (Form RS07) as needed and/or participate in turnover meetings to ensure continuity between shifts as applicable.
- Reviews findings from all in-work projects by way of the discrepancy forms daily. Communicates results of review with planning and assists when needed to have items estimated and sent to customer for approval.
- Communicates with and assists the planning department when needed to ensure customer estimates are updated in a timely manner and sent for approval.
- Reviews all “Inspection Required” and “Completed” work order items daily.
- Coordinate inspection requirements with Chief Inspector.
- Open work orders and provide/revise estimates to customers as needed.
- Perform mechanical items on aircraft and related systems. This shall include, but not be limited to items such as removal and installation of panels and components, repair work and sheet metal repair or installation.
- Troubleshoot and evaluate systems on the aircraft when designated.
- Inspect and evaluate the aircraft and components when designated.
- Maintain and/or repair shop facility, equipment and tooling to support operations.
- Work independently on projects and lead multiple projects as assigned. Schedule and work quality is essential in these functions.
- Assist the Inspectors in supervising team members in daily work and project management for completion of projects.
- Make entries into maintenance logs and work orders IAW CFR Part 43 and Operator/Air Carrier Manuals.
- Any other job related duties as assigned by the Accountable Manager.

3.2.6 Technician and Repairman

The Technician and Repairman report to the assigned Lead Technician and are responsible for the performance of the aircraft maintenance, preventative maintenance, inspection, repair and alteration.

The Technicians and Repairman duties are to:

- Perform mechanical items on aircraft and related systems. This shall include, but not be limited to items such as removal and installation of panels and components, repair work and sheet metal repair or installation.
- Troubleshoot and evaluate systems on the aircraft when designated.
- Inspect and evaluate the aircraft and components when designated.
- Maintain and/or repair shop facility, equipment and tooling to support operations.
- Work independently on projects and lead multiple projects as assigned. Schedule and work quality is essential in these functions.
- Make entries into maintenance logs and work orders IAW CFR Part 43 and Operator/Air Carrier Manuals.
- Any other job-related duties as assigned by the Lead Technician.

3.2.7 Apprentice (Non-Certificated)

The Apprentice Mechanic is directly responsible to the assigned Lead Technician for the performance of aircraft maintenance, inspection, repair or alteration.

The Apprentice Mechanic duties are to:

- Perform general mechanical functions on aircraft and related systems. This shall include, but not be limited to such items as removal and installation of panels or components, repair work and sheet metal repair or installation.
- Troubleshoot and evaluate systems on the aircraft when designated.
- Inspect and evaluate aircraft and components when designated.
- Assist with aircraft movement and in the performance of runs and taxiing when required.
- Maintain and/or repair shop facility, equipment and tooling to support operations.
- Assist with any other job-related duties as assigned by the supervisor or management.

The Apprentice Mechanic will be supervised by a qualified technician for the job being performed.

3.2.8 Materials Coordinator

The Materials Coordinator report directly to the Accountable Manager and are responsible for the planning and execution of all tasks delegated the Parts Department. This position requires a basic knowledge of purchasing and inventory control with an ability to adapt with changing priorities. Responsibilities remain constant but can change as assigned by the Accountable Manager. Responsibilities include, but are not limited to entering and receipt of purchase orders placed, search OEM's and independent part sources for certified and traceable products.

The Materials Coordinator duties are to:

- Ensure that all receiving inspection procedures are followed specifically aimed at ensuring that no unapproved parts go undetected.
- Responsible for inventory management and control, including core and warranty procedures.
- Prepare summary reports as to progress, purchase commitments, department budget forecasts and miscellaneous recommendations.
- Implementation of internal programs; e.g., communications, training, work simplification and cost reduction for the parts department.
- Maintain conformity with work rules, regulations, and safety procedures.
- Place orders for the requested parts.
- Coordinate shipping on outside work requests.
- Work with vendors to maintain traceability of parts.
- Work within the repair station manual guidelines to maintain certified and traceable parts.
- Coordinate part status with requesting technician.
- Process and maintain all records pertaining to each requisition.
- Research and maintain stock requirements.
- Perform periodic review of all calibrated precision test equipment used by the repair station and mechanics that have their own precision equipment.
- Perform receiving inspection of all calibrated precision test equipment upon completion of calibration and notify the Chief Inspector of any discrepancies.
- Any other job-related duties as assigned by the Accountable Manager.

3.3 Employee and Supervisor Requirements

3.3.1 Employee Requirements

Employees are hired to perform maintenance on aviation articles based upon their knowledge and experience. The employee's initial qualifications are determined by employment history, training, certification, knowledge, experience and/or practical tests. Job assignments, including the performance of maintenance, inspection or supervision, are based upon the employee's initial qualifications. Additionally, the employee's qualifications listed in this manual will be the basis for determining the initial and recurrent training requirements.

An employee is considered to have detailed knowledge if he/she satisfies one or more of the following:

1) Twelve months documented experience with the procedure, method, function, or airframe which the employee is working on.
2) Satisfactory completion of written and/or practical examination for the procedure, method, function or airframe which the employee is working on.
3) Interview and acceptance of qualifications by the Repair Station Accountable Manager or designee.
4) Acceptance of qualifications by the administrator.
5) Any other criteria mutually acceptable to the Repair Station and Administrator

NOTE: JetWorx training program will be used to determine employee qualifications and knowledge.

All employees performing maintenance or other safety-related functions for an Air Carrier or Commercial Operator certificated under FAR Parts 121 or 135 must be included in an FAA approved "Anti-Drug Program."

3.3.2 Supervisor Requirements

The Accountable Manager must ensure a sufficient number of Lead Technicians and Inspectors are on staff to direct the work performed under the repair station certificate and operation specifications. The Lead Technicians and Inspectors must oversee the work performed by any individuals who are unfamiliar with the methods, techniques, practices, aids, equipment and tools used to perform maintenance, preventative maintenance, inspections, repairs or alterations. All Lead Technicians and Inspectors must be certificated under CFR Part 65, understand, read and write the English language and will be considered to have detailed knowledge if he/she satisfies one or more of the following:

1) Has obtained and maintains Inspection Authorization (IA)
2) Has a minimum of 3 years of practical experience in the work being performed.

Each Inspector will be trained in or be thoroughly familiar with the methods, techniques, practices, aids, equipment and tools used to perform the maintenance, preventative maintenance or alterations.

3.3.3 Receiving Inspection Personnel Requirements

All persons that are given the authority of "Receiving Inspector" shall be trained by the Chief Inspector using the guidelines set forth in AC20-154:

1) Has satisfactorily completed all training required by the JetWorx Training Program Manual.
2) Satisfied practical training and examination by the Chief Inspector.

Any individual given the authority to perform the duties of Receiving Inspector may not perform any inspections relating to aircraft maintenance.

3.3.4 Inspection Personnel Requirements

All persons that are given the authority of "Inspector" must be certificated under CFR Part 65, understand, read, write the English language and satisfy one or more of the following:

1) Has obtained and maintains Inspection Authorization (IA).
2) Has a minimum of 2 years of practical experience in the work being performed.

Any individual given the authority to perform the duties of Inspector may perform in-process and final sign off of individual discrepancies that are not classified as Required Inspection Items (RII).

3.3.5 Return to Service Authorized Personnel Requirements

Before any person is assigned the responsibility of Return to Service Authorization they must be certificated under CFR Part 65, understand, read, write the English language and satisfy one or more of the following:

1) Has obtained and maintains Inspection Authorization (IA).
2) Has a minimum of 3 years of practical experience in the work being performed.

Note that the Return to Service (RTS) Authorization requirements as stated within the Operator/Air Carrier Manuals will override the requirements of JetWorx.

3.3.6 Qualification to Accomplish Required Inspection Items (RII)

Some operators have an FAA-approved maintenance program that includes required inspection items (RII). Any inspector who performs such RII inspections must meet the following requirements:

1) Certificated under Part 65.
2) Be trained, qualified and authorized by that operator.
3) Have recurrent training in accordance with the operator's program if required. The Accountable Manager will ensure that this requirement is met.

The Chief Inspector or Lead Technician will confirm currency and authorization before assigning an RII task.

3.5 Roster and Roster Records

It will be the responsibility of the Accountable Manager to maintain and revise the Roster(s) and Roster Record(s). This Repair Station shall keep a personnel roster that will list and indicate the managerial, supervisory and inspection personnel acceptable to the Administrator on the server. The folder on the server will be labeled “Repair Station Roster”. The Repair Station Roster (Form RS05) shall list management personnel, supervisors, repair station inspection personnel, and those individuals authorized to perform final inspection and/or approve an article for return to service. The Employee Summary (Form RS06) will provide a detailed list of the authorizations that are indicated on the roster.

The Repair Station Roster (RS05) shall include the following:

- Name
- Title
- FAA Certification type and number
- Authorizations

The repair station roster must be revised to reflect the termination, reassignment, change in duties or scope of assignment, or addition of any personnel. The repair station shall not use any person to supervise maintenance or alterations or inspect work unless they have an Employee Summary (RS06) on file and are listed on the appropriate roster. Changes to the repair station roster will be incorporated within 5 working days by the Accountable Manager and include the removal or addition of names, certificate type and number, and authorization. A revised copy of the roster will also be forwarded to the CHDO with a letter stating the details of the changes by US Mail, Email or Fax within that 5 day period.

Revision of the repair station roster will be accomplished by issuance of a newly dated repair station roster. The date of the roster will be included in the file name for ease of traceability. Previous versions of the repair station roster(s) will be maintained for a minimum of 2 years on the server in a folder labeled “Archived”.

3.6 Employment Summaries

The Employment Summary form (Form RS06), will be completed on all employees listed on the repair station roster. The employment summary must contain enough information on each individual to show compliance with the experience requirement of 14 CFR 145, which states that repair station personnel must have the training, knowledge, and experience to perform maintenance, preventive maintenance, Inspection or alterations authorized by the repair station certificate.

The Employee Summary (RS06) shall serve as supporting documentation for the roster information and include the following:

- Name and title
- FAA Certification type and number
- Signature and initials
- Relevant employment history
- Record of authorizations

3.7 Repairman and Termination of Employment

This Repair Station may use repairman to meet the applicable personnel requirements of this section when needed. All Repairman will be listed on the roster and have an employee summary file. It will be the Accountable Managers responsibility to show the FAA that each repairman recommended for certification is:

1) Employed by the repair station.
2) At least 18 years of age.
3) Specifically qualified to perform maintenance on aircraft or components thereof, appropriate to the job for which he/she is employed.
4) Employed for a specific job requiring those special qualifications by a certificated repair station.
5) Be able to read, write, speak, and understand the English language, or, in the case of an applicant who does not meet this requirement and who is employed outside the United States by a certificated repair station, have this certificate endorsed "Valid only outside the United States."
6) Applicant must either have:
    a) At least 18 months of practical experience in the procedures, practices, inspection methods, materials, tools, machine tools, and equipment generally used in the maintenance duties of the specific job for which the person is to be employed and certificated.
    b) Completed formal training that is acceptable to the Administrator and is specifically designed to qualify the applicant for the job on which the applicant is to be employed.

The Accountable Manager will complete FAA Form 8610-2 and write the repairman recommendation letter once he/she is satisfied with the qualifications. All documents will be forwarded to the CHDO for review via email.

Upon termination of employment, it is the responsibility of the employee to surrender his/her FAA issued "Repairman Certificate" to the Accountable Manager. The "Repairman Certificate" must be returned so it can be forwarded to the FAA. It should also be noted that the "Repairman Certificate" is only good for use at the repair station it was issued.

If a Repairman is asked by the Accountable Manager to return the Repairman Certificate for reasons other than termination of employment it must be surrendered. If the certificate is not surrendered when requested, the Accountable manager will generate a letter to the CHDO explaining that the employee has been terminated for failure to surrender the certificate.

SECTION 4: HOUSING, FACILITIES, AND OPERATIONS

4.1 Housing and Facilities

JetWorx is located in Van Nuys, California at the Van Nuys Airport. The facility has hangar space, a parts department and administrative offices.

JetWorx controls all the equipment, tools, and materials necessary to properly perform the work authorized under its repair station certificate and operation specifications. Policies and procedures related to special tools and test equipment requiring calibration or special storage requirements are explained in Section 10 of the QCM.

This repair station shall maintain personnel, housing, facilities, equipment, materials, and technical data at least equal in terms of quality and quantity as when they were found by the FAA to meet applicable requirements for the issuance of our certificate and ratings. Additional and more detailed information concerning personnel, housing, facilities, equipment, materials, and technical data can be found in this manual. The Accountable Manager is responsible for the efficient layout of the repair station and for ensuring the facilities and equipment are adequate to perform all work under the repair station certificate.

If climatic conditions permit work to be performed outside, JetWorx may do so long as all other requirements of this section are met. Air conditioning and/or heating units may be utilized to provide a stabilized work environment for repair station personnel inside of aircraft positioned outdoors.

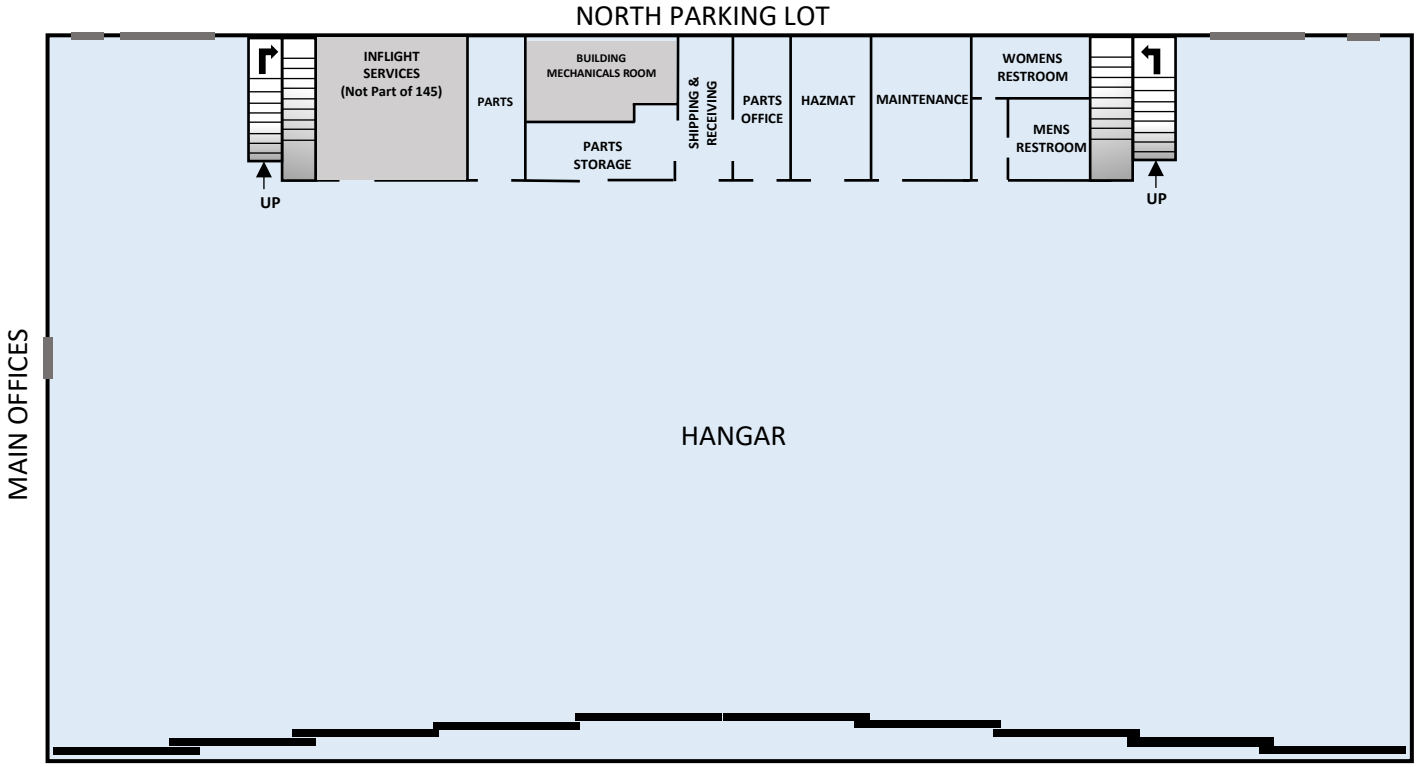
All shop and assembly areas shall be located and arranged so as to not negatively impact in process or assembly work on adjacent or nearby aircraft. Careful attention shall be paid to controlling particulates (sawdust, metal cutting dust, etc.) when these operations are performed adjacent to or near aircraft in work.

All parts, spare parts, work in-process parts, and raw materials shall be stored and protected in a manner that will eliminate the possibility of contamination or damage. When inventory is requisitioned for a particular job, the employee requesting the item will assign the item to the appropriate work order and task in the EBis Work Order Module.

This repair station maintains housing and facilities adequate for the ratings obtained from the FAA. Specifically, there is:

- Adequate housing for the repair station's personnel, equipment, and material needed to properly perform the work authorized by its ratings.
- Adequate space for all work performed.
- Adequate facilities for properly storing, segregating, and protecting materials, parts, and supplies so that work is protected from weather elements, dust, and heat.
- Adequate facilities to ensure workers are protected as to prevent impairment of their physical efficiency.
- Suitable shop space for machine tools and equipment so that work is not done in an area that may contaminate other parts or processes.
- Suitable assembly areas for the largest items to be properly worked on under the repair station's ratings.
- Suitable environmental controls for the work performed.

Figure 2 – Repair Station Floorplan



The repair station's address is 16700C Roscoe Blvd., Van Nuys, California 91406. The repair station is contained in a building constructed of wood and structural steel. The area occupied by JetWorx (indicated by blue shading in Figure 2) includes the following:

1. Approximately 43,600 sq. ft. of hangar floor space.
2. Approximately 1,050 sq. ft. of parts department warehouse/office space.
3. Approximately 400 sq. ft. of administrative office space.

The hangar is equipped as follows:

- Hangar door which has an opening of 260 feet wide and 34' wide and can be operated electrically or manually.

The building in which JetWorx is located is shared by multiple tenants. Areas of the facility not related to this repair station operations are shaded in gray in Figure 2.

Whenever a change is made to the location, to equipment in the facility, or the environmental status of the facility, the Accountable Manager will develop a revision to this manual. He/she must consider whether changes might have a significant impact on the ability of the repair station to accomplish its work in accordance with all applicable regulations. If the change is determined to be significant:

- The Accountable Manager will send a copy of the draft revision to the CHDO for approval.
- After receiving FAA approval and any FAA prescribed conditions or limitations that affect JetWorx work during the transition, the Accountable Manager will create a manual revision, taking these into account.
- The Accountable Manager will issue the revision and send a copy to the CHDO according to the procedures set forth in this manual.

4.2 Equipment and Materials

The Accountable Manager has the responsibility for determining the suitability of equipment, tools, and materials used in this repair station. The Chief Inspector has responsibility for establishing inspection and calibration standards for equipment, tools, and materials used in this repair station. The Accountable Manager will determine and ensure the repair station has all the tools needed and under its control when work is performed. Before any work is accepted by the repair station, the Scheduler/Planner or Accountable Manager will review the work package and ensure all required tooling and equipment is available. This may be either with repair station owned tools and equipment or borrowed/leased tools and equipment.

JetWorx has the tools, equipment, and materials necessary to perform maintenance in accordance with Part 43. The Parts Department maintains a computerized master tool and equipment data base which is located in the EBis Tools Module. All Technicians and Inspectors requiring tools and equipment must check them out using the EBis Work Order Module. This repair station allows employee owned calibrated tools to be used. Tools and test equipment requiring calibration will be calibrated in accordance with Section 10 of the QCM and tracked via the EBis Tools Module.

When JetWorx needs tools or equipment that it does not own or control, the Accountable Manager will obtain the necessary tools or equipment. All tools and equipment, even if not owned or controlled by this repair station will be received and processed through the receiving inspection process. This includes proper labeling and identification and, if required, verification of calibration. The calibration records must indicate that the equipment is calibrated to the standards established by the article manufacturer, the equipment manufacturer, or standards traceable to the National Institute for Standards and Technology (NIST) or equivalent.

4.3 Equivalent Tools and Test Equipment

This repair station does not use tools and test equipment other than those recommended by the manufacturer. In the event that a need arises to manufacture equivilant tooling Jetworx would contact or Principle Inspector for direction..

SECTION 5: TRAINING PROGRAM

5.1 Training Program Manual

The Training Program Manual (TPM) will be maintained as a separate manual. Please refer to this manual for all policies and procedures related to training.

5.2 Training Program Revisions

The Accountable Manager is responsible for initiating, writing and submitting revisions for the Training Program Manual (TPM). Once a revision is considered acceptable for submission, it will be uploaded to the "In Work" folder found on the server in PDF format. A formal letter will also be sent to the CHDO assigned Inspector by email explaining the need for the revision. The Accountable Manager and the assigned FAA CHDO Inspector will approve each List of Effective Pages (LEP) for each revision by signing and dating the page(s).

When the TPM is revised, the specific page will be updated to reflect the new revision number and date. Vertical bars will be placed in the right margin to identify changes to the revised pages or sections. In cases where the Manual undergoes major changes, requiring extensive changes to the Repair Station TPM, it is permissible to annotate "Re-Issued" and forego the vertical bars. Any and all changes must be noted on the Record of Revisions to document and identify the revision.

SECTION 6: WORK PERFORMED AT ANOTHER LOCATION

JetWorx may occasionally perform work at a location away from the main repair station facility at the request of a customer and as a result may temporarily transport all required equipment and personnel to accomplish the work but only if the procedures in this section are followed. The Accountable Manager is responsible for ensuring all work away from the main base follows the procedures of this section.

JetWorx is authorized per OpsSpec D100 to perform off-site maintenance. Once a request for special off-site support is received from a customer, the Scheduler/Planner will verify the location of the work and the technical description of the problem with the customer and will identify the type of materials, equipment, tools, facilities, and personnel that will be required for the work; the way that these will be transported; and any special handling requirements. This review will also include the method for ensuring all needed technical data and the RSM/QCM is available and current by an electronic source.

The Scheduler/Planner will communicate the request with the Accountable Manager or his/her designee. If the request is approved, the Scheduler/Planner will generate the work order and the plan will be communicated to the assigned Lead Technician. All forms used off-site will be the same as those used at the repair stations main base.

The Scheduler/Planner will designate a Lead Technician. That individual will be responsible for ensuring all work is accomplished properly, all forms are completed and proper records of the work are made. The Lead Technician will ensure that all original paperwork from the job is returned to the Accountable Manager at the repair station main base. All completed paperwork will be stored on the server in the work order copies folder using the following format for the document name: W.O. ____ - N_____ - MM-DD-YYYY.

If two or more technicians are assigned to the project, the Chief Inspector or Accountable Manager will review the qualifications of the personnel assigned to the project and designate one to perform any required inspection tasks. The individual temporarily assigned inspection tasks must receive training necessary to perform those inspections. The Chief Inspector or Accountable Manager must issue a Temporary Inspector Authorization (Form RS08), including the aircraft make and model, and note that it is for a particular work order. A copy of the authorization will be filed in the repair station's copy of the work record.

While performing the inspection, the individual designated to perform inspection is under the supervision and control of the Chief Inspector. The person performing any required inspection tasks must be different from the person performing the related work. The completed work will be recorded and stored as described in this manual. All paperwork must be passed on to the Accountable Manager for final review upon returning to the Repair Station.

SECTION 7: MAINTENANCE PERFORMED FOR AN AIR CARRIER

JetWorx may perform maintenance, preventive maintenance, alterations, and inspections for air carriers conducting operations under CFR Parts 121, 125, 129, and 135, and for other customers. In each of these cases, JetWorx must follow the operator's FAA-approved maintenance program, including all maintenance and inspection tasks, and all associated records.

The Chief Inspector is responsible for keeping a file of all Air Carrier procedures, including the necessary technical data. These files will be maintained on the server in a folder labeled "Air Carrier Data" and include the following related to the work requested:

- Applicable AD's
- Instructions for Continued Airworthiness
- Maintenance Manuals
- Overhaul Manuals
- Standard Practice Manuals
- SBs
- Other data acceptable to or approved by the FAA.

The Chief Inspector and Accountable Manager will also be trained by each air carrier and will review and amend the work orders to ensure complete and correct instructions.

JetWorx ensures the proper program is followed by verification of exactly what the customer is requesting and what technical data and work instructions apply to that work. The Scheduler/Planner is responsible for ensuring the following is clear before developing the specifics of a project:

- The work scope is clear and within the authority of JetWorx as reflected on the certificate and the operations specification.
- When manufacturer manuals should be followed and when customer manuals should be followed.
- The revision status of the relevant customer's manuals.
- Which applicable Airworthiness Directives are to be used.
- Whether customer work cards or JetWorx work order will be used.
- Whether the work card package is consistent with the work scope.
- Whether any special inspections need to be accomplished, such as hidden damage inspections.
- Whether any previous modifications to the customer's flight equipment might affect the work to be done.
- Any special tests, tools, or equipment needed to complete the work.
- Any special training requirements.
- Any RIIs.
- Any special recordkeeping requirements.
- Any other issue that would require JetWorx to follow a process special to the customer's flight equipment.

Once the Planner/Scheduler has a complete understanding of the customer's requirements, he/she will verify that this repair station is authorized and has the proper manuals, tools, test equipment, and qualified personnel to accomplish the work. Deficiencies are brought to the attention of the customers' management for resolution before the project is started. In particular, if there is any special training required, including training by the customer (as would be the case for an RII), the Scheduler/Planner will notify the Accountable Manager. For training provided by the customer, the Accountable Manager will work with the customer to ensure any repair station personnel requiring training receive the training before beginning work.

If there is any question as to the proper technical data, manual, or procedure to be used, it will be brought to the Accountable Manager for resolution. The Accountable Manager will contact the customer if needed to resolve the issue.

The Scheduler/Planner will translate of the work scope and requirements into a work order that includes ordering parts as required, scheduling labor, and generating the appropriate work cards or other instruction and records documents. JetWorx will use the customer's provided work cards in addition to the internal work card system. The Accountable Manager will also verify all required resources will be available at the location at the appropriate time. When scheduling labor, the Scheduler/Planner must consult with the Accountable Manager to ensure the maintenance personnel duty time limits and any other constraints that apply are followed. Each work card or other instruction used by a technician or an inspector will have a clear identification as to the customer and the work order, so that the appropriate technical data will be used if additional information is needed.

JetWorx controls all duty time limits by the set start time of the employee.

SECTION 8: CONTRACTING MAINTENANCE FUNCTIONS

8.1 Contracting Maintenance Functions

The Accountable Manager is responsible for the contract maintenance program and for maintaining approved contracted facilities. Contract maintenance functions will be approved by the FAA by means of the List of Approved Maintenance Functions (Form RS09). The list will specify the type of maintenance that JetWorx may contract outside maintenance providers to perform. Current revisions of Form RS09 will be uploaded to the server for reference by JetWorx personnel. The vendors that are approved by JetWorx to perform these functions will be monitored and maintained within the vendor module of EBis.

In the event that the List of Approved Maintenance Functions is updated, it is the responsibility of the Chief Inspector to provide an updated list to the CHDO.

The Accountable Manager or his designee will qualify and audit FAA certificated and non-certificated entities using the Vendor Audit form (Form RS10) found in the forms manual. The Accountable Manager or Chief Inspector will perform either the on-site or postal audit to initially qualify and reevaluate any vendor.

Once JetWorx finds a vendor to be acceptable, it develops an appropriate contract defining the scope of work, the standards to be followed, and any required special skills. For vendors without an FAA certificate, the contract must include a clause permitting FAA inspections and that the vendor's quality control program must meet JetWorx quality control program. This repair station will not return to service any article on which a maintenance function was performed by a non-certificated person if the non-certificated person does not permit the FAA to make an inspection.

The surveillance of all vendors is accomplished as part of JetWorx Vendor Audit Program. In addition to the audit process, the Chief Inspector or his/her designee will continually monitor the performance of all non-FAA-certificated vendors through JetWorx receiving inspection process.

Discrepancies with regard to audit results or work performed will be investigated following the procedures and the corrective action processes described in Section 12 of the QCM.

8.2 On-Site and Postal Audits

The Accountable Manager or his/her designee will ensure that each approved vendor is audited at least once every 24 months. The expiration of the vendor approval is tracked by the vendor module of EBis. In the event that an individual attempts to create a purchase order for a vendor that has an expired approval, the system will flag that vendor as expired.

The Accountable Manager or his/her designee may perform an On-Site audit of the vendor's facility. Form RS10 will be used as a checklist to inspect the facility and to collect the required documentation. The On-Site audit is not mandatory.

When an On-Site audit is not possible, the Accountable Manager or his/her designee will gather the required forms and email them to the certificated facilities management for completion of a Postal Audit. Form RS10 will be required to be completed and sent back to this repair station with all the requested documentation included.

The Accountable Manager or Chief Inspector will review all the received data and ensure it is complete and acceptable. Once the audit is complete and accepted, the approved audit will be uploaded to the server and the information will be updated in EBis.

SECTION 9: PROFICIENCY OF INSPECTION PERSONNEL

This section describes how JetWorx ensures that inspection personnel continue to be proficient. The Chief Inspector is responsible for the capability of inspection personnel.

The Accountable Manager maintains each inspector's authorizations on the Employee Summary (Form RS06). The form will identify the authorizations each inspector has been authorized to perform including but not limited to receiving, in-process, RII, special process inspections; approve articles for return to service; complete FAA Form 337s; and completion of logbook entries. Authorizations applicable only to specific customers must have that customer's name listed with the authorization. Personnel authorized to perform RII inspections and approvals for return to service must be certificated under CFR Part 65.

The Chief Inspector selects inspection personnel based on their training, experience, proficiency, and familiarity with applicable regulations. Inspectors also must be able to read, write, and understand the English language. Aircraft inspection and NDT candidates must have at least 3 years of experience working as a technician on aircraft, engines and equipment used on similar type aircraft. Receiving Inspection personnel will be qualified by the repair station Chief Inspector. All inspection personnel are required to be thoroughly familiar with all inspection methods, techniques, practices, aids, equipment, and tools used to determine the airworthiness of the article on which maintenance, preventive maintenance, or alterations are being performed.

For initial candidates, the Chief Inspector determines what training each individual requires based on an evaluation of the inspector's knowledge and experience. All inspectors receive formal training on repair station policies and procedures, including the use of forms, proper sign off procedures, use and control of inspection stamps, and applicable regulations. All non-destructive testing (NDT) inspectors must meet the standards found in NAS-410.

The Chief Inspector must verify that the individual meets this standard before giving an inspector NDT authorization. All NDT Inspection qualified personnel performing NDT inspections at this repair station will comply with the requirements in the applicable OEM NDT procedures manual.

Training records (Form TP01 in the Training Manual) will be kept in individual training folders on the server. The record may be both in an electronic file and hard copy. Training records will include the method, length, instructor and dates of the training. The Chief Inspector will also ensure all required training is current.

An inspector's proficiency is maintained through actual recent practices or on-the-job training and is verified by inspection supervisory personnel on an annual basis. To verify proficiency, the Chief Inspector reviews a sample of the inspector's completed work cards or work orders for the previous year. The Chief Inspector will record the completed verification on the inspector's training record (Form TP04) and recommend any remedial training in the notes section. The Accountable Manager will be notified if remedial training is necessary.

The Chief Inspector is responsible for records for each inspector who performs work for the repair station. These records include previous work experience, certifications, and training.

The specific training program for all inspection personnel is contained in the Training Program Manual (TPM).

The Chief Inspector will authorize approval for return to service on all repair station maintained articles.

The Accountable Manager will ensure the Chief Inspector is certificated under CFR Part 65.

SECTION 10: CURRENT TECHNICAL DATA

This section describes the policies and procedures to ensure technical data is available for JetWorx's scope of work. The procedures to determine what technical data applies are in this manual. The Accountable Manager is responsible for ensuring all technical data is available and current and in English. If the data requires translation, the Accountable Manager will be responsible for performing the translation and quality checks.

The Accountable Manager or his/her designee controls all documents and technical data this repair station uses in the inspection, overhaul, maintenance, repair, and alteration of aircraft, engines, components; accessories, and parts. This includes aircraft-related manuals issued by manufacturers, calibration, tooling, and test equipment manuals; ADs; SBs; and other technical data, including customer provided data and manuals. This data will be electronic form and stored on the server or be web based. The Accountable Manager will ensure all documents and technical data required for maintenance actions are available when and where needed and that the documents are at the proper revision.

The Accountable Manager or his/her designee is responsible for the main library and will update all publications and maintain a master document list of all technical publications. All customer-supplied data or manuals will also be entered on this list regardless of the length of time this repair station has the data. The list must indicate that it is customer-supplied information. The customer is responsible for providing JetWorx with updates and revisions to its supplied data and manuals.

The Accountable Manager will ensure the Master Document List (Form RS11) is on JetWorx server and easily accessible to all personnel at all locations. The master document list will be used to verify that the current revision is being used by the repair station personnel. The Accountable Manager will update this list within 5 days of receiving a revision or a new document. In most cases JetWorx will use OEM online subscription services. These online manuals will be considered to be current at all times.

Every 6 months (Six) the Accountable Manager must ensure the repair station has the current revision for all documents the repair station is required to have. To complete this review, the Accountable Manager may have to contact various customers and manufacturers to obtain revision status information. After the verification is complete it must be documented on the Master Document List and uploaded to the server. Each customer is responsible for providing JetWorx with the appropriate technical data in English that this repair station needs to complete the customer's work scope.

QUALITY CONTROL MANUAL

SECTION 1: GENERAL

1.1 Reporting Malfunctions and Defects

The Chief Inspector is responsible for and this repair station must submit a Malfunction and Defect Report (Form 8010-4) or Service Difficulty Report (Form 8070-1) to the FAA as required by current regulations after it discovers any serious failures, malfunctions, or defects of an article. The regulations also require that the report be submitted within 96 hours of discovery.

Prior to initiating a MDR/SDR report for Part 121, 125 or 135 operators, the Chief Inspector will consult with those operators Quality Representative to determine whether JetWorx or the operator will file the report. The Chief Inspector will fill out the MDR/SDR regardless and document on the report the Quality Representative that sent in the report along with the date and time. When this repair station is responsible for submitting the report, the Chief Inspector will report to the FAA within 96 hours after it discovers any serious defect in, or other recurring un-airworthy condition of an aircraft, power plant, propeller or any component thereof. The report will be made utilizing the online service difficultly report site, describing the defect or malfunction completely without withholding any pertinent information. One copy of the online entry form will be produced and it will be saved on the server. The use of the form is self-explanatory on the website https://av-info.faa.gov/sdrx/secured/login.aspx.

If the defect or malfunction could result in an imminent hazard to flight, the Repair Station will contact the CHDO by phone to ensure they have been notified immediately.

The SDR report must include:

- The aircraft's registration number, type, make, and model of the article
- The date of the discovery
- The nature of the failure, malfunction, or defect
- The time since overhaul, if applicable
- Any apparent causes of the failure, malfunction, or defect and
- Any other pertinent information.

1.2 Continuity of Inspection Responsibility

For work in process on a specific item, all work accomplished by the technician shall be recorded in the notes tab of the associated item in the computerized work order program such that the final inspection, to determine airworthiness, does not require disassembly of the item. These notes shall be done under each individual's login so that the responsible person is properly logged. The notes shall include the work that was accomplished, technical references, initials of the Technician and the date accomplished. If the item requires inspection. An Inspector will verify that specified procedures required during assembly, modifications or repairs were followed and those inspections including tests and calibrations performed in accordance with manufacturer's recommendations. The inspector shall note "inspected by" followed by initials and date in the same notes tab.

In order to ensure continuity between shifts, a turnover email, using the Daily Shift Turnover format (Form RS07) will be sent by the Lead Technician. The turnover email will be used at shift change whenever face to face briefing and discussion is not possible in order to brief the incoming shift regarding the status of inspection tasks currently in work. The vacating Lead Technician completes the turnover email at the end of the shift and sends it to the Team@JetWorx.com email group. The information entered will be identified by aircraft registration number and will include the details of specific inspection tasks that have been started but not completed. The turnover will also include any items that require follow up by the next shift. This email shall be reviewed at the beginning of the next shift by the incoming Lead Technician and Inspector.

1.3 Segregation of Repairable from Non-Repairable Articles

The Materials Coordinator will be responsible for the segregation of repairable articles, green tag parts, from articles that are not repairable, red tag parts.

An unserviceable part is one that is awaiting repair, or one that is unsalvageable or beyond economic repair and is likely to be scrapped. For example, an unserviceable part:

- Has a non-repairable defect
- Is not within specifications set by the approved design and can't be brought into conformity
- Has reached its life limit
- Cannot be made airworthy again because it was exposed to extreme forces or heat and would likely be scrapped
- Has been determined so by an AD.

Unserviceable parts that cannot be used on an aircraft must be tagged with a Parts Identification Tag (Form RS14) with the RED "Unserviceable" box checked and remain segregated from all serviceable parts. All such parts will be stored in the parts department labeled red tag parts.

Unserviceable parts determined to be repairable will be routed to the Materials Coordinator to be sent out for repair. Such parts must have a Parts Identification Tag with the GREEN "Repairable" box checked attached (Form RS14) and be stored in parts department.

Serviceable and unserviceable parts must never be stored together.

1.4 Tagging or Identifying Articles

The Chief Inspector is responsible for ensuring that all JetWorx maintenance employees properly tagging or identifying articles removed from aircraft or received by the repair station. The Lead Technician and/or Inspector shall ensure that this is accomplished at the project level. Any individual (employee or vendor) working on an aircraft will ensure that the removal and/or reinstallation of any and all panels and components are properly documented on the Aircraft Panel Removal Record (RS16) or Component Removal and Installation Record (RS17).

Note: An alternate tagging procedure may be required by the customer to meet a customer's program requirement. Any change must meet or exceed the RSM requirements and be approved by the Accountable Manager.

All aircraft parts, components, accessories, engines, appliances received by this repair station must have a JetWorx Parts Tag (Form RS14) attached that is applicable to the status of the item. This tag is designed as a multi-use tag and the appropriate box should be clearly checked as follows:

Note: If the information required to fill out the tag is not applicable, or unknown, use the abbreviation N/A.

Form RS14, "Part Identification" White Tag: This tag may be used to identify replacement parts during receiving process or parts, components, and assemblies removed from an aircraft, airframe, engine, appliance, component, or assembly during maintenance. The technician removing the part must immediately fill out this tag and attach it the item or the container holding the disassembled unit or, when used with hardware, the parts bag. This tag may also be used when removing a known serviceable part from an aircraft to provide traceability if being installed on a different aircraft.

Note: After the part, component, accessory, or assembly has been installed/reinstalled, remove the White Tag and retain it with the work order for filing.

Form RS14, "Repairable" Green Tag: This tag will be used to identify parts, components, accessories, or assemblies that require repairs by outside vendors. The receiving inspector, technician, or inspector must fill out this tag and attach it to the item. This tag must also include a description of the work to be performed. JetWorx may also use this tag for core exchanges.

Note: After the part, component, accessory, or assembly has been repaired and returned to service it shall undergo a receiving inspection and issued a White tag and the Green tag may be disposed of upon acceptance of the item.

Form RS14, "Unserviceable" Red Tag: This tag is used to identify Unserviceable items pending their final disposition. This tag will be attached to the item or to the container holding the items. The receiving inspector, technician, or inspector must fill out this tag for all rejected items (including unsalvageable).

Note: The Red tag shall remain with this item until such time that it is either returned to the customer or properly disposed of.

Form RS15, MX Convenience Removal Tag: This tag may be used to identify panels or components that are removed for the purpose of maintenance or inspection in conjunction with the Aircraft Panel Removal Record (RS16) or Component Removal and Installation Record (RS17). If multiple parts identification is required, only one (1) MX Convenience Removal Tag is required for the identification of like parts, i.e. access panels in a common area, ceiling panels etc. The technician will remove the parts and place them in a container or in a clearly identified work area. The MX Convenience Removal Tag will be filled out showing the total number of items being removed. The tag will be securely attached to the container, work table or bench.

SECTION 2: RECEIVING INSPECTION

The Materials Coordinator is responsible for ensuring that all incoming consumables, parts, components, accessories, avionics, customer provided parts, and borrowed parts go through the applicable receiving process. The Materials Coordinator will verify that parts being received are associated with either a JetWorx or Customer's purchase /repair order. Repair order parts and receiving documentation will be verified against the repair order instructions to ensure the correct processes were accomplished.

All tools, test equipment, fixtures and measuring equipment used by the repair station returning from calibration or repair are received by a separate process and are identified (labeled) and tracked using the tool module in EBis. Tooling returned from calibration or repair do not require a white tag (Form RS14).

Each item received will be checked to ensure that it conforms to specified requirements, was not damaged during shipment, and is accompanied by the proper documentation. The Materials Coordinator will use Table 1 to determine what documentation is required for each type of item. For items received from its non-FAA-certificated vendors, the vendor's certificate must state specific compliance with JetWorx repair instructions. The receiving inspector must compare the item against the appropriate documents such as manufacturer specifications, drawings and dimensions, certificates of conformity, serviceable and airworthiness tags, and other appropriate data or information to verify the authenticity of the item and that the source is authentic. Materials found to be acceptable are then identified with a White tag (Form RS14) and assigned to the appropriate work order for the aircraft via the EBis work order system or assigned a location in the stockroom.

If an item received has a damaged container, the Materials Coordinator will notify the Chief Inspector and/or Accountable Manager for assistance inspecting the contents for damage. If the material was damaged as a result of the damaged container, the Materials Coordinator will Red Tag (Form RS14) the item and place it in the Red Tag Locker. The vendor will be notified and a replacement part will be requested.

NOTE: Items received in special packaging for electrostatic discharge (ESD) must be inspected at an approved ESD workstation.

2.1 Receiving Inspection Paperwork Requirements

Table 1 – Acceptable Documentation

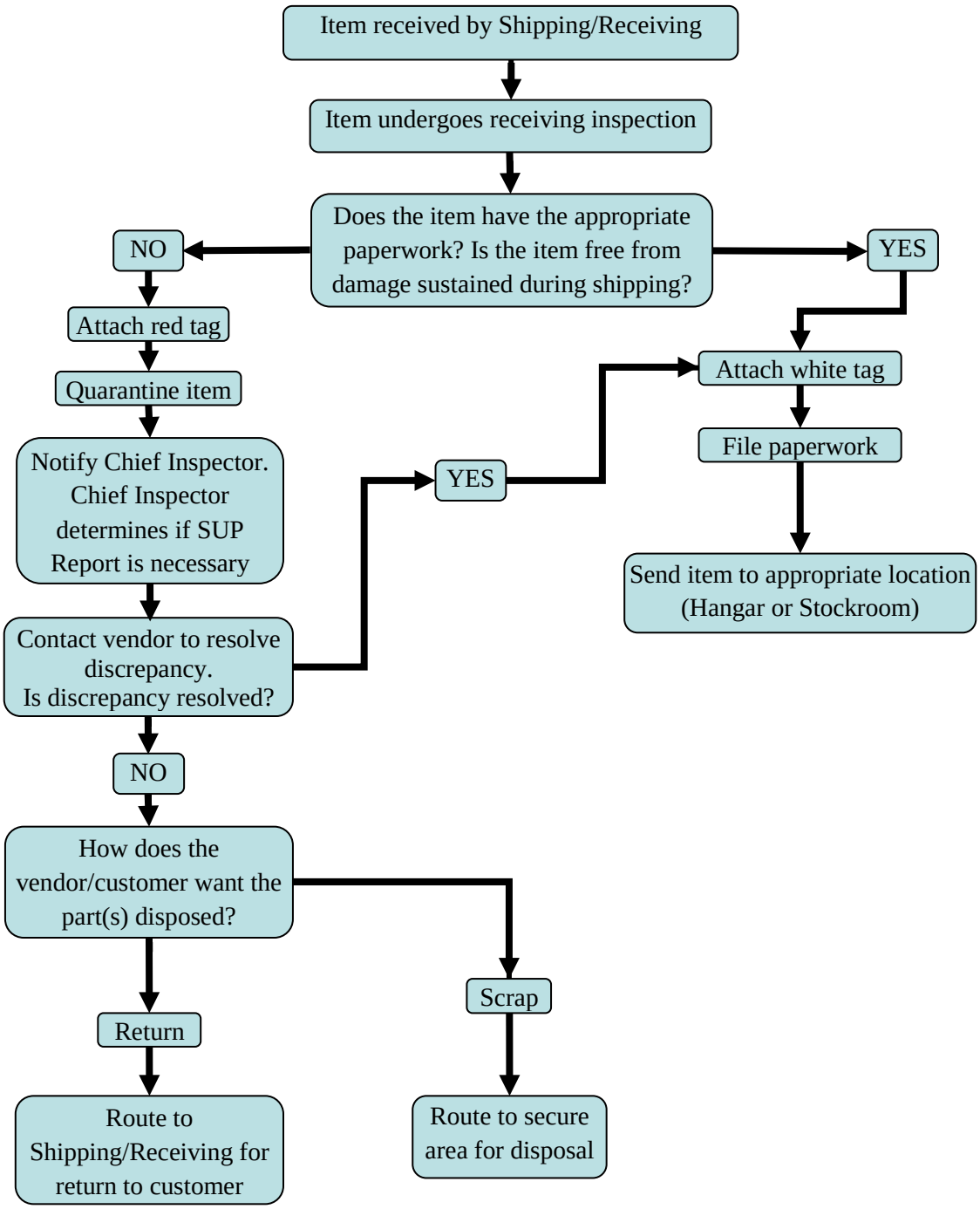
Part Supplier	Part Condition	Standard Hardware (Note 1)	Commercial Hardware (Note 1)	Life Limited (Note 2)	Time Controlled (Note 3)	Expendable	Components
TC/PC Holder/ Licensee	New/Rebuilt	A, G or H	A, G or H	A, B or C	A, B or C	A, B or C	A, B or C
STC, TSO, PMA	New/Rebuilt	A,G or H	A,G or H	B, C or G	B, C or G	B, C or G	B, C or G
CFR 121/135 Air Carrier	New	E or G	E or G	B, E or G	B, E or G	B, E or G	B, E or G
	Repaired			B, E or G	B, E or G	B, E or G	B, E or G
	Overhauled			B, E or G	B, E or G		B, E or G
CFR 145 Repair Station	New	G	G	B, F or	B, F or G	G	B
	Repaired			B or F	B or F		B
	Overhauled			B or F	B or F		B or F
Foreign Manufacturer	New/Rebuilt			C & D	C & D	C & D	C & D
Supplier (Note 4)	New	G	G	G	G	G	G
	Repaired			E, F or G & B	E, F or G & B		E, F or G & B
	Overhauled				E, F or G & B		E, F or G & B

A. Shipping ticket, packing list, certification of conformity, invoice, etc., from the type certificate (TC) or production certificate (PC) holder/licensee with the TC/PC number listed.
B. FAA Form 8130–3.
C. JAA/EASA Form One and Transport Canada Form 24–0078 (see note 5).
D. Written authorization for direct shipment from the production approval holder (PAH).
E. CFR part 121/135 air carrier serviceable tag
F. CFR Part 145 repair station serviceable tag.
G. Material certification or completed ATA 106 form.
H. Acceptable certification of conformance for commercial materials or parts.
I. Removal Tag

- NOTE 1: The documentation must state the appropriate specification the material meets.
- NOTE 2: The seller must supply documentation indicating the “Cradle to Grave” history of the part.
- NOTE 3: The seller must supply documents indicating hours, cycles, and/or days since last overhaul and the records of the work accomplished.
- NOTE 4: The seller must have and keep on file all documentation indicating that the part/material was produced from an FAA-approved source per the specification.
- NOTE 5: The JAA/EASA Form One and the Transport Canada Form 24–0078 cannot be accepted for items that have undergone maintenance actions, unless the item is returned to service by a person/organization authorized by the FAA, and is so indicated on the form.

2.2 Receiving Inspection Process

Figure 3 – Receiving Inspection Process



SECTION 3: INCOMING INSPECTION

3.1 Incoming Inspection

The Materials Coordinator or will be responsible for performing the incoming inspection on all materials coming into the repair station for use on an aircraft. All repair station receiving inspectors must be trained, qualified, and authorized by JetWorx to perform incoming inspections.

The incoming inspection will be a visual inspection. The containers and contents shall be inspected for possible shipping damage, packing and proper paperwork. Technical data such as 8130'3 or repair orders will be used to conduct the inspection. If the incoming inspection is found to be acceptable, a White Tag (Form RS14) will be issued to the part and attached to the approving paperwork that accompanied the part. If the inspection is found to be unacceptable, a Red Tag will be issued, the Chief Inspector will be notified and the part will be relocated to the Red Tag cabinet until such time that the discrepancy is resolved or the item is returned to the vendor.

3.2 Shelf Life

The Chief Inspector will be responsible for the shelf life program. The Materials Coordinator will maintain all applicable items via the computerized tracking system. It will also be each employee's responsibility to ensure items used are checked for expiration before use on an article.

JetWorx will identify and track life limited items in the following manner:

- The expiration date of the item will be entered into EBis.
- The expiration date of the item will be entered on the white tag (RS14) and/or on the item packaging.

All consumables received will be inspected for shelf life limitations. With some products it will depend on the vendor, as to which vendor will recognize life limited parts. Not all vendors consider the same materials life limited. Some vendors are more aggressive with their shelf life limited product programs. Most chemicals, adhesives, sealant, and lubricants used by this repair station are shelf life sensitive. Some rubber products such as gaskets, hoses, and seals are also life limited. Some complete units, such as fuel pumps, fuel controls, etc. and in some cases some instruments are life sensitive; components within the assembly will be time sensitive. The vendor normally notes these. With this type of part, these units will also be serialized. Both shelf life and serial number will have to be verified. During visual inspection of the part, the inspector will look on the container or paperwork for "cure date", "manufacture date", "use by date" or "functionally check after'' stickers or stamps. All date information written on paperwork must be noted as to what type of information, i.e., cure date, manufacture date, use by date, shelf life, etc.

For products with a date other than an expiration date, the Materials Coordinator will contact the manufacture or distributor to obtain data stating the life limit of the product. These documents will then be filed with the purchase order for each applicable part. Some product may have a life limit but only when it is opened. Once opened, these products must be marked with permanent ink as to the date it was opened on the lid of the container by the person opening the item. The Materials Coordinator will also enter this expiration date into the computerized tracking system.

The Materials Coordinator will generate a report during first work week of each new month indicating what product will expire in the next 60 days. This report will be distributed to the Chief Inspector and Accountable Manager and any materials or parts determined to be outdated will be removed from inventory, adjusted out of the system and properly disposed of. Each Technician will inspect his/her assigned consumables at the beginning of each month to ensure no shelf life items have expired. If an item is found expired it will be disposed of in a manner that is acceptable to local environmental regulations.

3.3 Discrepancy/Unknown Status

If the item does not pass the incoming inspection, the receiving inspector will generate a green or red tag, as appropriate, and attach it to the item indicating the item was inspected and found unacceptable. The receiving inspector will relocate the part to the appropriate cabinet until it can be routed back to the vendor.

NOTE: JetWorx personnel must not destroy or mutilate any items that fail receiving inspection unless so instructed by the vendor or customer. The vendor or customer owns the part and JetWorx cannot destroy any products without their agreement, as appropriate.

3.4 Acceptable

If the item passes the incoming inspection, the receiving inspector will generate a white tag and attach it to the item indicating the item was inspected and found acceptable. The receiving inspector will file the documentation with a copy of the purchase order on which it was ordered. A copy of the documentation will be attached to the item and either put on the parts shelf or assigned to the appropriate work order for the aircraft that it is to be used on All items are traceable to the original receiving documentation by the work order by the purchase order number associated with that item. If the material requires special testing, it will be the responsibility of the assigned inspector to ensure a discrepancy is written up in the work order addressing the need for a test of the item before return to service.

3.5 Multiple Items on One Document

When a document is received that lists multiple items, the items will be inspected and tagged individually as described in this section. A copy of the master document will be copied and stapled to the white tag generated for each article.

3.6 Parts Received in Bulk

All parts received in bulk will be inspected and tagged as described in this section. At receiving inspection, the Materials Coordinator will issue one tag to the bulk for each set of documents it receives. As individual pieces from the bulk shipment are issued, the tag will be photocopied and issued with the individual pieces that will serve to identify it and link it back to the original lot and traceability paperwork. Sheet metal, tubing and other raw stock will be handled in the same method as bulk parts

3.7 Tooling

All JetWorx and employee owned calibrated tools, when returned from calibration, will require a receiving inspection. The inspection will consist of verification that the part number (P/N), serial number (S/N) and next calibration due date, match the certificate of calibration. The tool will be visually inspected for any damage. The calibration certificate will be filed on the server until superseded, and the calibrated tooling will be entered into the computerized tracking system.

3.8 Repair Order Parts

The Material Coordinator will provide the approved vendor a copy of the Repair Order (RO) for each part or batch of parts sent out for repair. He/she will retain a copy of the Repair Order until the part or parts are returned to compare the Repair Order work instructions to the remarks on the serviceable document to verify that the required work has been accomplished per the repair order. The parts will be tagged as described in this section.

3.9 Suspected Unapproved Parts (SUP)

A suspected unapproved part is a part, component, or material that is suspected of not meeting the requirements of an approved part. A suspected unapproved part is a part that, for any reason, may not be approved. These reasons may include findings such as the part has a different finish, size, or color; improper or no identification; or incomplete or altered paperwork.

NOTE: An approved part used in an incorrect application is not considered a suspected unapproved part.

Each Technician, Inspector and Materials Coordinator must immediately notify the Chief Inspector whenever he/she believes there is a suspected unapproved part. The Chief Inspector will determine when a suspected unapproved parts report will be filed. If the Chief Inspector determines that a suspected unapproved parts report will be filed, he/she will fill out FAA Form 8120-11 in accordance with its instructions and notify the local FAA CHDO. A file of SUP reports submitted to the FAA will be kept on the server. These will be kept on file for a period of two years. Also see http://www.faa.gov/avr/sups/index.cfm for further information on suspected unapproved parts.

SECTION 4: PRELIMINARY INSPECTION

A preliminary inspection will take place before any maintenance is performed.

The individual that opens any work order for an aircraft will generate a preliminary inspection discrepancy (item 1) on the customers work order and evaluate the airframe or articles reported condition, obvious damage, overall airframe or article condition, and whether a hidden damage inspection will be required. The Lead Technician or Inspector will perform the preliminary inspections as required utilizing the Incoming Walk Around Inspection (Form RS12). Any discrepancies noted as a result of the inspection will be added to the work order as well. The preliminary inspection will be signed off in the form of a corrective action in the work order (Item 1 of all work orders).

If the Accountable Manager or Chief Inspector identifies that a need for verification of life limit and/or time since overhaul is needed, he/she will request that appropriate records be provided to him/her by the customer so that a review may take place. Documentation to satisfy traceability may include, but is not limited to, an 8130 or a maintenance record entry describing the work performed on the part.

In accordance with the customer's work scope, the preliminary inspection may also include a functional test, teardown or disassembly, cleaning, and inspection of the article. The technician will conduct the preliminary inspection in accordance with the appropriate work cards. The technician will record the results of the preliminary inspection on the work card. If the technician notes any defects, the inspector will initiate a non-routine discrepancy, which will be processed as discussed in this manual. If applicable, a completed Green Tag (Form RS14) will be attached to any repairable component that is to be sent out for repair. The Green Tag must identify the component and repair station work order number, and accompany the component to the proper vendor for repair. The Green Tag will remain with the inspection records until the airframe or article is released for service and then will be filed with the completed work order.

NOTE: Verification of applicable Airworthiness Directives will be accomplished by the Chief Inspector during the course of manufacture recommended inspection(s), overhauls and repairs.

SECTION 5: HIDDEN DAMAGE INSPECTION

It will be the customers' responsibility to advise JetWorx that a hidden damage inspection is required. The Chief Inspector or his/her designee will be responsible for carrying out a hidden damage inspection. When applicable, the inspection will be recorded on the work order in the form a discrepancy and any defects identified will be noted on a non-routine discrepancy. The work order and any non-routine discrepancies generated from this inspection will be made part of the work order file. The hidden damage inspection will include areas adjacent to obvious damage to identify any potential secondary damage that could have resulted from the accident or incident.

The Accountable Manager will communicate any findings with the customer and explain the options.

SECTION 6: IN-PROCESS INSPECTION

While any item is undergoing alteration, repair, rework, or overhaul, authorized Inspectors may make inspections to ensure all work is being performed in accordance with the regulations, manufacturer, customer, and JetWorx requirements. The Inspector will determine the in-process inspection requirements when reviewing the work scope. In-process inspections may be required by the maintenance manual, be requested by the customer and be part of the customer's work package, or be an additional inspection required by the repair station. The authorized inspector will document all in-process deficiencies on the applicable work order. In-process inspections required by the customer or JetWorx are additional inspections and are above and beyond the minimum requirements.

These inspections will be conducted at various stages in the process in accordance with the frequency provided in the applicable maintenance manual, instructions for continued airworthiness, or JetWorx work order. This inspection also will be conducted as necessary so that the final inspection to determine airworthiness will not require disassembly. These inspections may include visual inspection, dimensional measurement, or nondestructive or functional tests. The Inspector will verify data applicability and materials and will record the results of all in-process inspections in the notes tab of the associated item in the EBis Work Order Module. These notes shall be done under each individual's login so that the responsible person is properly recorded. The notes shall include what work was accomplished, technical references, initials of the Technician and/or Inspector and the date accomplished. Steps will not be performed out of sequence by this repair station Inspectors or Technicians. All steps will be conducted per the manufacturer's instructions.

Inspections, operational, and functional tasks not requiring gaining of access, use of tooling, or deemed RII by an operators GMM may be signed off with a single signature by any repair station inspector.

When maintenance of an article is performed by a contracted facility, the Inspector will review the paperwork to verify that the required work was performed and that the proper signoff is included. Inspection of the article will also be carried out to ensure that it is free of defects. If the article requires a functional check before approval for return to service, the Inspector will ensure it is documented in the work order.

The inspector will report any discrepancies to the Technician or his/her Lead. All discrepancies must be corrected by the technician and the work re-inspected for acceptance. The inspector must not clear the item for its final inspection until all discrepancies have been cleared. All Non-Routine work is 100% buyback by an inspector. 100% buyback is defined as: "Every repair or maintenance action will be inspected prior to covering, closing access or otherwise prohibiting direct visual inspection".

Once an item is completed it may be signed off in EBis and upon acceptance by the inspector that item may be signed off by that Inspector in EBis to consider the task complete.

NOTE: If there is a conflict between an Air Carrier's and manufacturer requirement, JetWorx must follow the Air Carrier's FAA approved maintenance program in accordance with CFR 145.

SECTION 7: FINAL INSPECTION

The Chief Inspector or his/her designee will perform the final inspection. The Inspector will perform the final inspection as required utilizing the Post Maintenance Walk Around Inspection (Form RS13). Any discrepancies noted as a result of the inspection will be added to the work order. The final inspection will be signed off in the form of a squawk in the work order (Item 3 of all work orders).

If the final inspection is determined to be unsatisfactory, the inspector performing the inspection will include the deficiencies in the work order generated discrepancy and notify the Lead Technician assigned to the job. The required corrections will be made and the inspector will re-inspect the work to ensure proper completion. If the inspection is found to be satisfactory, the work package will be forwarded to the Return to Service Inspector for completion of the maintenance record entry.

7.1 Annual and/or 100 Hour Inspections

If this repair station performs a 100 Hour and/or Annual inspection for an operator, procedures in this manual will be followed. The use of a 100 hour manufacturer checklist is acceptable as long as the document is retained with the work order package. All discrepancies noted during the inspection will be documented as with any other aircraft inspection and will include the corrective action. If the operator has an approved Minimum Equipment List, the operator's procedures will be followed for the deferral of inoperable equipment. Deferred items will also be listed in the JetWorx work order for traceability. If items are not contained in the operators MEL, the Chief Inspector will generate a list of discrepancies and sign and date the list. It will be forwarded to the owner / operator if the items are not corrected before releasing the aircraft.

7.2 Major Repairs and Alterations

The following personnel have the authority to classify a repair/alteration as Major or Minor:

- Accountable Manager
- Chief Inspector
- Authorized Inspector

The personnel stated above will refer to 14 CFR Parts 1 and 43 (Appendix A) as guidance to determine if a repair/alteration is classified as major or minor. Records of a major repair will be recorded on the appropriate Work Card and/or Work Order.

Each person performing a major repair or major alteration shall:

- Execute FAA Form 337 at least in duplicate
- Give a signed copy of that form to the aircraft owner; and
- Forward a copy of that form to the FAA Aircraft Registration Branch in Oklahoma City, Oklahoma, within 48 hours after the aircraft, airframe, aircraft engine, propeller, or appliance is approved for return to service.

For major repairs made in accordance with a manual or specifications acceptable to the Administrator, a certificated repair station may, in place of FAA form 337:

- Use the customer's work order upon which the repair is recorded;
- Give the aircraft owner a signed copy of the work order and retain a duplicate copy for at least two years from the date of approval for return to service of the aircraft, airframe, aircraft engine, propeller, or appliance;
- Give the aircraft owner a maintenance release signed by an authorized representative of the repair station and incorporating the following information:
    - Identity of the aircraft, airframe, aircraft engine, propeller or appliance.

- If an aircraft, the make, model, serial number, nationality and registration marks, and location of the repaired area.
- If an airframe, aircraft engine, propeller, or appliance, give the manufacturer's name, name of the part, model, and serial numbers (if any); and
- Include the following or a similarly worded statement:

"The aircraft, airframe, aircraft engine, propeller, or appliance identified above was repaired and inspected in accordance with current Regulations of the Federal Aviation Agency and is approved for return to service.
Pertinent details of the repair are on file at this repair station under work order No. _____,
Date
Signed
For signature of authorized representative
Repair station name
Certificate No. _____
Address"

For a major repair or major alteration made by a person authorized in § 43.17, the person who performs the major repair or major alteration and the person authorized by § 43.17 to approve that work shall execute an FAA Form 337 at least in duplicate. A completed copy of that form shall be:

- Given to the aircraft owner; and
- Forwarded to the Federal Aviation Administration, Aircraft Registration Branch, AFS-750, Post Office Box 25504, Oklahoma City, OK 73125, within 48 hours after the work is inspected.

For extended-range fuel tanks installed within the passenger compartment or a baggage compartment, the person who performs the work and the person authorized to approve the work by § 43.7 shall execute an FAA Form 337 in at least triplicate. A completed copy of that form shall be:

- Placed on board the aircraft as specified in § 91.417 of this chapter
- Given to the aircraft owner; and
- Forwarded to the Federal Aviation Administration, Aircraft Registration Branch, AFS-751, Post Office Box 25724, Oklahoma City, OK 73125, within 48 hours after the work is inspected.

After completion, the original FAA Form 337 shall be supplied to the customer. A copy will be made part of the work order package for the repair station records, and a copy will be forwarded to:

Federal Aviation Administration Aircraft Registry
Mike Monroney Aeronautical Center
PO Box 25504
Oklahoma City, OK 73125

Those personnel authorized to return to service a major repair or alteration by signing block 7 of the FAA form 337 can be found in the repair station personnel roster.

7.3 Obtaining Approval to Perform a Major Repair or Alteration

All repairs and alterations will be determined major or minor and approved by one of the above stated personnel. Approved data for Major Repairs and Alterations will be in the form of FAA form 337 field approval, (Block 3 sign off by FSDO approving the data), OEM Service Bulletins, FAA DER issued 8110-3's, Supplemental Type Certificates (STC), Airworthiness Directives, Alternate Means of Compliance (AMOC) and/or OEM technical publications if so indicated as being FAA approved. The Chief Inspector will include a copy of the FAA approval within the archived work order package.

SECTION 8: WORK SIGN-OFF

8.1 Standards for Making Records Entries

All work cards, work orders, and other records are documents that become part of an aircraft's historical file. They provide evidence of compliance with the regulations. These documents must be carefully and fully completed. All personnel handling records must make every attempt to keep the documents clean and intact.
All repair station personnel must use the customer's standards for making records entries or, if none are provided, use the following standards:

- All entries must be legible and made in permanent black or blue ball point pen or be computer generated.
- Enter dates in the format MM/DD/YYYY. For example, 07/21/2004.
- "Signatures" must consist of the person's signature (at least first initial and last name) and date signed.
- Each task must be signed off separately. At no time will multiple tasks be signed off with one signature.
- Maintenance Manual, SRM or Approved Repair Reference is required to be referenced in the entry.
- If a task is not applicable, it must be identified as "N/A" and signed off with a brief explanation of why the task was N/A."
- The description of work performed must include a complete and accurate description of the work that was accomplished or the discrepancy and the corrective actions taken. This must include a reference to the appropriate manual and specific chapter reference, or other acceptable data used to accomplish the work. Where options are allowed by the data, the specific option used must be indicated in the record. For example: "Repaired rudder in accordance with MM XX-XX-XX, [or EO XXXX-XX]."
- When performing a system check, the description should include a reference to the appropriate manual and chapter used to conduct the test and a description of the outcome of the test. For example, "Ops check good" would not be an appropriate record entry. A complete entry would read something to the effect: "Operation check of system done in accordance with MM XX-XX-XX,. Ops check good."
- For simple actions not covered in a manual and that do not affect the safety of flight, a specific reference to a maintenance manual is not required but a complete description of the work accomplished is.
- All part numbers/serial numbers removed and installed must be noted.
- All life-limited or time-controlled parts must have appropriate entries made indicating the time/cycles/hours remaining or time since overhaul.
- Erasing or obliterating words on aircraft records or removing and/or replacing pages is not permitted. To correct an error:
    - Cross it out with a single line.
    - Initial the correction.
    - Enter the correct information.

8.2 In Process Sign Off

In instances where a repair or inspection is in process and will not be continued at that particular time the Technician will make an entry in the "Notes" section of that discrepancy in EBis. The entry should be followed by the technician's initials and the date.

If the task being performed requires an in process inspection, an authorized inspector will place their initials after making a statement that the item has been inspected. (Example: Inspected by [Initials}]MM/DD/YYYY).

8.3 Final Sign Off

When a repair or inspection is completed it shall be signed off in EBis by entering a corrective action which incudes the following information as applicable:

- Description of work performed
- Details of parts that were removed and/or replaced to include:
    - Part number off/on
    - Serial Number off/on
    - Installed part condition (New, Overhauled, Repaired, etc.)
    - Reference to the Repair Station the repaired or overhauled the part (as stated on 8130-3)
- Reference material used to complete the task
- Statement that a operational check was completed as applicable to the task
- Reference any calibrated tooling that was used, including tool ID
- If an outside service was contracted to complete a portion of the task, the name of the vendor, certification type (if applicable) and their work order number shall be referenced.

Example:
CMP 324206, 324202, 122001 COMPLIED WITH MAIN TIRE (LEFT INBOARD, NO.2) - REMOVAL / INSTALLATION. REMOVED AND INSTALLED OVERHAULED MAIN WHEEL ASSY #2 P/N OFF/ON: 5009029, S/N OFF: FEB08-2629, S/N ON: AUG07-2457/AUG07-2457. WITH NEW TIRE P/N OFF/ON: M08401, S/N OFF: 1199938, S/N ON: 7153S210. WHEEL ASSY OVERHAULED BY AERO WHEEL AND BRAKE SERVICE CORP, CERT# U8SR971J, FORM TRACKING# 12110, DATE: 06 DEC 2017. OPS/SECURITY CHECK GOOD NO DISCREPANCIES NOTED REF: G200 AMM CH. 32-40-05. TORQUE WRENCH ID: 12191-JETWORX.

In the event that a particular item is being returned to service by an approved vendor, the item will be signed off by JetWorx as follows:

- "Work performed by [Approved Vendor Name}. [FAA Certified Repair Station or Airframe and/or Powerplant certificate number], Reference log entry dated MM/DD/YYYY / Work Order {WO #].

The completed task will then be signed off in EBis by the Technician and Inspector by entering their password.

After sign offs are completed, a Maintenance Printout shall be printed from EBis and signed off by the responsible technician and Inspector and placed with the completed work order tasks.

8.5 Stamps

JetWorx does not use stamps for sign off purposes.

SECTION 9: APPROVAL FOR RETURN TO SERVICE

9.1 Approval for Return To Service

It is the responsibility of the Return to Service (RTS) Inspector closing the work order package to insure that all documentation is completed and accounted for. The RTS Inspector will generate a log entry and ensure that the entry meets the requirements of CFR Part 43.9 and 43.11. The maintenance record entries will be placed into the aircraft, engine, APU or propeller log books or handled per the customer's request. If an RTS Inspector is not available to generate the maintenance record entry, the customer may in some cases provide a one-time approval to return an aircraft to service if their GMM so allows.

Provided the final inspection is acceptable, the Return to Service (RTS) Inspector may approve the article for return to service with respect to the work performed by JetWorx. For aircraft, the approval for return to service will be accomplished consistent with the customer's release procedures. If the owner/operator prefers to use the repair stations forms and procedures, this manual will be followed. Only articles that the repair station is approved will be returned to service.

The release document must include at least the following, directly or by reference:

- The JetWorx official repair station name address and FAA certificate number.
- The make, model, serial number, aircraft registration number and work order number, date, times and cycles of the article being returned to service (aircraft, engine, APU).
- A complete description of the work performed.
- A detailed reference to technical data used to accomplish the work performed; for example, an Aircraft/Engine Maintenance Manual, AD or SB, completion manuals, approved engineering data.
- Description of approved parts that were used on the aircraft (Part Number/Serial Number).
- References to the source of any overhauled, repaired or tested components (8130-3, JAA 1, log entry or other). Include the agency, certificate, document reference (i.e. work order) and date.
- Return to service statement per CFR part 43.9 / 43.11 or customer's return to service statement.
- The date the article was approved for return to service.
- The name and signature of the certified individual approving the article for return to service.

These records will include work cards, other work process documents, tags, FAA forms, engineering authorizations or orders, logbooks, or other work records. Regardless of the type of document, the record must be complete, references must be unambiguous and specific, and all required signatures or stamps must be included.

Airworthiness Directives: The current status of applicable airworthiness directives (AD) and safety directives including, for each, the method of compliance, the AD or safety directive number and revision date. If the AD or safety directive involves recurring action, the time and date when the next action is required will be included in the entry.

The return to service statement will be as follows unless otherwise specified by the customer's GMM requirements:

I CERTIFY THAT THIS AIRCRAFT HAS BEEN INSPECTED OR REPAIRED IN ACCORDANCE WITH CURRENT FEDERAL AVIATION REGULATION 91.409 (F) (3) AND APPROVED FOR RETURN TO SERVICE WITH RESPECT TO THE WORK PERFORMED. PERTINET DETAILS OF THE WORK PERFORMED ARE ON FILE AT THIS REPAIR STATION UNDER [*Work Order Words*] NO. [*Work Order*], DATED [*Date*].

Date:	Signed: (RTS Authorized Signature)	Work Order:
	Printed Name	
	Certified Repair Station No. CRS# X6KR220M	

9.3 Non-Certificated Technicians

All non-certificated technicians performing work in the repair station must be under the direct supervision of an appropriately certificated individual. Non-certificated technicians will sign for their own work. The certificated individual supervising the non-certificated technician(s) work are responsible for ensuring that the work has been properly completed and that all work related documents are properly filled out. Supervisors are responsible for reviewing assigned personnel for job qualifications and status (certificated/non-certificated) prior to assignment of work.

All non-certificated technicians must meet the same requirements of CFR Part 65. Technicians who do not meet the recent experience requirement must be under a documented OJT program until the requirements have been met and verified by either the Accountable Manager.

9.4 Signatures

By signing that the work was accomplished, the person assumes responsibility that the work was properly accomplished because that individual personally did the work or checked the work. A signature consists of an individual's handwritten "wet" signature of at least first initial and last name.

All original paperwork obtained or generated during the visit will be forwarded to the customer. The Accountable Manager will ensure that copies of the paperwork are retained so that the package can be uploaded to the applicable folder on the server.

SECTION 10: TOOLING

10.1 Tool Control

JetWorx will ensure tool control is exercised by all parties assigned to work on aircraft. Technicians will inspect tools before commencing and after completion of maintenance tasks to identify missing tools or equipment. When possible a second person will verify no tools or equipment remain in the work areas.

Upon completion of work by outside sources or third party maintenance provider, an Inspector will check any areas worked in (to extent possible without disassembly) for FOD and or tools and equipment.

10.2 Categories of Tooling

All tools and test/measurement equipment are classified into one of three categories:

10.2.1 Precision Measurement Equipment (PME)

An item ranging from simple tools such as a torque wrench to complex automatic test equipment that may be offered by the OEM of the articles JetWorx is maintaining or may be generic commercial items. Most of this equipment requires a periodic test and/or calibration. If there is a tool or equipment in this category that does not require calibration, a label stating so must be attached. The term precision measurement equipment or PME is used in this manual to mean all tools, gauges, and test equipment (whether manual or automatic) that make precision measurements and might be used to verify the airworthiness of an article. Calibration procedures and standards must be traceable to the National Institutes of Standards and Technology standards or standards established by the equipment manufacturer.

10.2.2 Equivalent Tools / Test Equipment

JetWorx does not currently use specialized tooling and test equipment other than that which is defined by the OEM manuals. If Jetworx determines that equivilant tooling or test equipment is required, the PMI will be contacted prior to proceeding with inplimenting the use of such tooling.

10.2.3 Standard Tools and Shop Aids

Common tools and basic equipment used to aid in the disassembly, assembly, handling, and storage of parts. This equipment is not used to determine the airworthiness of an article. Their suitability and condition can be determined through a visual inspection or accompanying labels or tags. There is no certification or calibration associated with this equipment.

10.3 Calibration of Measuring and Test Equipment

The Chief Inspector is responsible for the calibration system and for the records of calibration. All repair station owned tools and employee owned tools will be calibrated per the manufactures intervals. In cases where no interval is set, the Chief Inspector will set the interval at 12 months. Changes to the manufactures intervals will not be allowed at this time. The technique followed will be that of the manufactures or standard industry practice if no data is available. The calibration technique and details will be documented on the vendor's calibration detail sheet or work order and provided with the returned tool. This work order or detail sheet with remain on file until the tool is due for calibration again..

Calibrated equipment is identified by way of a vendor affixed label. The label at a minimum will contain identification of the tool, the date of calibration and the next due date. The Chief Inspector will ensure that the certificate of calibration includes all the information applicable to the tool including that calibration is traceable to NIST, the manufacturer, or an acceptable foreign or international standard.

All calibrated tools will be entered into the EBis tool module so that the calibration history may be recorded and tracked. A copy of the certification will be scanned into the file for that tool so that it may be reviewed at any time. EBis allows you to set a calibration interval and will provide a message to the defined users whenever they log in that a tool is expiring. A report may also be generated manually at any time that will show the status of all tools.

The Materials Coordinator reviews the list of PME and calibration expiration dates monthly on the computerized tracking system. He/she verifies that all PME that require calibration are removed from service and routed out for calibration by the calibration expiration date. If any are missing a search for the missing PME will be initiated. The tool information will be provided to the Chief Inspector so that he/she may research when it may have been used. The work order for each job will be used for this research, as the tool is logged when used on the computerized work order system.

The Materials Coordinator will ensure that a calibration label is affixed on all PME that require calibration whether they are company or employee owned. JetWorx will use an outside vendor's calibration tag. Tools or equipment not requiring calibration, because they are not used for any measurements or processes related to the airworthiness of an article shall be clearly identified with markings noting "No Calibration Required". For tools such as a common hammer, where the need for calibration is not in question, no label is used. Calibration intervals are based on the recommendations of the PME manufacturer. When a new PME is put into service, the PME will be calibrated before use and the calibration interval is set at the manufacturers' recommendation.

All repair station calibrations are accomplished by a vendor, the calibration process can be whatever is normally used by that vendor if acceptable to the Chief Inspector, but must be the process recommended by the manufacturer or an industry standard process. Vendors used for calibration are included in the audit program and will include review of the facilities records for traceability and accuracy.

All new PME that require calibration are processed through the normal receiving inspection process. After acceptance, a calibration label is placed on the PME if it has been calibrated and the calibration record meets the requirements. Then the PME identification and calibration dates are entered into the computer list of all tools and equipment. Any leased or borrowed PME is treated the same as a new tool. It goes through a receiving inspection process, and the part number, serial number, unique ID, calibration date and next due date are logged on the computerized work order system.

All tools used by this repair station are tracked by the expiration date which is based upon the tool calibration interval. In the case of loaned or borrowed tools, the customer's tool calibration intervals will be followed. The Materials Coordinator and/or Chief Inspector will ensure that all loaned or borrowed tools will have a receiving inspection performed to verify the documentation provided with them is correct, indicate calibration requirements, standards, and traceability of calibration. Any tool that fails the receiving inspection will be returned to the vendor with the discrepancy noted.

If a Technician suspects that a PME is out of tolerance, the PME is to be tagged with a properly filled out green tag (Form RS14) and returned to the Materials Coordinator for routing to the calibration vendor for inspection. If any PME is found out of tolerance during calibration or inspection, the Materials Coordinator will be notified by the vendor performing the calibration. The Materials Coordinator will notify the Chief Inspector and provide him/ her with all the available calibration data for that PME. The Chief Inspector will review the out of tolerance severity. If required, the Chief Inspector will identify any articles that may have been approved for return to service that depended on measurements made with the PME in question. At the same time, the Chief Inspector will identify any work in progress that may have been affected. For articles that have been returned to the customer for calibration. If a customer's PME is found out of tolerance the Customer will contact the Chief Inspector and, depending on the type of article involved and the nature of the measurement involved, the Chief Inspector and the customer representative will develop an appropriate corrective action, which might include a recall for the article. For work still in progress, the work will be halted and measurement redone as appropriate.

SECTION 11: REQUIRED RECORDS AND RECORDKEEPING

11.1 Required Records

The Chief Inspector or his/her designee is responsible for maintaining the recordkeeping system. JetWorx maintains the records for each project in a work record package filed by work order number on the server.

Each work record package contains the following, as applicable, in English:

- Work Order and routine and non-routine work cards
- Serviceable tags, certifications, or other documents for all replacement parts
- Work process records for inspection accomplishment and results, including non-destructive inspection (Checklists, CAMP, CMP cards, etc.)
- Supplementary forms for recording results of any special tests
- AD and SB documentation
- Any FAA approvals, if needed
- FAA Form 337s
- Manufacturers' technical data that is not part of the basic manual
- Measurement or test data used to verify airworthiness
- Maintenance releases

The Chief Inspector or his/her designee will review records for accuracy and completeness before approval for return to service. This review will include records received from contractors, any special inspections such as hydrostatic tests, and 337's generated during the maintenance visit. All records received from contractors and any special inspection records will be included in the work order package and traceable by a discrepancy number. 337's will be completed in triplicate so that one copy remains with JetWorx one will be forwarded to the owner/operator and the last sent to the FAA.

11.2 Recordkeeping

All completed Work Order packages will be scanned and uploaded onto the server in the work order copies folder using the following format for the document name: W.O. ____ - N_____ - MM-DD-YYYY. These records may be kept in perpetuity but not less than minimum of 2 years.

The JetWorx Server (CJP-Server-DC) is backed up nightly by Datto. If an issue occurs with the server itself or if a file is lost we can spin up a Virtual Server and point it at the IP address and work can continue from the last time it was backed up. The backup is off site and accessible through the network only. Backups for the last two weeks daily are available to retrieve and as far back as several months roughly keeping one or two backups a week to retrieve files that might have been deleted at some point. The work order file name contains work order, date and registration information, so that the record can also be retrieved more easily.

JEEBIS01 - This is located in a data center offsite. It's physical location is in Texas but JetWorx has full access to it, this server is backed up by redundant virtual hardware. Theoretically it will never go down physically because its in a big data center. If a file is lost this data center takes snapshots they can mount the snap shot and files can be retrieved if lost or deleted.

Originals of the work order and all work order supporting data will be forwarded to the customer upon return to service.

11.3 Electronic Media

This section describes the procedures JetWorx uses to access and use electronic media, electronic recordkeeping systems and electronic manuals and to ensure that the various documents accessed and used are at the most current revision level. Additionally, the security and training of JetWorx computer system will be detailed. Upon acceptance by the PMI of the procedures in this section, an entry will be made in the repair stations operation specifications, specifically in Op Spec paragraph A025 as it relates to Electronic Media.

11.3.1 Procedures

Repair station personnel will access JetWorx computer systems using an assigned name and a secure password. Types of media that will be used and accessed include, but are not limited to following: EBis Software System, FAA website, Office 365, OEM electronic manuals (including web based and CD disk files), CMP, CAMP, SharePoint, customer websites and JetWorx server based manuals, specifications, drawings and other technical data.

Subscription services for OEM manuals will be accessed using the applicable company login credentials.

Controlled types of media such as repair station documents and records, confidential sites etc. will be accessed using individual permissions assigned to employees by the Accountable Manager. Each computer is accessed using individual logins and passwords for each employee.

11.3.2 Audit Procedures

Repair station personnel will audit the system every 90 days using the Server Audit Record (RS04) to ensure that all documents that are accessed are at the most current revision level at the time of usage. JetWorx generated data, i.e. manuals, DER repair specifications, forms and drawings will be at the latest revision. When updates are made to these documents, the Accountable Manager or his/her designee will purge the obsolete versions.

JetWorks will primarily use web based OEM manuals and FAA documentation to ensure that the most current technical data is being used.

11.3.3 Permissions

With approval from the Accountable Manager, the IT department has created permission profiles which are assigned to individual employees with access to JetWorx computer system. This allows or prevents employees from accessing different areas of JetWorx computer system as well as allowing or preventing different tasks such as revision authorities. Only the repair station Accountable Manager or Chief Inspector will have manual revision authority within the Repair Station computer database. Only JetWorx employees will have read only access to the manuals and documents unless deemed necessary by the Accountable Manager.

11.3.4 Passwords

Every employee will have a unique password to access the server and a separate login and password for the EBis Repair Station Software. This password shall not be shared with any other individual.

11.3.5 Training

Repair station personnel will be given initial and recurrent training on access and use of electronic media. Recurrent training will be as required or as indicated by a Needs Assessment Form

SECTION 12: TAKING CORRECTIVE ACTION ON DEFICIENCIES

The Accountable Manager is responsible for the corrective action of deficiencies when they are identified. It will be the responsibility of all personnel to bring any deficiencies identified to the immediate attention of the Accountable Manager.

Whenever an inspection or determines that a maintenance step or function has been accomplished incorrectly, the work will be repeated and inspected to ensure proper completion. The task found to be deficient will be reviewed to ensure that the improper work was not the result of a deficiency in the instructions(s), facilities, equipment, tooling or material. Whenever it is discovered that an improper maintenance, preventive maintenance or alteration action was approved for return to service, this repair station will immediately rectify the situation with the customer. The repair station's Accountable Manager will determine whether the incident should be reported to the FAA under the Voluntary Disclosure procedure contained in Advisory Circular 00-58 as revised.

The root cause of the problem will be determined by following the technician that originally performed the task through the instructions provided. The Accountable Manager or his/her designee will work side by side with the technician to determine where and why the deficiency came about.

The amount of time allowed to implement the corrective action will vary based on the situation. The Accountable Manager will assign the corrective action to an employee and advise the amount of time given to implement the action. No more than 30 days will be allowed. The Accountable Manager will perform the follow-up audit to ensure the corrective action was effective.

A Corrective Action Report (RS18) will be generated and maintained identifying the cause and corrective action taken by the Accountable Manager. This report will contain all documentation necessary to re-review the case at any time in the future and be stored on the server for two years.